

Current North Glengarry Program Stats

- Partnership start date: March 29th, 2019
- Number of mailings completed: 2
- 5% royalty paid to North Glengarry to date: \$740.89

Rates:

- External water service line warranty @ \$5.00/Month
- External sewer/septic line warranty @ \$7.25/Month
- In-Home plumbing warranty @ \$6.50/Month

Active Resident Policies:

- Total Policies: 151
 - Interior Plumbing: 12
 - Sewer Service Line: 70
 - Water Service Line: 69

Claims:

- Total claims to date: 7
 - Interior Plumbing: 3
 - Sewer Service Line: 3
 - Water Service Line: 1
- Total paid to date: \$12,909

Partners in SDG County

- North Dundas
- South Dundas
- South Glengarry
- The City of Ottawa

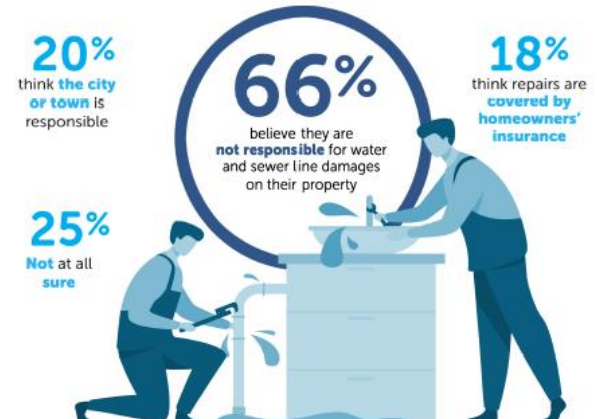
Total area residents signed up for plans: 4,309

Total claims in area: 100 / \$152,008

Program Benefits

- All mailings are paid for by SLWC (no funds from the Township are used).
- We are the only company in Canada offering optional service line warranty plans.
- Mailings help reduce calls to the Township regarding service line issues and reduce frustration from residents who may not be aware of their responsibility.
- Residents on our plans have us as their first point of contact, preventing the Township from having to field service line related calls or having to send someone out.
- The Township gets final approval of all creative we send, so we are not contacting residents without your knowledge.

Many Canadians are **unaware** they are **responsible** for the water and sewer lines on their property



Homeowners want the city/town to **explain their financial responsibility** related to water or sewer lines



North Glengarry & Service Line Warranties of Canada Partnership Overview October 20th 2021

- North Glengarry receives a 5% royalty on all plans residents sign up for. This helps cover any internal resources you may use by participating (time spent approving material) or can be used to help fund infrastructure improvements in the community.
- Plans encourage people to report service line issues, which can help reduce normally undetected leaks and wasted water.
- Because of the Townships endorsement, and the credibility it adds to our open rates, we can offer very affordable rates for those on a fixed income who do not have savings to cover the cost of emergency repairs.
- SLWC take the guess work out of dealing with the emergency for the resident. We send a vetted, local contractor for all work, giving peace of mind and saving homeowners from searching for someone reputable on their own. We also have a team managing our contractors, monitoring their service to make sure customers are happy.
- We offer a CARES program in SDG county that North Glengarry can tap into to help a disadvantaged resident in need with one of the issues we would normally cover – they do not need a plan with us. We have \$10,000 currently set aside which is still 100% available. So, say a resident did not know they were responsible for the lines under their property, and cannot afford to complete the repair and called you for help. You can reach out to us, and we can likely cover the repair. We value the support communities, and our partnership provides - this is our way of giving back. We will be sharing an updated application process for this with our partners shortly.

North America Statistics

