

CITY OF EASTPOINTE

Water/Sewer Service Line Assistance Program

To provide our residents peace of mind and avoid large unexpected expenses, the City of Eastpointe introduced the Water/Sewer Service Line Assistance Program in August 2012. **This program has now been expanded to include *all* residential property owners.** This warranty program provides a voluntary method to pay a small monthly fee in exchange for protection against costly repairs for a sewer lateral or water service line failure.

As members of the public water and sewer systems, property owners are responsible to pay for the cost of service line repairs and improvements between the City's water and sewer lines and their home. When contracting with private plumbers, these costs can range from \$3,000 to \$8,000, often on short notice and under failed service conditions.

Property owners, who have not set aside money to pay for an unexpected expensive service line repair, now have an opportunity to obtain a low cost warranty that will provide repairs for a small monthly fee of \$4, with no deductibles or service fees. The work will be performed to code by City verified licensed local plumbers.

Who is eligible?

Any residential property owner who is responsible for paying the monthly water & sewer bill.

What is covered by the program?

Water service line failures from the point of connection at the City water main to the water meter. Service will include repair or replacement of service line, any related sidewalk or road repairs, plus soil and seed restoration.

Sewer service lines (lateral) which are broken and leaking, from the point of exit from the home to the point of connection to the City sewer main. Service will include repair or replacement of service line, any related sidewalk or road repairs, plus soil and seed restoration.

What is not covered by the program?

Water service lines damaged by excavation activity and interior water damage.

Sewer service lines damaged by excavation activity or blockages caused by anything other than line breakage (i.e. tree roots, flushed material, etc.) or interior sewage backup damage.

Is there any deductible or additional out-of-pocket expenses?

No. For the low monthly fee of \$4, this program covers the complete cost of repairs, contractor, permits and restoration.

Is the coverage in effect immediately?

To prevent harm to the program, there is a two month waiting period for reporting any self-identified defects. This will prevent someone identifying a service line problem and then signing up for the program. These actions would drive up the program costs and force other program participants to subsidize unfair behavior.

However, if the City identifies a problem after you have enrolled, you are covered immediately.

Is the City forcing me to join this program?

No. This is voluntary participation.

After I sign up is the City going to increase my fee?

The City will continuously review the program revenues and expenses and reserves the right to change the fee through Council action. If a change is made, program participants will be provided a 60 day notice of any fee adjustments. This will allow time for cancellation if the participant deems the fee to be more than they wish to pay.

If I do not sign up for this program and I have a problem, then what?

If you are not a part of this program and you have a service line failure, you will need to make your own arrangements for repairs and payment. If the service line failure affects sidewalks, roads or alley, the City will order the homeowner to make the repair. If the repair is not completed in a timely manner, the City will hire a contractor, have the work performed and bill the property owner. You will not be able to sign up *after* a failure has been identified.

How do I sign up?

Complete the form below and return to the Finance Department at City Hall. Billing will begin on the next water bill.

What if I want to cancel?

You may cancel with written notification to the Finance Department. If a sewer lateral or water service line failure occurs after cancellation, you will be required to pay for the repairs yourself. There is no credit given for prior participation. Cancellation of the program will be automatic upon transfer in property ownership.

I have received similar offers from other companies. Why should I choose the City's program?

The City's program is designed to cover costs, not make a profit. The City will cover both water service lines and sewer laterals for one fee. The City will be here to ensure the repairs are made when you need them.

Please sign me up for the City of Eastpointe's Water/Sewer Service Line Residential Protection Program. I acknowledge I have read and understand the program. I wish for the city to include the monthly program fee of \$4 on my water bill.

Property Owner Name _____ **Number of Units** _____

Property Addresses _____

Property Addresses _____

Authorized Individual Name _____

Authorized Individual Signature _____

Signature Date _____ **Contact Phone Number** _____

Water Account(s) _____