



<<Issued to:>>  
<<Sample A. Sample>>  
<<Address Line 1 (Mailing)>>  
<<Address Line 2 (Mailing)>>  
<<City, ST 12345-1234>>

**Sewer/Septic Line Information for <<Sample A. Sample>>**

<b>Issued To:</b>	<b>Property Address:</b>	<b>Reply By:</b>
<<Sample A. Sample>>	<<Address Line 1 (service)>>	<<XX/XX/XX>>

**RECORDS INDICATE THAT THIS ADDRESS, <<ADDRESS LINE 1 (SERVICE)>>, IS NOT PROTECTED WITH EXTERIOR SEWER/SEPTIC LINE COVERAGE**

As a current product holder, you understand the importance of protecting yourself from the high cost of repairs to the portions of your home that are not typically covered by basic homeowners insurance. However, you may not be currently protected from liability of expensive repairs to your exterior sewer/septic line.

- Your underground sewer/septic line is the pipe that removes wastewater from your home.
- As a homeowner, you are responsible for the maintenance and repair of your sewer/septic line.
- Contractors' service call fees and repair bills are not typically covered by basic homeowners insurance policies.

**FIVE SPECIAL BENEFITS FOR <<Address Line 1 (Service)>>**

- 1 UP TO \$10,000 IN ANNUAL REPAIR COVERAGE** - No bills to pay for covered repairs; all costs are covered for locating and repairing or replacing the sewer/septic line at your home, up to \$2,500 per service call and up to two service calls per year. For sewer line emergencies outside your property boundary, you can make one service call per year, giving you an additional \$5,000 of coverage.
- 2 24-HOUR EMERGENCY SERVICE HOTLINE** - Available 365 days a year, ready to respond to a call from your home.
- 3 NO DEDUCTIBLES OR SERVICE/TRIP CHARGES.**
- 4 QUALITY WORK** - All contractors are fully licensed and insured.
- 5 ALL PERMANENT REPAIRS ARE GUARANTEED FOR ONE YEAR.**

**Initiate coverage - Call TOLL-FREE 1-888-666-7711**  
Available: Mon. - Fri. 8 a.m. - 8 p.m. Sat. 10 a.m. - 4 p.m. EST

Home Service USA Repair Management Corp. ("HomeServe") provides this optional service under a delegated authority from AMT Warranty Corp., who is your contract issuer. HomeServe is an independent company separate from Portland Water District. The Portland Water District contracts with an independent organization, HomeServe, to offer service agreements to its customers. The purchase of these service agreements is voluntary and will not impact utility service received from the District. In order to minimize the cost to customers, Portland Water District does not receive any financial incentives associated with this program.

**Acceptance Form**

**Choose your method of payment:**

**Credit/Debit Card Option:**  VISA  MASTERCARD Expiration Date:

Card Number:

**E-Z Pay Checking Option:**  I have enclosed a check for my first payment and understand that all future payments will be charged to this account.  
(See Q&As for details)

**Check or Money Order:**  Please sign me up for Exterior Sewer/Septic Line Coverage from HomeServe. I confirm that I meet the eligibility requirements and I have enclosed my check for my payment of \$83.88.

Please make any corrections to your name or address below.

<<Sample A. Sample>>  
<<Address Line 1 (Service)>>  
<<Address Line 2 (Service)>>  
<<City, ST 12345-1234>>

**Debit/Credit Card or E-Z Pay frequency and authorization:**

\$6.99 per month  \$20.97 per quarter  \$83.88 per year

I authorize HomeServe to charge my account at the frequency specified above and my financial institution to debit these payments from the account provided; and I confirm that I meet the eligibility requirements. If I have chosen E-Z Pay or credit/debit card, this authorization is to remain in effect and my coverage will be automatically renewed at the then-current rate unless I cancel by calling the toll-free number in my membership materials.

E-mail \_\_\_\_\_  
Phone \_\_\_\_\_

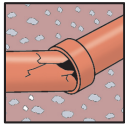
Signature (required): \_\_\_\_\_  
<<Customer IDC>>

<<PWMEA-XWV-A11AA>>

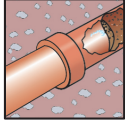
PWMEA-XWV-A11AA

# What would you do in a sewer/septic line emergency?

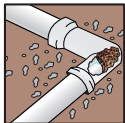
The illustration below shows the sewer/septic line that is your responsibility as a homeowner. Also shown are repairs that are commonly performed on this line and how much a contractor would typically charge customers who don't have Exterior Sewer/Septic Line Coverage. With Exterior Sewer/Septic Line Coverage, you'll have peace of mind knowing that in the event of an emergency, help is available 24 hours a day, 365 days a year, and you'll have no bill to pay for covered repairs.



Replace collapsed section of sewer line **\$1,910**  
**Plan Members – NO CHARGE!\***



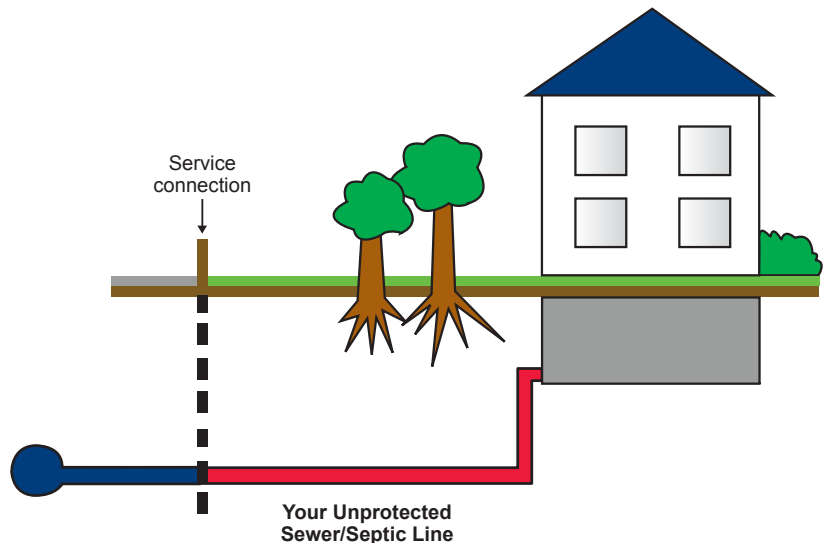
Unclog sewer line **\$365**  
**Plan Members – NO CHARGE!\***



Unclog septic line **\$330**  
**Plan Members – NO CHARGE!\***

\*HomeServe average repair costs as of 10/09. No charge for covered repairs.

HomeServe coverage includes the external septic line but excludes any repair work needed on your septic tank or leaching fields.



## Call TOLL-FREE 1-888-666-7711 to protect your home!

Available: Mon. - Fri. 8 a.m. - 8 p.m. Sat. 10 a.m. - 4 p.m. EST

### Questions & Answers

#### What am I responsible for?

As a homeowner, you are responsible for the sewer/septic line outside your home. Most homeowners on public sewer systems are responsible for the sewer lines within their property boundaries and, in some cases, to the connection with the main sewer in the street.

#### Does my homeowners insurance cover this?

Most basic homeowners insurance policies do not cover repair or replacement of the sewer/septic line. If you find you have similar coverage, your service agreement fee will be refunded.

#### What is included in this coverage?

You will be covered up to \$2,500 per service call for the cost of unblocking, repairing or replacing your external sewer/septic line within your property boundary. You are also covered for up to \$5,000 for the cost of repairing or replacing your sewer line outside your property boundary.<sup>†</sup> This includes all service call charges, labor and materials for covered repairs—so you'll have no bill to pay within the coverage limits. Septic tank and leaching field repairs are not included in this coverage. Coverage is optional. See terms and conditions for complete coverage details.

#### Who is HomeServe?

HomeServe is an independent, private company providing emergency home repair services and protection solutions to households across the U.S. Portland Water District has partnered with HomeServe to offer residential customers a range of products designed to cover unexpected costs and provide peace of mind.

#### Who is eligible to join?

A residential homeowner with a home up to 5,001 sq. ft. can join. Mobile homes, recreational vehicles, multi-unit dwellings and commercial properties are not eligible for coverage.

#### When can I make a service call?

Membership starts the day your Acceptance Form is processed and lasts for one year. Membership is automatically renewed thereafter for debit/credit card and E-Z Pay customers. There is an initial 30-day waiting period to make a claim, giving you 11 months of coverage during the first year of coverage. This prevents service calls on pre-existing conditions and helps keep the coverage affordable.

#### Am I restricted to only one service call per year?

You can make up to two service calls per year for your external sewer/septic line, giving you a total of up to \$5,000 of coverage every year. For sewer line emergencies outside your property boundary, you can make one service call per year, giving you an additional \$5,000 of coverage.

#### What quality of repair can I expect?

A local, licensed and insured contractor will be responsible for handling your covered emergency. Permanent repairs are made where possible and will be guaranteed against faulty material and workmanship for one year.

#### What is E-Z Pay?

E-Z Pay is the paperless and secure way to safeguard your privacy. Payments are automatically debited from the bank/checking account of your choice as your payment becomes due, at no additional cost. Your coverage will be automatically renewed so there's no risk of it expiring and losing your benefits. Your authorization remains in effect until you notify HomeServe of change.

#### Where can I go to get more information?

You can find more information about this service by calling toll-free 1-888-666-7711 or by visiting [www.pwd.org](http://www.pwd.org).

<sup>†</sup>**General Exclusions:** acts of God, thawing of frozen pipes; emergency breakdown - to external guttering, due to pre-existing conditions, caused by faulty construction, improper maintenance or a lack of maintenance or from a controllable leak; swimming pools or decorative features, sump pump, vacuum drainage systems, septic, spa and waste disposal units; repair and/or replacement costs of: bathroom fittings; repair or replacement or unblocking of covered parts, equipment and/or systems due to the gradual reduction in performance caused by normal wear and tear where an emergency breakdown has not occurred; emergency breakdown to property having remained unoccupied for more than 30 days; costs to correct or upgrade any part, equipment and/or system in order to comply with any federal, state, or local laws; recovery/disposal of hazardous material; manufacturer's recalls, defects or class action suits; closing walls, floors or ceilings; restoration of affected area (including but not limited to: carpets, cabinets, kitchen assemblies, paneling, stucco, wood, tile, wallpaper, fixtures, fittings, mirrors), costs of a repair visit, hard or soft landscaping if coverage does not apply; repair, replacement or unblocking without our prior authorization; mobile homes, recreational vehicles, multiple-unit dwellings, commercial buildings or any residential home over 5,001 sq. ft.; consequential or incidental damages. See terms and conditions for complete coverage details.

PMM/EA-XWV/A11XA

Take A Look At The Benefits You'll Receive	Exterior Sewer/Septic Line Coverage
1. <b>\$10,000 of Annual Coverage</b> - Up to \$2,500 per service call and two calls per year for your external sewer/septic line, and up to \$5,000 and one call per year for sewer line emergencies beyond your property boundary.	✓
2. <b>24-Hour Emergency Service Hotline</b> - Available 365 days a year.	✓
3. <b>Priority Response</b> - A local, licensed and insured contractor will make your covered emergency their priority, and all permanent repairs are guaranteed for one year.	✓
4. <b>Satisfaction Guarantee</b> - Our Promise to You: If you are ever dissatisfied with Exterior Sewer/Septic Line Coverage, simply call toll-free 1-888-666-7711, and we will cancel your coverage, no questions asked.	✓
5. <b>No Deductibles or Service/Trip Charges.</b>	✓