



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

Water Service Line Information for <<Sample A. Sample>>

Issued To:	Property Address:	Reply By:
<<Sample A. Sample>>	<<Address Line 1 (Service)>>	<<XX/XX/11>>

RECORDS INDICATE THAT THIS ADDRESS, <<ADDRESS LINE 1 (SERVICE)>>, IS NOT PROTECTED WITH WATER SERVICE LINE COVERAGE

- Your underground water service line is the pipe that brings fresh water into your home.
- As a homeowner, you are responsible for the maintenance and repair of your water service line.
- Water service line repairs can be complicated and expensive to fix.
- 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 \$7,000 IN ANNUAL REPAIR COVERAGE** - No bills to pay for covered repairs; all costs are covered for locating and repairing or replacing the exterior water service line at your home, up to \$3,500 per service call and up to two service calls per year.
- 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 Water Service Line Coverage from HomeServe. I confirm that I meet the eligibility requirements and I have enclosed my check for my payment of \$59.88.

PLEASE MAKE CHECK PAYABLE TO HOMESERVE

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

\$4.99 per month \$14.97 per quarter \$59.88 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.

Signature (required): _____

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>>

E-mail _____

Phone _____

<<PWMEA-SWS-A11AA>>

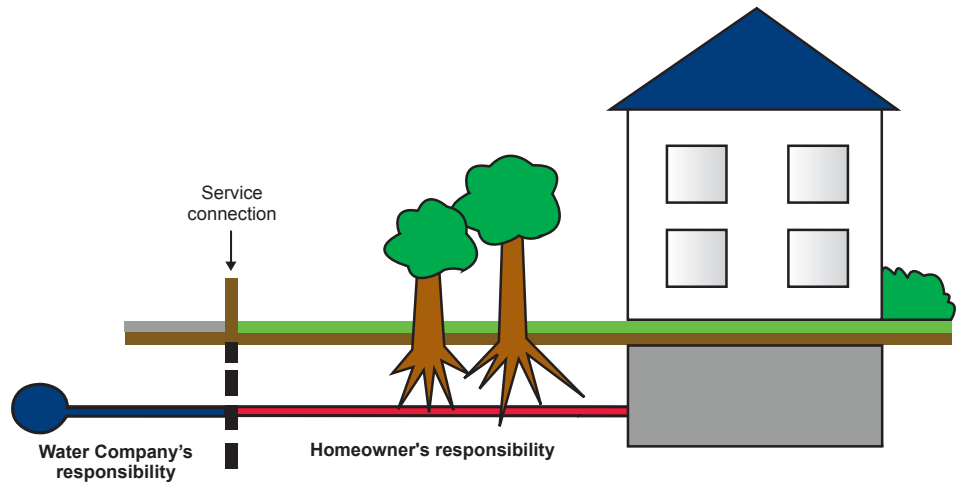
What would you do in a water service line emergency?

The illustration below shows where things may go wrong with your water service line — and how much a contractor would typically charge customers who don't have Water Service Line Coverage. How would you cope if it happened to you? With Water Service Line Coverage, it's not something you have to worry about; you'll benefit from an emergency response and no bill to pay for covered repairs, up to \$3,500 per service call!

Locate, excavate & repair leak	
\$940	
Plan Members - NO CHARGE!*	

Replace segment of pipe	
\$2,336	
Plan Members - NO CHARGE!*	

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



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 water service line on your property, from the water company's connection to the point of entry into your home. The water company's connection is normally in the road in front of your home.

Does my homeowners insurance cover this?

Most basic homeowners insurance policies do not cover repair or replacement of the exterior water service 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 \$3,500 per service call for the cost of repairing, replacing or unblocking your external water service line from the property boundary to the foundation wall.† This includes all service call charges, labor and materials for covered repairs—so you'll have no bill to pay within the coverage limits. You will also be covered should your emergency repair require basic restoration. This includes backfilling, leveling, reseeding and replacement of concrete/blacktop sidewalks or driveways as described in the terms and conditions. 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, giving you an annual benefit of up to \$7,000 for covered repairs.

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 remain 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.

†**General Exclusions:** acts of God, thawing of frozen pipes; emergency breakdown - to external guttering, arising from disconnection to main water supply, due to pre-existing conditions, caused by faulty construction / improper maintenance, or from a controllable leak; swimming pools / decorative features; faucets or hose bibs; repair of covered parts, equipment and/or systems due to reduction in performance caused by normal wear and tear; emergency breakdown to property having remained unoccupied for more than 30 days; repairs when parts are obsolete; costs to correct or upgrade any part, equipment and/or system in order to comply with law; costs associated with treatment, recovery/disposal of hazardous material; manufacturer's recalls, defects or class action suits; closing walls, floors or ceilings; costs of a repair visit, restoration of affected area, hard or soft landscaping if coverage does not apply; repair, replacement or unblocking without our prior authorization; mobile homes, recreational vehicles, multiple-unit dwellings, or commercial buildings or any residential home over 5,001 sq. ft. See terms and conditions for complete coverage details.

Take A Look At The Benefits You'll Receive	Water Service Line Coverage
1. \$7,000 of Annual Coverage - Up to \$3,500 per covered service call and up to two service calls per year.	✓
2. 24-Hour Emergency Service Hotline - Available 365 days a year.	✓
3. Priority Response - A local, licensed and insured contractor will make your covered emergency their priority, and all permanent repairs are guaranteed for one year.	✓
4. Satisfaction Guarantee - Our Promise to You: If you are ever dissatisfied with Water Service Line Coverage, simply call toll-free 1-888-666-7711, and we will cancel your coverage, no questions asked.	✓
5. No Deductibles or Service/Trip Charges.	✓