



City of New Britain

DEPARTMENT OF PUBLIC WORKS

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

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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 customers 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,

Ray Esponda
Deputy Director of Public Works/Sewer Division



Enclosure

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