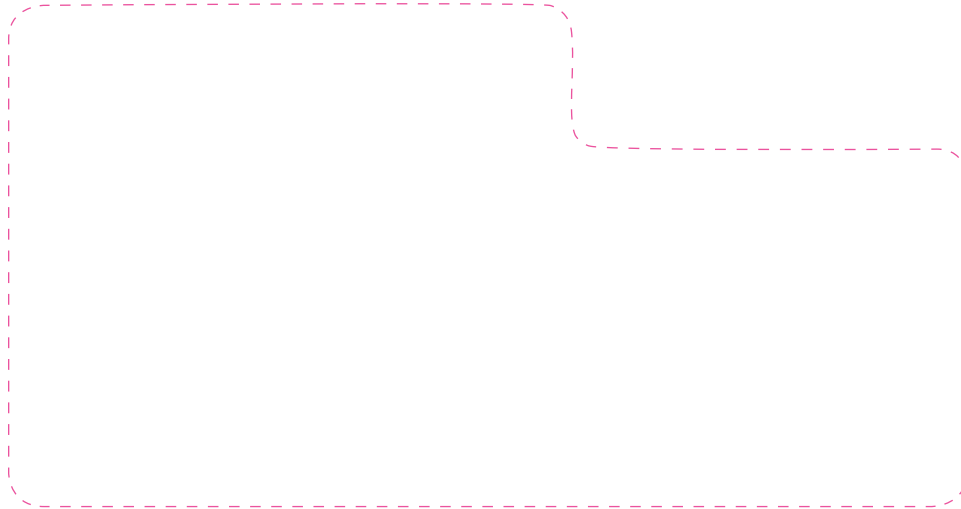


Township of North Glengarry



To Be Opened By Addressee

<<MR. SAMPLE A SAMPLE>>

<<MAIL_ADDRESS1>>

<<MAIL_ADDRESS2>>

<<MAIL_CITY, ST ZIP>>



Date:

<<X/x/XX>>

— Information Regarding Your Water and Sewer/Septic Lines —

Dear <<Sample A. Sample>>,

Many homeowners are not aware that repairs to the exterior water service and sewer/septic lines that run on their property are the responsibility of the homeowner. Your property at <<Serv_Address1_XXXXXX>> is not covered with Exterior Water Service Line Coverage or Exterior Sewer/Septic Line Coverage from Service Line Warranties of Canada (SLWC).

The water service and sewer/septic lines buried underground are subjected to changing soil conditions, ground shifting and corrosion, which may cause a sudden breakdown, leaving you responsible for the cost of repair or replacement. Replacement of these lines can be expensive—costing you thousands of dollars in unforeseen expenses—and that may be hard on a budget.

The Township of North Glengarry has partnered with SLWC to offer its eligible homeowners protection for repairs to their water service and sewer/septic lines. So you're invited to enroll in Exterior Water Service Line Coverage and Exterior Sewer/Septic Line Coverage from SLWC. These voluntary service line repair programs provide repair coverage for your exterior water service or well and exterior sewer/septic lines. These programs provide a 24-hour emergency hotline, 365 days a year and have no deductible.

Benefit Amount: Up to \$5,000 per service call with as many service calls as you need for covered water service line repairs
Up to \$8,000 per service call with as many service calls as you need for covered sewer/septic line repairs

Property Address: <<Serv_Address1>>
<<Serv_Address2>>

City: <<Serv_City>>

— Important —

Take action to help protect the exterior water service and sewer/septic lines on your property. Complete and return the enclosed form or call 1-844-616-8444 to accept this *optional* coverage. Choose protection starting for as little as \$5.65 per month to help protect your lines from the high cost of covered repairs. This program is managed by SLWC, and no public funds were used for the mailing of this letter. The Township of North Glengarry has not provided SLWC with your contact information. All contact information is obtained through a third-party mailing list service and not through Township records. For fastest processing, please visit www.slwofc.ca.

Please respond before <<Month x, xxxx>>.

Service Line Warranties of Canada ("SLWC"), with corporate offices located at 4000 Town Center Boulevard, Suite 400, Canonsburg, PA 15317, is an *independent company separate from your local utility or community* and now offers this optional service plan as an authorized representative of Northcoast Solutions of Canada, ULC, 2200 HSBC Building, 885 West Georgia Street, Vancouver, British Columbia V6C 3E8. Your choice of whether to participate in this service plan will not affect any service you have with your local utility or community.

Important Questions & Answers

What am I responsible for?

As a homeowner, you may be responsible for your exterior water service line and exterior sewer/septic line. If the service lines beyond the property boundary to the main connections are also the responsibility of the homeowner, then they will be covered up to the benefit amount.

Does my homeowners insurance cover this?

Most basic homeowners insurance policies do not cover repair or replacement due to normal wear and tear of these lines.

Does this coverage include well lines?

Yes, coverage provides for repair or replacement of either water service or well lines, as explained in the "What should I know about this coverage" section.

Who is eligible for coverage?

An owner of both a residential home permanently secured to the ground and the land it is located on may be eligible for coverage. This includes single family homes (inclusive of manufactured housing) and townhomes. Recreational vehicles and properties used for commercial purposes are not eligible for coverage. Your property is not eligible if you are aware of any pre-existing conditions, defects or deficiencies with your exterior water service line or exterior sewer/septic line prior to enrollment. If your entire exterior water service line or exterior sewer/septic line is shared with any third party or your exterior sewer/septic line is more than six (6) inches in diameter, then you are not eligible for coverage. If you live in a development community with a condominium, co-op or homeowners association, your exterior water service line or exterior sewer/septic line may not be an individual homeowner's responsibility, so please check with your association before accepting this coverage.

What should I know about this coverage?

Coverage is for the following exterior lines, for which you have sole responsibility, that are damaged due to normal wear and tear, not accident or negligence. *Exterior Water Service Line Coverage:* Coverage provides, up to the benefit amount, for the covered cost to repair or replace a leaking, frozen, low pressure, or permanently blocked exterior water service line, for which you have sole responsibility, from your utility's responsibility or external wall of your well casing to the external wall of your home. *Exterior Sewer/Septic Line Coverage:* Coverage provides, up to the benefit amount, for the covered cost to repair or replace a leaking or permanently blocked sewer line, for which you have sole responsibility, that takes wastewater away from the exit point within your home up to your utility's responsibility, or septic line that takes wastewater away from the exit point within your home up to 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 and damage due to tree roots.

Not covered: Damage from accidents, negligence or otherwise caused by you, others or unusual circumstances; any exterior lines that provide service to multiple properties or secondary buildings; and the product-specific exclusions below. Additional exclusions apply. *Exterior Water Service Line Not Covered:* Repair to any water line that branches off the main water service line; thawing of frozen pipes; and any shared water line that provides service to multiple properties or secondary line. *Exterior Sewer/Septic Line Not Covered:* Septic tanks; leach fields; grinder pumps; lift stations, or any non-conforming drain line, such as a basement or storm drain; repairs to any line that branches off the main line. Disputes resolved by arbitration, without class action or jury trial, unless otherwise stated in your full Terms and Conditions. See full Terms and Conditions with complete coverage and exclusion details prior to enrolling by calling 1-844-616-8444 or going to www.slwofc.ca.

When can I make a service call?

Your plan starts the day your form is processed, giving you 12 months of coverage during the first year.

What is the cancellation policy?

You may cancel within 30 days of your start date for a full refund (less any claims paid, where applicable). Cancellations after the first 30 days will be effective at the end of the then-current billing month, and you will be entitled to a pro-rata refund less any claims paid (where applicable). You may also contact Service Line Warranties of Canada (SLWC) to cancel if you find your utility provides similar coverage to you at no charge, and you will receive a refund less any claims paid (where applicable).

What is the term of my service agreement?

The plan is annual. For E-Z Pay/Direct Pay, credit card or debit card customers, unless you cancel, your plan automatically renews annually at the then-current renewal price with your same payment terms.

What is E-Z Pay/Direct Pay?

E-Z Pay/Direct Pay is a paperless and stress-free way to pay for your coverage. Payments are automatically debited from the bank/checking account of your choice as your payment becomes due, at no additional cost.

What quality of repair can I expect?

Local, licensed and insured plumbers perform covered repairs, which are guaranteed against defects in materials and workmanship for one year.

Who is SLWC?

SLWC is an independent company, separate from your city, local utility or municipality, providing emergency home repair services and protection solutions to homeowners across North America. If you would prefer not to receive solicitations from SLWC, please call 1-844-616-8444.

Acceptance Form

Please confirm your name and address below and make any changes if necessary.

<<Mr. Sample A Sample_xx>>
<<Serv_Address1_xxxxxxx>>
<<Serv_Address2_xxxxxxx>>
<<Serv_City_xx, ST Zip>>



By providing my e-mail address, I request that I be e-mailed my current and future agreements and any related documents, and I acknowledge that I can access these documents. I can change my preferences or request paper copies online or by calling SLWC. The phone number and e-mail address provided below are good ways to reach me.

E-mail Address _____

Phone #

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1. Choose Your Protection Plan(s)

BEST VALUE Exterior Water Service Line Coverage and Exterior Sewer/Septic Line Coverage 2109SZINJ116CONZ-9999 2109SZINJ118CONZ-9999	FIRST-YEAR SAVINGS OF 10% OFF when you select both plans		
	Payment Schedule		
	MONTHLY	QUARTERLY	YEARLY
	<input type="checkbox"/> \$13.84 \$12.45	<input type="checkbox"/> \$41.52 \$37.35	<input type="checkbox"/> \$166.08 \$149.40
Exterior Water Service Line Coverage 2109SZINJ116AONZ-9999	<input type="checkbox"/> \$5.65	<input type="checkbox"/> \$16.95	<input type="checkbox"/> \$67.80
Exterior Sewer/Septic Line Coverage 2109SZINJ118BONZ-9999	<input type="checkbox"/> \$8.19	<input type="checkbox"/> \$24.57	<input type="checkbox"/> \$98.28

2. Choose Your Payment Method

- ☐ **E-Z Pay** (see back of letter)
I authorize SLWC to use account information from the enclosed check to make electronic fund transfers to automatically initiate debits to my bank account at the frequency and in the amounts specified per the above Payment Schedule in connection with my payments for the plan(s) selected. I understand the enclosed check itself will not be deposited but rather used for account information.
- ☐ **Credit/Debit Card**
I authorize SLWC to charge my first and all future payments for the plan(s) selected to my credit/debit card.

☐ VISA ☐ MASTERCARD

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 Card Number

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 Exp. Date
- ☐ **One-Time Check or Money Order**
I have enclosed my check or money order, payable to SLWC, for my one-year payment for the plan(s) selected.

Yes, please sign me up for the protection plan(s) from SLWC I have selected. If I have chosen E-Z Pay or credit/debit card, I authorize SLWC to charge my account at the frequency specified and my financial institution to debit these payments from the account provided. SLWC will only notify me if any change in taxes causes the charged/debited amount to vary more than ten percent. I understand that, regardless of the payment frequency I select, my optional coverage is based on an annual policy and, unless I cancel, will be *automatically renewed annually* on the same payment terms selected at the then-current renewal price (currently \$13.84 per month if I select both plans). I understand that I may revoke my authorization at any time without additional cost to me, by calling 1-844-616-8444, subject to providing notice of 10 days. To obtain a sample cancellation form, or for more information on your right to cancel a Pre-Authorized Debit Agreement (PAD), contact your financial institution or visit www.cdnpay.ca. I understand that this is a personal PAD Agreement, and I have certain recourse rights if any debit does not comply with this agreement. For example, you have the right to receive reimbursement for any debit that is not authorized or is not consistent with this PAD Agreement. To obtain more information on your recourse rights, contact your financial institution or visit www.cdnpay.ca. This service contract is provided by Northcoast Solutions of Canada, ULC and is managed by SLWC. I confirm that I am the homeowner and have read the information in this package and meet the eligibility requirements for this service contract. I acknowledge that SLWC may share certain information with Northcoast Solutions of Canada, ULC to facilitate my program. When the form is complete, return in the enclosed postage-paid envelope to: SLWC, PO Box 115 Stn Main, Niagara Falls, ON L2E 6S, or call 1-844-616-8444. Prices include applicable HST. Additional local tax may apply.

Signature (required)

Township of North Glengarry

<<MR. SAMPLE A SAMPLE>>

<<MAIL_ADDRESS1>>

<<MAIL_ADDRESS2>>

<<MAIL_CITY, ST ZIP>>



Date:

<<X/x/XX>>

— Reminder: Information Regarding Your Water and Sewer/Septic Lines —

Dear <<Sample A. Sample>>,

Recently we wrote to you about water service line and sewer/septic line coverage available to North Glengarry homeowners. Many have decided to accept coverage and we'd like to provide you with another opportunity to do so.

Many homeowners are not aware that repairs to the exterior water service and sewer/septic lines that run on their property are the responsibility of the homeowner. Your property at <<Serv_Address1_xxxxxxx>> is not covered with Exterior Water Service Line Coverage or Exterior Sewer/Septic Line Coverage from Service Line Warranties of Canada (SLWC).

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Benefit Amount: Up to \$5,000 per service call with as many service calls as you need for covered water service line repairs
Up to \$8,000 per service call with as many service calls as you need for covered sewer/septic line repairs

Property Address: <<Serv_Address1>>
<<Serv_Address2>>

City: <<Serv_City>>

— Important —

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Acceptance Form

Please confirm your name and address below and make any changes if necessary.

<<Mr. Sample A Sample_xx>>
<<Serv_Address1_xxxxxxx>>
<<Serv_Address2_xxxxxxx>>
<<Serv_City_xx, ST Zip>>



By providing my e-mail address, I request that I be e-mailed my current and future agreements and any related documents, and I acknowledge that I can access these documents. I can change my preferences or request paper copies online or by calling SLWC. The phone number and e-mail address provided below are good ways to reach me.

E-mail Address _____

Phone #

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1. Choose Your Protection Plan(s)

BEST VALUE	FIRST-YEAR SAVINGS OF 10% OFF when you select both plans		
	Payment Schedule		
	MONTHLY	QUARTERLY	YEARLY
Exterior Water Service Line Coverage and Exterior Sewer/Septic Line Coverage 2109SZINJ116CONZ-9999 2109SZINJ118CONZ-9999	<input type="checkbox"/> \$13.84 \$12.45	<input type="checkbox"/> \$41.52 \$37.35	<input type="checkbox"/> \$166.08 \$149.40
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☐ VISA ☐ MASTERCARD

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Signature (required)