

*A Special Offer for Customers of Pawtucket Water Supply Board*

# **How an Unexpected Water Line Leak Could Quickly Drain Your Wallet**



**Locate leak  
\$100 per hour**

**Replace  
service line  
\$2,000 or more**

**Repave driveway or  
replace sidewalk  
\$200 or more**

**Reloam and  
reseed lawn  
\$200 or more**

**Do you know  
that if the water pipe  
leading from the curb  
to your house should  
spring a leak, you  
are responsible for  
repairing it?**

In fact, you may not realize that the repair of your entire water service line between your house and your property line became your responsibility when you bought your home. In the event of an unexpected leak, the repair cost can be substantial... and it's not covered by most homeowners insurance\*.

Now, in an effort to protect residential water customers from this risk, *Aquarion Safety Valve Company* brings you an easy and affordable way to save hundreds, even thousands, of dollars in unexpected repair bills.

*\*Homeowners should check their homeowners insurance policy to determine whether it covers repairs of their water service equipment.*

*Introducing*



# **Water Line Protection Plan**

*For Residential Customers of  
Pawtucket Water Supply Board*

The Safety Valve Plan is being offered to all Pawtucket Water Supply Board customers through a relationship with Aquarion Safety Valve Company, who currently provides the Safety Valve Plan to 50 Connecticut communities. The goal of this relationship is to provide a low-cost solution to Pawtucket Water Supply Board customers in the event of an unexpected and expensive customer-owned water line repair.

The Safety Valve Plan is fully endorsed by the Pawtucket Water Supply Board.

Pamela M. Marchand, P.E.  
Chief Engineer,  
Pawtucket Water Supply Board



**AQUARION**  
*Safety Valve Company*

## Here's how it works

### ***As a homeowner, you own and are responsible for the repair of your Service Line.***

The Service Line is the portion of pipe which runs from the curb valve, located at or near your property line, into your home. Depending on how far your house is from the street, the Service Line can be from 20 feet long to well over 200 feet long.

Over time, unpreventable environmental conditions may cause your service line to deteriorate or crack. Should this happen, you get stuck with an unexpected repair expense...and the headache of finding a reliable contractor in a hurry.

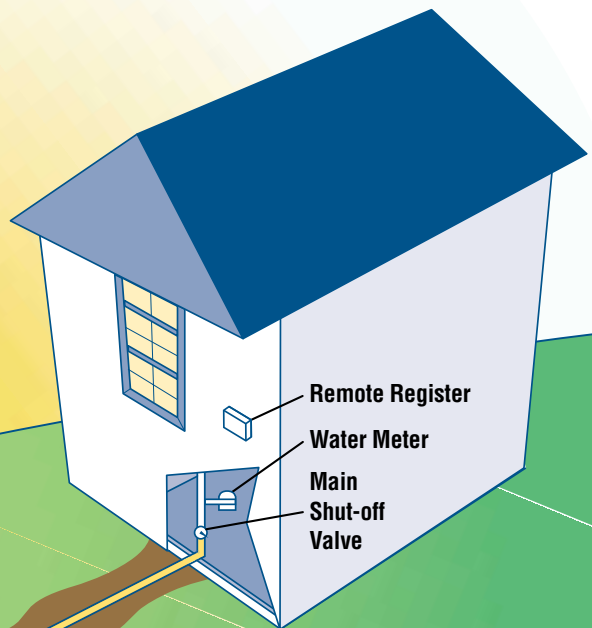
### ***What can cause your water service line to suddenly leak?***

- Age
- Temperature changes
- Pipe material
- Ground shifting
- Soil conditions
- Tree roots

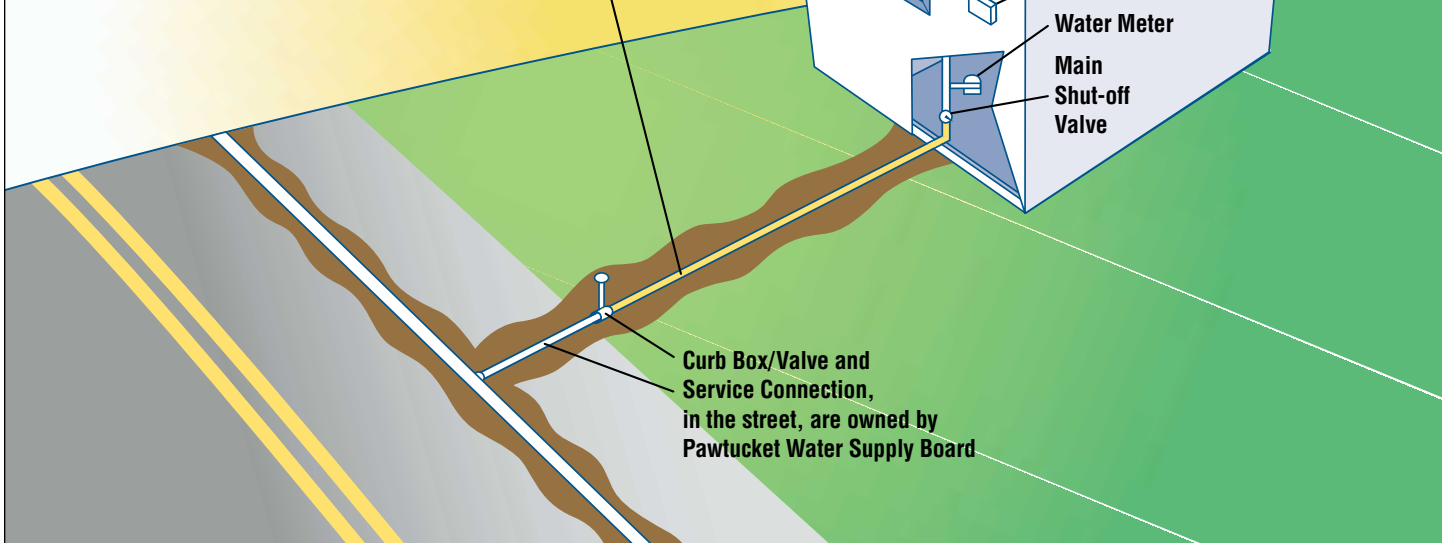
**You own and are responsible for your SERVICE LINE, shown in yellow, from the Curb Valve to your home**

### ***If an outside leak should occur, you normally would have to...***

- 1) Employ advanced leak detection equipment to pinpoint the location of the leak on your property (\$100 per hour)**
- 2) Find and pay an excavator to replace or repair your leaking water service line (\$2,000 Or more)**
- 3) Repave your driveway or replace your sidewalk in the area of the leak excavation (\$200 or more)**
- 4) Loam and reseed your lawn in the area of the leak excavation (\$200 or more)**



**Curb Box/Valve and Service Connection, in the street, are owned by Pawtucket Water Supply Board**



## **With Safety Valve, you're covered!**

**For less than 19¢ a day,**  
Safety Valve coverage  
includes repair or  
replacement of your  
**Service Line**, including  
all necessary excavation,  
in the event of a service  
leak on your property

**Total Cost: \$68 per year**

### **Look at the benefits**

#### **No Hassles**

Avoid the headache of trying to find a reliable service contractor in an emergency. With *Safety Valve*, a single call to our Repair Line takes care of it all.

#### **Prompt Response and Expert Service**

Emergency response within 24 hours, 365 days a year. Most repairs made within 24 hours.

### **Sign up for Safety Valve today!**

Coverage begins 30 days after receipt of your payment. Simply complete and return the enclosed enrollment form or enroll by phone with a credit card.

**1.888.537.5006** *Toll-free*



**AQUARION**  
*Safety Valve Company*

Please retain this brochure as the only record of your coverage.

## Key Terms and Conditions for Your Water Line Protection Plan ("Plan") Coverage

The Plan covers all parts, material, and labor required to perform the services listed in the brochure under the description of the Plan. The determination of whether and with what to repair or replace any covered parts is at the discretion of Aquarion Safety Valve Company (the "Company") or its agent Repair or replacement under the Plan includes excavation, paving, loaming, and seeding of the lawn as required in the area of the repair or replacement. Plan coverage does not include sod, shrubbery or mulch that must be moved in order to repair a service leak or perform other work. In the event that such material must be moved to perform such work, the exposed area will be covered with grass seed.

### Exclusions: What is NOT covered under the Plan

This Plan specifically excludes the service to the following: (a) pressure reducing valve; (b) booster pump; (c) meter pit frame or cover; (d) lawn or fire sprinkler systems; (e) any leaks inside the premises beyond the main shut-off valve in the house; (f) any other part not specifically listed in this brochure under the description of the Plan; (g) equipment, including but not limited to service lines, damaged directly or indirectly as a result of you or any other party working or excavating on your property or in the vicinity of such service lines. This Plan does not cover any parts, material, or labor required as a result of unusual circumstances, including but not limited to earthquake, aftershocks, volcanic eruption, landslide, natural disaster, civil disobedience, riot, or war. This Plan does not cover any damages caused by freezing or thawing of service lines.

The Plan is subject to the following additional conditions:

- The limits of the repair or replacement of the service line shall include the curb box/curb valve and extend to and include the customer's main house shut-off valve; and
- The customer's main house shut-off valve shall be included in the repair/replacement if defective, but not the reason for the repair call.

Except in extraordinary circumstances (an unusually long service line of more than 150 feet), the repair work on any customer's service that is constructed of iron shall require new service replacement with new copper piping.

### Customer Responsibility

**In the event of a service leak, the customer is responsible for notifying the Pawtucket Water Supply Board ["PWSB"] at (401) 729-5005 Monday thru Friday from 7:00 a.m. to 3:30 p.m. after hours please call (401) 729-5007 of such leak as soon as is practical.** If a service leak on the property causes a slippery or hazardous condition on the property, any other property, or any public street, you remain solely responsible for making such area safe. **THE COMPANY WILL NOT BE LIABLE FOR ANY DAMAGE CAUSED BY SUCH ICING AND/OR OTHER SLIPPERY OR HAZARDOUS CONDITION.**

### Other Conditions/Restrictions

1. *Eligibility:* The residential Service Line Protection Plans are available only for one through six family residential dwellings located in PWSB service territory with a service line size no greater than 2 inch in diameter. This Plan is not available to condominium units or complexes. Plan membership covers only one metered service line. Separate Plan coverage is required for each additional service line on a property whether or not the

additional line is individually metered. Seasonal properties are not eligible for Plan coverage. Covered service lines must conform to all applicable regulations. The Company reserves the right to deny Plan coverage for any reason.

2. *Enrollment:* Coverage begins 30 days after the Company receives the customer's enrollment form and payment. A \$12.00 fee will be charged for returned checks. All covered parts must be in good operating condition on the date Plan coverage begins. Any leaks that exist prior to Plan enrollment will not be covered. The Company reserves the right to make an on-site inspection of the service line before accepting any responsibility under the Plan.
3. *Termination/cancellation of Plan(s):* The Company reserves the right to terminate a Plan if any service person responding to a service call at the customer's home determines that one or more of the following conditions exists: (1) the service line does not conform to all applicable regulations; (2) the service line otherwise does not qualify under the Plan; or (3) there are unsafe working conditions that you refuse to remedy. Failure to provide or otherwise permit the servicing or replacement of any parts necessary to maintain the parts covered under the Plan in good condition will automatically terminate the Plan. If a contract is revoked for any of the above reasons, the Company will refund the amount paid for coverage for that year.

If the customer fails to pay the annual fee or moves outside the PWSB service area, the customer's Plan will be cancelled. In neither case will the customer receive a prorated refund. If the customer moves within the PWSB service area, the Plan may transfer to the customer's new residence, provided that the service line at the new residence complies with applicable requirements.

The Company also reserves the right to discontinue the Plan at the end of its existing term or otherwise at the complete discretion of the Company.

4. *Damages:* THE COMPANY WILL NOT BE HELD LIABLE FOR ANY DAMAGE CAUSED TO THE CUSTOMER'S PERSON OR PROPERTY UNLESS SUCH DAMAGE IS THE RESULT OF THE NEGLIGENCE OF THE COMPANY OR ITS AGENTS. THE COMPANY WILL IN NO EVENT BE RESPONSIBLE FOR ANY CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO WATER DAMAGE OR COSTS OF INCREASED WATER CONSUMPTION CAUSED BY SERVICE LINE LEAKS.
5. *Response Time:* The Company or its agent will promptly respond to requests for service 24 hours a day/ 7 days a week. Response time may vary based on several factors, including but not limited to weather conditions, workload, and staffing levels. In most cases, the Company or its agent will dispatch repair crews within 24 hours. If there is an unsafe working condition present, the Company reserves the sole right to delay service to the premises until the customer makes the area safe.
6. All work under the Plan must be performed by the Company or a Company referred contractor. The Company will not pay for work otherwise covered under the plan if such work is performed by a contractor hired by you or anyone else than the Company.
7. *Renewals:* The Company will mail to the customer a renewal invoice before the expiration of the Plan. Information and prices contained in this brochure are accurate as of February 1, 2004. To cancel or change your Plan to a new premise Plan, please call SAFETY VALVE at 1-888-537-5006.