



City of New Britain

DEPARTMENT OF PUBLIC WORKS

***“New Britain:
A City for
All People”***

Tel (860) 826-3350

27 West Main Street, New Britain, CT 06051

Fax (860) 826-3353

Dear New Britain Homeowner,

With the approval of the Common Council, I'm proud to announce that in addition to our Safety Valve® Water Line Protection Plan, we are now offering a SEWER Line Protection Plan. This Plan includes up to \$5,000 in external sewer line repair services annually. (*This Plan covers the wastewater pipe leaving your home and connecting to city sewers.*)

You may not realize that the City's **regulations require that each customer be responsible for the maintenance and repair of the sewer line from the sewer main to the home.** Should something go wrong, repairs can be costly...and they're not covered by most homeowner's insurance*. With the *Safety Valve Sewer Line Protection Plan*, you're covered!

Under the plan, our experienced contractors will respond to your emergency call to investigate the problem. If the blockage cannot be immediately resolved, a licensed sewer line excavator will be employed to obtain the necessary permits and complete the repairs. The *Safety Valve Sewer Line Protection Plan* coverage includes all service and equipment costs plus final restoration of your property in the area of excavation (up to \$5,000 annually and per incident).

Check out the benefits of the *Safety Valve Sewer Line Protection Plan*:

- Big savings: Excavating, repairing or replacing a blocked or collapsed lateral.
- No hassles: In an emergency, avoid the headache of trying to find a reliable contractor.
- Prompt emergency response and expert covered repairs.

Please take a moment to review the enclosed brochure outlining the details of the *Safety Valve Sewer Line Protection Plan*. Over 3,200 customer of the New Britain Department of Public works have taken advantage of our water service line protection program—participation in the *Safety Valve Sewer Line Protection Plan*, at a great low price, may be the right choice for you!

Sincerely,

Gilbert J. Bligh,
Deputy Director of Public Works Water/Sewer Division

Enclosure

*Homeowners should check their homeowners insurance policy to determine whether it covers repairs of their sewer line.

If your home's sewer line suddenly becomes blocked, is this your only backup plan?



Safety Valve
Sewer Line Protection Plan
FOR RESIDENTIAL CUSTOMERS

Avoid the headache, the hassle and the expense caused by an unexpected sewer line emergency on your property.

Sign up for the Safety Valve Sewer Line Protection Plan today and gain peace of mind knowing that if something should go wrong with your sewer line, you're covered.



Sewer Line Protection Plan

FOR RESIDENTIAL CUSTOMERS

Since 2002, the Safety Valve Sewer Line Protection Plan has been helping homeowners in over 50 communities in Connecticut, Massachusetts and Rhode Island to save thousands of dollars in sewer line repairs.

The Safety Valve Sewer Line Protection Plan is NOT AVAILABLE to homeowners who have septic systems or sewer lines over 300 feet in length.



Your Account

The area below can be completed and used as a quick reference any time you contact Safety Valve regarding your account.

Account Number: _____

Payment Date: _____ Amount: \$ _____

Start Date: _____

Current Expiration Date: _____

Emergency Phone Number: _____

Notes: _____

The 24/7 emergency telephone number is noted in RED on your service agreement.



safetyvalveplans.com

Business Office:
Homeowner Safety Valve Company
835 Main Street
Bridgeport, CT 06604-4995
(203) 336-7740
1-800-713-1613 toll free

Payment Address:
Make checks payable to:
Safety Valve
P.O. Box 3197
Danbury, CT 06813-3197

It's your responsibility

Do you know that, as a homeowner, you own the sewer line which connects your home to the sewer main in the street and that you're responsible for its maintenance?

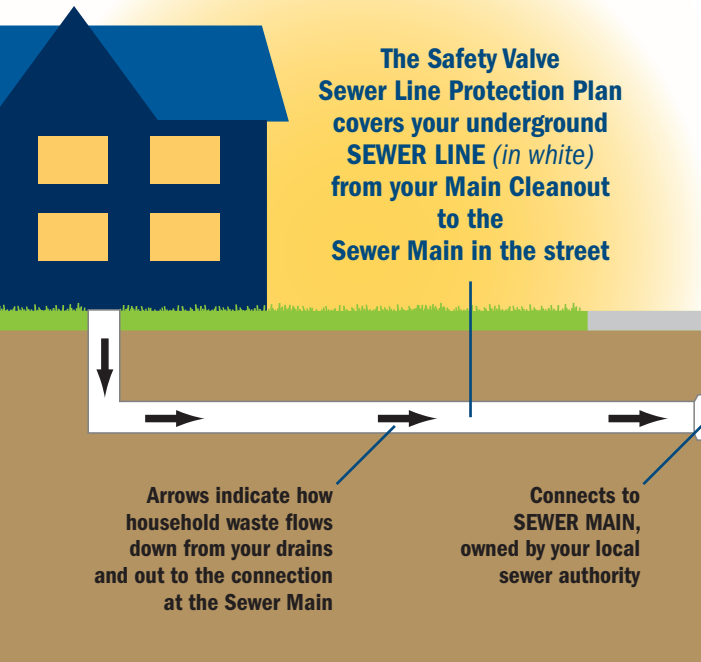
If this pipe becomes blocked or collapses, the repairs could cost you thousands of dollars

...and they're not covered by most homeowners insurance policies.*

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

What can cause your sewer line to become blocked or collapse?

Age of sewer line	Temperature changes
Pipe material	Ground shifting
Soil conditions	Tree roots



Here's how it works

If your sewer line suddenly backs up or collapses, you would need to take the following steps to correct the problem:

Find and hire a contractor to investigate the problem and attempt to unblock the line

If further action was needed, you would then need to find and hire a contractor to excavate your property and complete the repair or replacement of the sewer line from the point of failure to the point of free flow

Loam and reseed your lawn in the area of excavation

Pave your driveway or replace your sidewalk in the area of repair

Obtain street opening permits and traffic control

Out-of-Pocket Cost Without The Sewer Line Protection Plan	With The Sewer Line Protection Plan, You're Covered!
\$200 or more	COVERED*
\$2,500 – \$5,000 or more	COVERED*
\$200 or more	COVERED*
\$300 or more	COVERED*
\$300 or more	COVERED*

*Refer to the Sewer Service Agreement for the annual repair limit and specific coverage details.

With the Sewer Line Plan – one call does it all!

The Safety Valve Advantage

For one low annual fee, a single call to the Safety Valve Emergency Line takes care of it all! You avoid the headache of trying to find a reliable contractor in a hurry, and you benefit with big savings and fast, expert repairs to your sewer line.

Enroll today

Refer to the enclosed enrollment form for your Sewer Line Protection Plan pricing. Coverage begins 30 days after receipt of your payment.

To sign up, simply complete and return the enclosed enrollment form with your payment **OR** call anytime, 24/7, to enroll by phone with a MasterCard or Visa.



Sewer Line Protection Plan
FOR RESIDENTIAL CUSTOMERS

1.800.713.1613
Toll-free

203.336.7740
in the Bridgeport, CT area

safetyvalveplans.com

Please retain this Service Agreement as the only record of your coverage.

Service Agreement for Your External Sewer Line Protection Plan (“Plan”)

What is covered under the Plan

The Plan covers all parts, material, and labor required to repair, replace or unblock your external sewer line up to \$5,000 annually and per incident. The determination of whether and with what to repair or replace any covered parts is at the discretion of Homeowner Safety Valve Company (the “Company”) or its agent. Plan coverage also includes excavation, paving, loaming, and seeding of the lawn as required in the area of repair or replacement. Plan coverage does not include removal of trees. Plan coverage does not include replacement of sod, shrubbery or mulch that must be moved in order to repair a service leak or perform other work. If 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 does not cover the repair of any internal sewer or drain blockages or leaks to your internal system above or before the main sewer cleanout located in your basement (as indicated on the diagram located in the brochure). **If you do not have a main sewer cleanout on your line, you will be responsible for the cost of installing a cleanout.** This Plan covers only the repair, replacement or unblocking of your main external subsurface sewer line that accepts waste from residential toilets and connects to the city sewer system. The Plan specifically excludes service to and does not cover the following: (a) any external sewer line over 300 feet in length, regardless of where the blockage may occur on the line; (b) any clean up or environmental services related to a flooded basement or premises for any type of water or raw sewage backup, spill, fumes or mold; (c) any type of sewer odors emitting from the sewer main, system, or sewer line that seep into the drainage or venting system of a house; (d) any sewer backups into the home caused by heavy rains or a main sewer system failure; (e) repair or replace sewer lines that are in a wetlands area or run under (over or through) a body of water such as lake, river, stream, pond, ocean, swimming pool (whether above or below ground); (f) portions of a sewer line underneath concrete floors or patios, (g) any other part or service not specifically listed in the brochure under the description of the Plan; (h) repairs to and/or replacement of any equipment, including any pumps or grinder pumps, including but not limited to sewer 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 sewer lines. (i) Secondary drain lines (including but not limited to washers, sinks, gutters, tubs, gray water) connected to your main external sewer line whether located inside or outside your premises are not covered. 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, flood, civil disobedience, riot, or war.

Your Responsibility

IF YOU SUSPECT YOU HAVE A SEWER EMERGENCY, YOU ARE RESPONSIBLE FOR REPORTING IT TO 1-800-713-1613 AS SOON AS IS PRACTICAL.

If a sewer blockage or backup causes a slippery, hazardous, or health condition on your property, any other property, or any public street, you remain solely responsible for securing the area and/or making such area safe. THE COMPANY WILL NOT BE LIABLE FOR ANY DAMAGE CAUSED BY SUCH SLIPPERY, HAZARDOUS, ENVIRONMENTAL OR HEALTH CONDITION.

Other Conditions/Restrictions

1. **Eligibility:** The residential Sewer Line Protection Plan is available only for one through six-family residential dwellings located in a service territory where the Company is offering this Plan, and your sewer line must have a diameter of 6 inches or less with a sewer service line length no greater than 300 feet. In order to be eligible for coverage, such sewer lines must conform to all applicable ordinances and regulations, be owned by you and be located on your property. Customers will be responsible for any costs associated with bringing their sewer lines into compliance with such ordinances or regulations. The sewer line must be connected to a municipally owned and maintained sewer main and not a private sewer main. The Plan is not available to apartment buildings or condominium units or complexes. Seasonal or property having remained unoccupied

for more than [90] days, commercial or mixed use properties and/or properties with septic systems are not eligible for Plan coverage. The customer must own the property traversed by the sewer line, or they must show proof of a valid Right of Access that permits access for the repair and/or replacement of the sewer line if it crosses any intervening property (whether common or private). Sewer lines that cross intervening properties without a valid Right of Access are not covered under the Plan. Separate plan coverage is required for each additional sewer line at a premises. Property owners with an external sewer line that is shared or connected with other premises or property, are not covered and are not eligible to enroll in Plan. In the event a dispute arises over ownership of a sewer main between the homeowner and municipality or any other agency or party, the Plan coverage will be terminated and a refund issued. Each homeowner should check their homeowner's insurance policy to determine whether it covers repairs of their sewer line. **The Company reserves the right to deny Plan coverage for any reason.**

2. *Enrollment:* Coverage begins 30 days after the Company receives your enrollment form and payment. Payment must be made in full, no partial payments accepted. A \$25.00 fee will be charged for returned checks. **All covered parts must be in good operating condition on the date Plan coverage begins.** Any sewer backup(s), collapse(s), or blockage(s) that exist prior to Plan enrollment will not be covered. **The Company reserves the right to perform an on-site inspection of your sewer line within 30 days of receiving your enrollment and payment before accepting any responsibility under the Plan.**

3. *Termination/Cancellation of Plan(s):* The Company reserves the right to terminate a Plan if a service person responding to a service call at your home determines that one or more of the following conditions exists: (a) the sewer line does not conform to all applicable regulations; (b) the sewer line otherwise does not qualify under the Plan; or (c) 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 you have paid for coverage for that year. The Company reserves the right to discontinue coverage if the residential dwelling does not meet the eligibility requirements. If eligibility is denied, only the last payment will be refunded. If you fail to pay your annual fee by its expiration date or if you move outside the Company service area, your Plan will be cancelled. In neither case will you receive a prorated refund. **If you move, you may transfer the remaining balance of this Plan to a subsequent Purchaser or transfer your Plan to your new premises providing your new premises is in our service area. This transfer must be completed within thirty (30) days from the date of sale by calling 1-800-713-1613.** The Company 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 YOUR 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 SEWAGE SPILLS EITHER INSIDE OR OUTSIDE THE PREMISES.

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 or same day of call. In cases where an outside excavation needs to occur, the Company will provide repair services within 72 hours due to permitting requirements. If there is an unsafe working condition present, the Company reserves the sole right to delay service to your premises until you make the area safe. If you refuse to make the area safe, the Company will terminate the Plan.

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 other than the Company.**

7. *Renewals:* The Company will mail to you a renewal statement before the expiration of your Plan. Information and prices contained in this service agreement, brochure and enrollment form are accurate as of 8/1/13. The Company reserves the right to change the coverage or price of the Plan without prior notice. To cancel or change your Plan to a new premises, please call SAFETY VALVE at 1-800-713-1613.