



**CITY OF NEW BRITAIN**  
**NEW BRITAIN, CONNECTICUT**  
**WATER DEPARTMENT**



Dear Customer,

Section 23-172 of the New Britain Code of Ordinances states that **“any and all maintenance and repair of the water service line between the water main in the street and the water meter is the responsibility of the owner of the property it serves”**. That means if your water service line should spring a leak, you are responsible for the repair costs—and they’re not covered by most homeowners insurance.\*

Now the New Britain Common Council and the New Britain Board of Water Commissioners have endorsed a plan to help you protect yourself from this risk. **For one low annual fee, the *Safety Valve® Water Line Protection Plan* eliminates the expense of repairing or replacing a water service line in the event of a leak on your property.** And it relieves you from the headache of trying to find a reliable contractor in an emergency.

This plan is being offered through a unique and exciting relationship with Homeowner Safety Valve Company, which has demonstrated a solid record of service excellence throughout Connecticut. Costing just pennies a day, the *Safety Valve Water Line Protection Plan* has saved current customers thousands of dollars in water line repair bills.

Please take a moment to read the enclosed Safety Valve brochure for all the details. Participation in the *Safety Valve Water Line Protection Plan* is an option, but it may be the right choice for you.

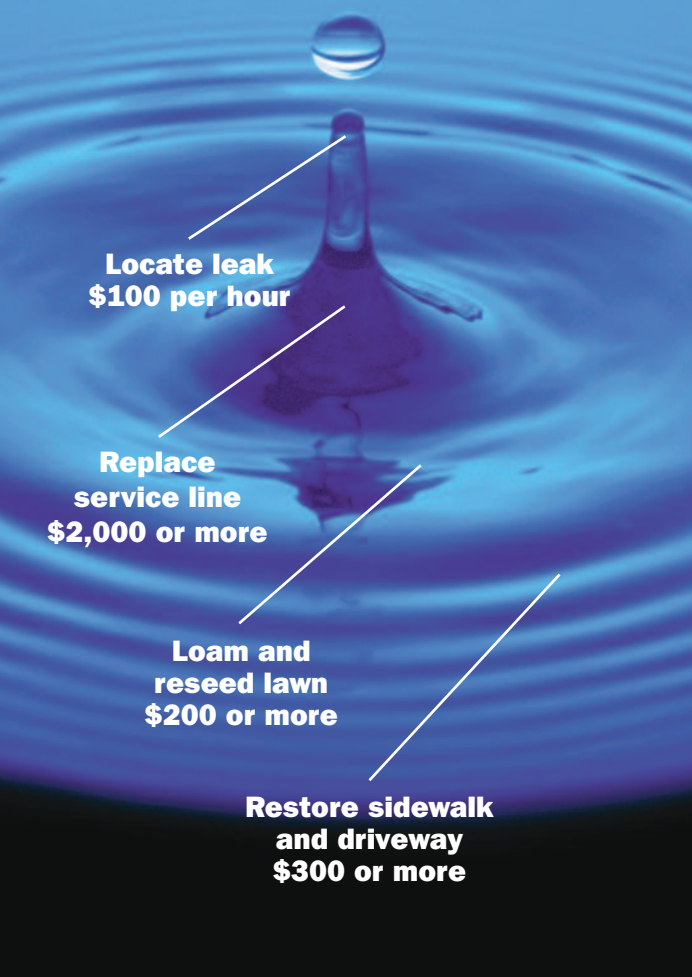
Sincerely,

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 water service line.

# Don't Let an Unexpected Water Line Leak Drain Your Wallet



Locate leak  
\$100 per hour

Replace  
service line  
\$2,000 or more

Loam and  
reseed lawn  
\$200 or more

Restore sidewalk  
and driveway  
\$300 or more

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

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



## Water Line Protection Plan FOR RESIDENTIAL CUSTOMERS

Since 1999, the Safety Valve Water Line Protection Plan has been helping homeowners in over 100 communities in Connecticut, Massachusetts, New Hampshire and Rhode Island to save thousands of dollars in water line repairs.



### 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](http://safetyvalveplans.com)

**Business Office:**  
Homeowner Safety Valve Company  
835 Main Street  
Bridgeport, CT 06604-4995  
(203) 362-3093  
1-888-537-5006 toll free

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



## Do you know

that you are responsible for the maintenance of the water line which runs underground from your house out to where it connects to the water main in the street?

**If a leak should occur, the repairs could cost you thousands of dollars**

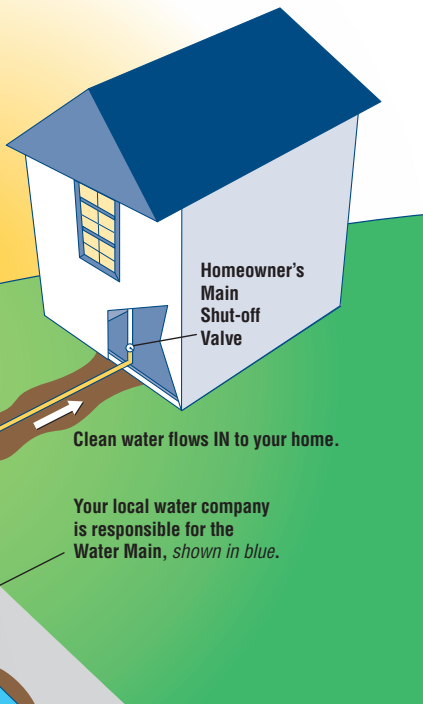
...and they're not covered by most homeowners insurance policies.\*

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

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

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

You own and are responsible for your **WATER SERVICE LINE, CURB BOX, CURB VALVE and SERVICE CONNECTION**, shown in yellow, from the street to your home.



Clean water flows IN to your home.

Your local water company is responsible for the Water Main, shown in blue.

## Here's how it works

### Without The Water Line Protection Plan

**If you were to suddenly discover that your water line was leaking, you would have to:**

- Find and employ advanced leak detection equipment to pinpoint the location of the leak on your property
- Find and pay an excavator to replace or repair your leaking water service line, curb valve and service connection
- 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

**And your total repair could end up costing \$2,500...OR MORE!**

### With The Water Line Protection Plan, You're Covered!

**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 water line.

#### Enroll today

Refer to the enclosed enrollment form for your Water 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.

Refer to the Water Service Agreement for specific coverage details.

## What our customers are saying...

"The Safety Valve Plan is worth the investment. I don't think I could be more satisfied with your service! I made ONE call and the rest was done!"

"Extremely pleased with the value of your service! You saved me an arm and a leg! You would be crazy not to get this if you have an old water line."

"It was actually a treat to deal with contractors so pleasant and efficient. I felt no worries at all about their technical knowledge. Thank you."

**1.888.537.5006**

Toll-free

**203.362.3093**

in the Bridgeport, CT area

**safetyvalveplans.com**



**Water Line Protection Plan**  
FOR RESIDENTIAL CUSTOMERS

*For Customers of New Britain Water Department*

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

## **Service Agreement for Your Water Service 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 your leaking service line is at the discretion of Homeowner Safety Valve Company (the “Company”) or its agent. Plan coverage includes excavation, paving, loaming, and seeding of the lawn as required in the area of the repair or replacement up to \$10,000 annually and per incident. 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 specifically excludes service to the following: (a) main shut-off house valve; (b) pressure reducing valve; (c) booster pump, (d) meter pit frame or cover; (e) curb box adapter and/or cover; (f) lawn and/or fire sprinkler lines and systems; (g) any leaks inside the premises beyond the main valve in the house; (h) any part not specifically listed in the brochure under the description of the Plan; (i) equipment, included but not limited to, service connections or service lines, damaged directly or indirectly as a result of you or any other party working or excavating on the property or in the vicinity of such connections or service lines. This Plan does not cover any work 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.

### **Customer Responsibility**

**In the event of a service leak, you are responsible for notifying NEW BRITAIN WATER DEPARTMENT at (860) 826-3536 Monday thru Friday from 7:00 A.M. to 3:30 P.M.**

**After hours please call (860) 826-3546 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 Plan is available only for one through six-family residential dwellings located in NEW BRITAIN WATER DEPARTMENT service territory with a service line size no greater than 3 inch in diameter. In order to be eligible for coverage, such service lines must conform to all applicable regulations. The Company reserves the right to deny Plan coverage for any reason. Plan membership covers only one service connection and/or service line. Separate Plan coverage is required for each additional service connection and/or service line on a property whether or not the additional connection or line is individually metered. The Plan is not available to condominium units or complexes. Seasonal properties are not eligible for Plan coverage.
- 2. Enrollment:** Coverage begins 30 days after the Company receives your 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 the customer refuses to remedy. Failure to provide access to or otherwise permit the servicing of any parts necessary to maintain the parts covered under the Plan 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 you fail to pay your annual fee or if you move outside of the New Britain Water Department service area, your Plan will be cancelled. In neither case will you receive a prorated refund. **If you move within the New Britain Water Department service area, you may transfer your Plan to your new residence, provided that the service line at your new residence complies with all applicable requirements.**

The Company also reserves the right to discontinue the Plan at the end of their 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 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 right to delay service to your premises until you make 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 other than the Company.**
7. *Renewals:* The Company will mail to you a renewal invoice before the expiration of your Plan. Information and prices contained in this service agreement, brochure and enrollment form are accurate as of 8/1/12. 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 1-888-537-5006