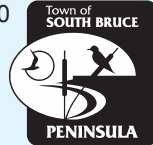


#10 Outer Envelope (4.125" h x 9.5")
Colors: 5/1: PMS 2945U + CMYK / PMS
Cool Gray 11 U



Town of South Bruce Peninsula | 315 George Street, PO Box 310, Wiarton ON N0H 2T0



October 2025

Dear Resident,

Many homeowners are unaware that they are responsible for the repairs to water service and sewer/septic lines on their private property.

Service line failures on private property, including leaks, blockages, and breaks, can be unexpected and costly for homeowners. Basic homeowner's insurance may not cover the costs associated with these repairs. When service line failures are not promptly and professionally addressed, they can lead to water loss and wastewater pollution in our Town.

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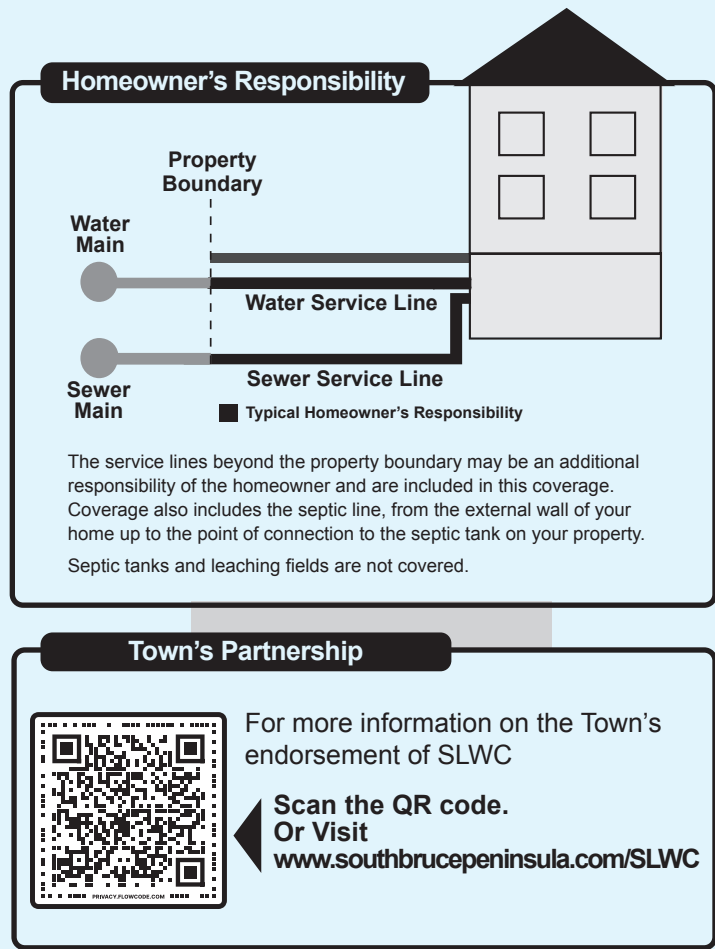
The enclosed letter from the program provider, SLWC, can help you decide whether their repair plan program is right for you. Participation in the program is **optional and voluntary**.

Homeowners are also encouraged to check with their insurance provider before enrolling.

For all program enquiries, including SLWC program communication, enrollment, coverage, and repairs, please contact SLWC directly as per the enclosed letter.

Sincerely,

The Town of South Bruce Peninsula



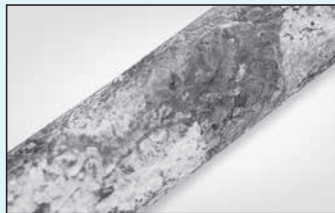
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Leading causes of exterior line failure



TREE ROOTS



CORROSION



SEDIMENT



GROUND SHIFTING

Service line replacement costs

Average Cost to Replace

Water Service Line (8-30 metres):

Without Coverage **\$3,039**

With SLWC Plan No Charge†

Average Cost to Replace

Sewer/Septic Line (8-23 metres):

Without Coverage **\$6,633**

With SLWC Plan No Charge†

†Average repair costs within the networks of SLWC and its parent company across North America as of December 2024. No charge for covered repairs up to the benefit amount.

Important Coverage Information

What is covered?

Coverage provides, up to the benefit amount, to repair or replace the following, for which you have sole responsibility, that has experienced an operational failure, that is damaged due to normal wear and tear, not accident or negligence.

Plan	Monthly cost	What's covered	Service call benefit limit
Exterior Water Service Line	\$4.58 +HST	The covered costs to repair or replace a leaking, frozen, low pressure, or blocked exterior water service line from your utility's responsibility or the external wall of your well or cistern casing to the external wall of your home.	Up to \$5,000
Exterior Sewer/Septic Line	\$5.33 +HST	The covered costs to repair or replace a leaking or blocked sewer or septic line that takes wastewater away from the external wall of your home up to your utility's responsibility or the point of connection to the septic tank on your property. In addition, SLWC will arrange and pay for the repair or replacement of non-functioning grinder pumps.	Up to \$8,000

What is not covered?

Damage from accidents, negligence or otherwise caused by you, others or unusual circumstances; any exterior lines that provide service to more than two properties or secondary buildings; or repairs to any water or sewer/septic line that branches off the main line. *Sewer/Septic:* Septic tanks; leach fields; lift stations, or any non-conforming drain line, such as a basement or storm drain. Additional exclusions apply. Costs on covered repairs may exceed the benefit limit, in which case you pay the difference between the cost and the benefit limit. See full Terms and Conditions with complete coverage, exclusions, and dispute resolution by arbitration details prior to enrolling by calling 1-844-616-8444 or going to www.slwofc.ca.

Who is Service Line Warranties of Canada (SLWC)?

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Who manages this program?

The program is managed by SLWC, a private company that administers optional and voluntary repair service plans for homeowners. SLWC is an authorized representative of Northcoast Solutions of Canada, ULC, 250 Howe Street, 20th Floor, Vancouver, BC V6C 3R8. SLWC, a portfolio company of Canadian-based Brookfield Infrastructure, maintains an office at 150 King Street West, Suite 200, Toronto, Ontario M5H 1J9. Your choice of whether to participate in this service plan will not affect any service you have with your local utility or community. The Town of South Bruce Peninsula and SLWC entered into a commercial agreement to introduce these plans to homeowners. See *eligibility requirements and coverage limitations in this package*. To learn more about the service plans, please call SLWC directly at 1-844-616-8444 or visit www.slwofc.ca.

Is this considered a Town program?

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Service Line Warranties of Canada

Town of SOUTH BRUCE

PENINSULA

Water and Sewer/Septic Line Breaks Can Happen Anytime.

Reminder Letter: Please ignore if you have already enrolled.

Date: <<X/X/XXXX>>

Dear Homeowner,

Like many homeowners, you may not be aware that you are responsible for repairs to the exterior water service and sewer/septic lines from the town property line to your home. Breakdowns to exterior lines can happen anytime. Water and sewer/septic lines are subject to freezing, sediments, tree roots, and corrosion. In the case of a blockage, leak, or break to these lines, it would be up to the homeowner to find a qualified plumber and get the lines repaired—a service line replacement can be expensive (see back page).

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Starting for as low as \$4.58+HST per month, with *optional* service line repair plans from SLWC, you get:

1. Up to \$5,000 per call for covered water service or well line repairs and up to \$8,000 per call for covered sewer/ septic line repairs, which includes the repair or replacement of non-functioning grinder pumps (both plans include a 30-day wait period with a money-back guarantee)

2. Multiple service calls annually

3. Access to a 24/7, 365-days-a-year emergency service hotline to schedule a repair

4. Covered repairs performed by local, licensed, and insured plumbers

In the event of an emergency, SLWC will take care of your covered repair, dispatching a qualified plumber to your home and paying the bill directly—**so you pay nothing for covered repairs up to the benefit amount**. These plans can save you a significant amount of money and the hassle of finding a qualified plumber, which can be difficult in the best of times, let alone in an emergency.

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Call SLWC at 1-844-616-8444 M-F 9 a.m. to 5 p.m. EST

Complete and return the enclosed acceptance form

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8.5" wide

0.5" Gutter

8.5" wide

3.75"

11" long

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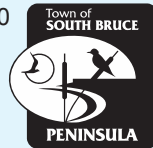
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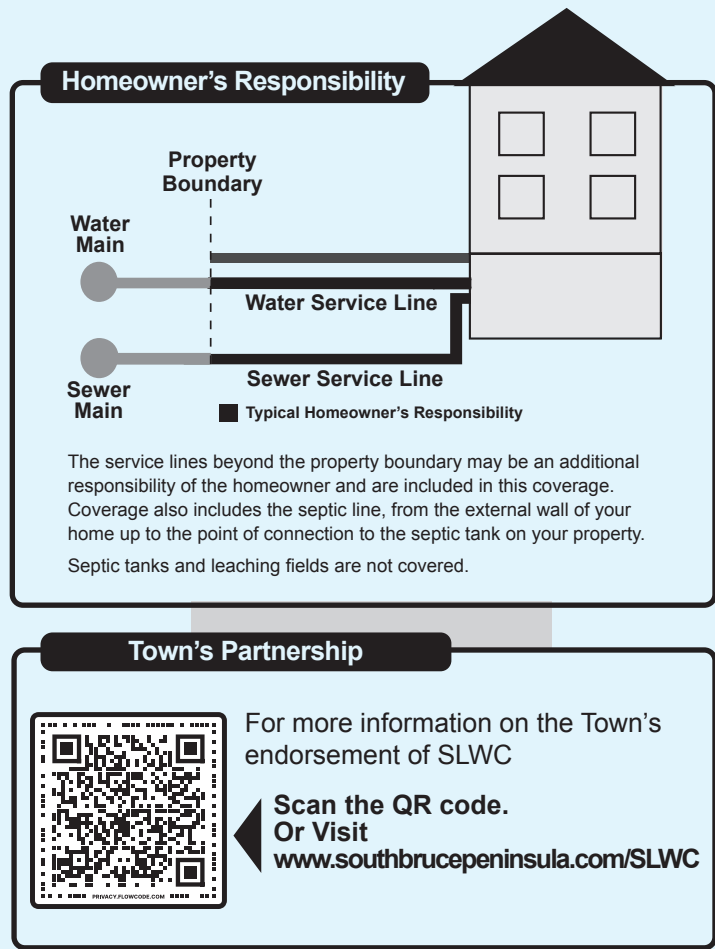
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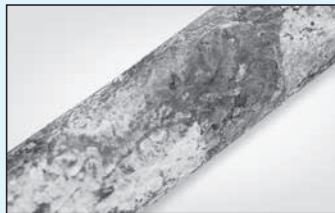
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