

## Commonly Asked Questions

### Who Is SLWC?

SLWC is an independent company, separate from your city, local utility or municipality, providing emergency home repair services and protection solutions to homeowners across Ontario.

### Who is eligible for coverage?

An owner of both a residential home permanently secured to the ground and the land it is located on and who is solely responsible for the exterior water, exterior sewer/septic, and interior plumbing and drainage lines may be eligible for coverage. Recreational vehicles and properties used for commercial purposes are not eligible. Your property is not eligible if you are aware of any pre-existing conditions, defects or deficiencies with your exterior water, exterior sewer/septic, or interior plumbing and drainage lines prior to enrollment. If you live in a development community with a condominium, co-op or homeowners association, your exterior water, exterior sewer/septic, and interior plumbing and drainage lines may not be an individual homeowner's responsibility, so please check with your association before deciding if coverage is right for you.

### If I choose coverage, what happens next?

After your enrollment is processed, you will receive your contract documents, including the Terms and Conditions, which detail the exclusions. If you decide you no longer want the coverage, you have 30 days from the date of enrollment to cancel and receive a complete refund.

### Once I have coverage, when can I make a service call?

Your plan starts the day your form is processed, giving you 12 months of coverage during the first year.

### What quality of repair can I expect?

Local, licensed and insured plumbers perform covered repairs, which are guaranteed against defects in materials and workmanship for one year.

## Why choose Service Line Warranties of Canada?

With everything you're responsible for as a homeowner, an unexpected exterior water service, exterior sewer/septic, or interior plumbing and drainage line emergency isn't something you should have to worry about. Now eligible homeowners can choose Service Line Warranties of Canada (SLWC) to bring them valuable protection for lines on their property and inside their homes.

Since 2003, SLWC has provided eligible homeowners with solutions for the cost and inconvenience of covered exterior water service or sewer/septic line or interior plumbing and drainage repairs. In 2020, the company's network performed over 640,000 repairs and earned a 4.8<sup>1</sup> out of 5 star rating from customers receiving service. SLWC is also accredited with an A+ rating from the Better Business Bureau.

### When you choose an *optional* plan, you will protect yourself from costly repairs:

- No bills to pay for covered repairs up to the benefit amount
- 24/7 hotline with knowledgeable agents
- Professional, licensed technicians
- No deductible
- One-year guarantee on covered repairs



<sup>1</sup>Data based upon customers surveyed between January 1, 2020, and December 31, 2020, after receiving service.

Service Line Warranties of Canada ("SLWC"), with corporate offices located at 4000 Town Center Boulevard, Suite 400, Canonsburg, PA 15317, is an *independent company separate from your local utility or community* and now offers this optional service plan as an authorized representative of Northcoast Solutions of Canada, ULC, 2200 HSBC Building, 885 West Georgia Street, Vancouver, British Columbia V6C 3E8. Your choice of whether to participate in this service plan will not affect any service you have with your local utility or community.

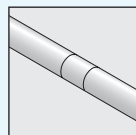


## Home Emergency Protection

For more information go  
to [www.slwofc.ca](http://www.slwofc.ca) or  
call 1-844-616-8444

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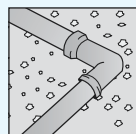
# What would you do in an exterior line or interior plumbing emergency?



Replace water service line (26–100 ft.)

Average Repair Cost: **\$2,661**

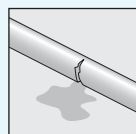
Plan Members Cost: **NO CHARGE\***



Replace sewer/septic line (26–75 ft.)

Average Repair Cost: **\$5,054**

Plan Members Cost: **NO CHARGE\***



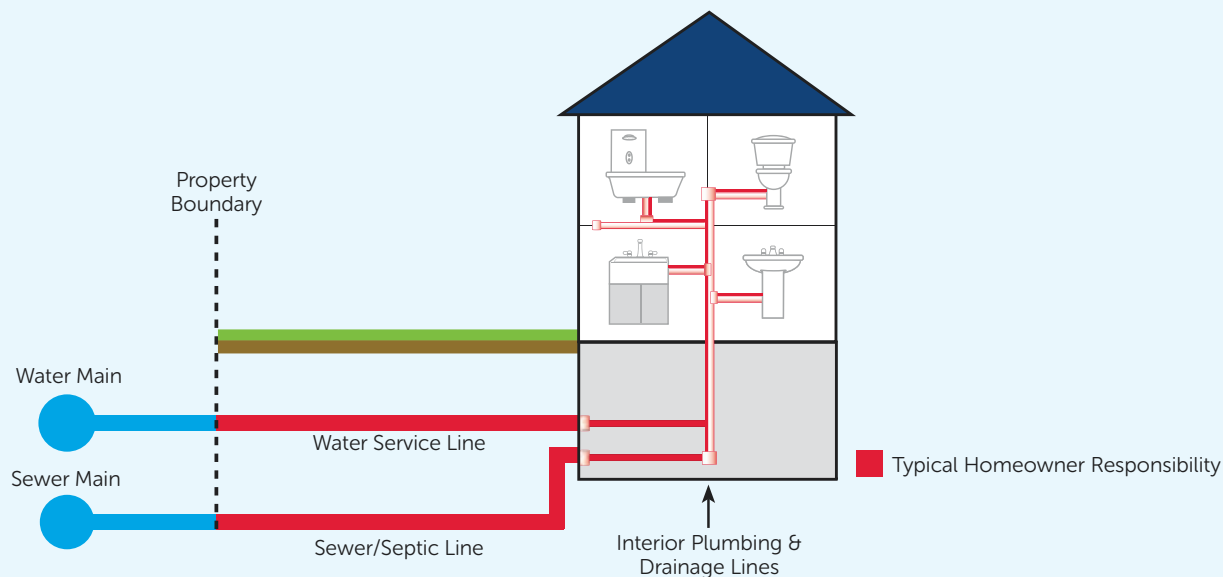
Repair/Replace Burst Interior Water Pipe (6–25 ft.)

Average Repair Cost: **\$626**

Plan Members Cost: **NO CHARGE\***

\*Average repair costs within the networks of SLWC and its parent company across North America as of June 2020. No charge for covered repairs up to the benefit amount.

The illustration shows where things may go wrong with your exterior water and sewer/septic lines and interior plumbing and drainage lines and how much a licensed and insured plumber would typically charge customers who don't have coverage. How would you cope if it happened to you? With coverage, it's not something to worry about; you'll have no bill to pay for covered repairs up to the benefit amount.



## Take Action Today. Choose Protection That's Right For You.



### Exterior Water Service Line Coverage

A leaking or broken exterior water service line can be expensive to repair or replace. Many homeowners aren't aware that they own their water service line—and will have to pay for any repairs. The exterior water service line, from your property boundary or external wall of your well casing to the water service meter or main shut-off valve inside your home, is your responsibility. Exterior Water Service Line Coverage protects you, up to the benefit amount, from the covered expense of repairing or replacing your water service line.



### Exterior Sewer/Septic Line Coverage

If you suddenly notice raw sewage seeping into your yard from a break or blockage in your sewer or septic line, you'll want to make sure you have a repair plan in place. Exterior Sewer/Septic Line Coverage protects you from the expense of a covered repair or replacement of your exterior sewer line from the external wall of your home up to your property boundary, or exterior septic line that takes wastewater away from the external wall of your home up to the point of connection to the septic tank on your property, up to the benefit amount.



### Interior Plumbing and Drainage System Coverage

Plumbing and drainage emergencies can be messy and inconvenient. Common breakdowns range from blocked shower, sink or toilet drains to broken interior water pipes. Interior Plumbing and Drainage System Coverage protects you, up to the benefit amount, from the covered cost to repair or replace your interior plumbing and drainage lines.

Choose coverage that's right for you. For more information, and details of benefits and exclusions, call toll-free 1-844-616-8444 or visit [www.slwofc.ca](http://www.slwofc.ca).

For more information call **1-844-616-8444** or go to **[www.slwofc.ca](http://www.slwofc.ca)**