

Service Agreement for Your Water Service Line Protection Plan ("Plan") Coverage

What is covered under the Plan

The Plan covers all parts, material, and labor required to repair or replace your leaking service line. The determination of whether and with what to repair or replace your leaking service line is at the discretion of Homeowner Safety Valve Company (the "Company") or its agent. Plan coverage also includes excavation, paving, loaming, and seeding of the lawn as required in the area of the repair or replacement up to \$10,000 annually and per incident. Plan coverage does not include replacement of sod, shrubbery or mulch that must be moved in order to repair a service leak or perform other work. If such material must be moved to perform such work, the exposed area will be covered with grass seed.

Exclusions: What is NOT covered under the Plan

The Plan specifically excludes service to the following: (a) any external water service line over 300 feet in length, regardless of where the leak may occur on the line; (b) main shut-off house valve; pressure reducing valve; booster pump; meter pit frame or cover; lawn or fire sprinkler systems; (c) repair or replace missing or broken curb boxes and covers, or raise or lower curb boxes, and the checking prior to any emergency service work on your water line to determine if a curb box and/or curb valve is in an inoperable condition; (d) any leaks inside the premises beyond the main shut-off valve in the house; (e) repair or replace water lines that are in a wetlands area or run under (over or through) a body of water such as lake, river, stream, pond, ocean, (pool, whether above or below ground); (f) portions of a service line underneath concrete floors or patios; (g) any other part not specifically listed in this brochure under the description of the Plan; (h) equipment, including but not limited to service lines, damaged directly or indirectly as a result of you or any other party working or excavating on your property or in the vicinity of such service lines. This Plan does not cover any parts, material, or labor required as a result of unusual circumstances, including but not limited to earthquake, aftershocks, volcanic eruption, landslide, natural disaster, flood, civil disobedience, riot, or war. This Plan does not cover any damages caused by the freezing or thawing of service lines.

Your Responsibility

**IF YOU SUSPECT YOU HAVE A SERVICE LEAK, YOU ARE RESPONSIBLE FOR REPORTING IT TO
1-888-537-5006 AS SOON AS IS PRACTICAL.**

If a service leak on your property causes a slippery or hazardous condition on your property, any other property, or any public street, you remain solely responsible for making such area safe. THE COMPANY WILL NOT BE LIABLE FOR ANY DAMAGE CAUSED BY SUCH ICING OR OTHER SLIPPERY OR HAZARDOUS CONDITION.

Other Conditions/Restrictions

1. Eligibility: The residential Water Service Line Protection Plan is available only for one through six family residential dwellings located in a service territory where the Company is offering this Plan, and your water service line must have a diameter of no more than 2 inches with a water service line length no greater than 300 feet in length. Plan membership covers only one metered service line. Separate Plan coverage is required for each additional service line on a property whether or not the additional line is individually metered. The Plan is not available to apartment buildings or condominium units or complexes. Seasonal or property having remained unoccupied for more than [90] days, commercial or mixed use properties are not eligible for Plan coverage.

Covered service lines must conform to all applicable regulations. The customer must own the property traversed by the water service line, or they must show proof of a valid Right of Access that permits access for the repair and/or replacement of the water service line if it crosses any intervening property (whether common or private). Service lines that cross intervening properties without a valid Right of Access are not covered under the Plan. The Company reserves the right to deny Plan coverage for any reason.

2. Enrollment: Coverage begins 30 days after the Company receives your enrollment form and payment. A \$25.00 fee will be charged for returned checks. All covered parts must be in good operating condition on the date Plan coverage begins. Any leaks that exist prior to Plan enrollment will not be covered. The Company reserves the right to make an on-site inspection of your service line before accepting any responsibility under the Plan.

3. Termination/cancellation of Plan: The Company reserves the right to terminate a Plan if a service person responding to a service call at your home determines that one or more of the following conditions exists: (a) the service line does not conform to all applicable regulations; (b) the service line otherwise does not qualify under the Plan; or (c) there are unsafe working conditions that you refuse to remedy. Failure to provide access to or otherwise permit the servicing of any parts necessary to maintain the parts covered under the Plan will automatically terminate the Plan. If a contract is revoked for any of the above reasons, the Company will refund the amount you have paid for coverage for that year. The Company reserves the right to discontinue coverage if the residential dwelling does not meet the eligibility requirements. If eligibility is denied, only the last payment will be refunded.

If you fail to pay your annual fee by its expiration date or if you move outside the Homeowner Safety Valve Company service area, your Plan will be cancelled. In neither case will you receive a prorated refund. **If you move, you may transfer the remaining balance of this Plan to a subsequent Purchaser only, and this transfer must be completed within thirty (30) days from the date of sale to the subsequent owner.**

The Company reserves the right to discontinue the Plan at the end of its existing term or otherwise at the complete discretion of the Company.

4. Damages: THE COMPANY WILL NOT BE HELD LIABLE FOR ANY DAMAGE CAUSED TO YOUR PERSON OR PROPERTY UNLESS SUCH DAMAGE IS THE RESULT OF THE NEGLIGENCE OF THE COMPANY OR ITS AGENTS. THE COMPANY WILL IN NO EVENT BE RESPONSIBLE FOR ANY CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO WATER DAMAGE OR COSTS OF INCREASED WATER CONSUMPTION CAUSED BY SERVICE LINE LEAKS.

5. Response Time: Response time may vary based on several factors, including but not limited to weather conditions, work load, and staffing. If there is an unsafe working condition present, the Company reserves the right to delay service to your premises until you make the area safe.

6. All work under the Plan must be performed by the Company or a Company-referred contractor. The Company will not pay for work otherwise covered under the Plan if such work is performed by a contractor hired by you or anyone else other than the Company.

7. Renewals: The Company will mail to you a renewal statement before the expiration of your Plan. Information and prices contained in this brochure are accurate as of 8/1/09. The Company reserves the right to change the coverage or price of the Plan without prior notice. To cancel or change your Plan to a new premise, please call SAFETY VALVE at 1-888-537-5006.

This Service Agreement is available in larger print upon request.

How an Unexpected Water Line Leak Could Quickly Drain Your Wallet



Locate leak
\$100 per hour

Replace
service line
\$2,000 or more

Loam and
reseed lawn
\$200 or more

Restore sidewalk
and driveway
\$200 or more

**Do you know
that if the water pipe
leading from the curb
to your house should
spring a leak, you
are responsible for
repairing it?**

In fact, you may not realize that the repair of your entire water service line between your house and your property line became your responsibility when you bought your home. In the event of an unexpected leak, the repair cost can be substantial...and it's not covered by most homeowners insurance*.

Now, in an effort to protect residential water customers from this risk, *Homeowner Safety Valve Company* brings you an easy and affordable way to save hundreds, even thousands, of dollars in unexpected repair bills.

**Homeowners should check their homeowners insurance policy to determine whether it covers repairs of their water service equipment.*

Introducing



Water Line Protection Plan

For Residential Customers

The Safety Valve Water Line Protection Plan gives you the peace of mind of knowing that if something should go wrong, you're covered.



Homeowner Safety Valve Company is an affiliate of your local water service provider, Aquarion Water Company of Connecticut.

Here's how it works

As a homeowner, you own and are responsible for the repair of your Water Service Line.

The Service Line is the portion of pipe which runs from the curb valve, located at or near your property line, into your home. Depending on how far your house is from the street, the Service Line can be from 10 feet up to 300 feet long.

Over time, unpreventable environmental conditions may cause your service line to deteriorate or crack. Should this happen, you get stuck with an unexpected repair expense...and the headache of finding a reliable contractor in a hurry.

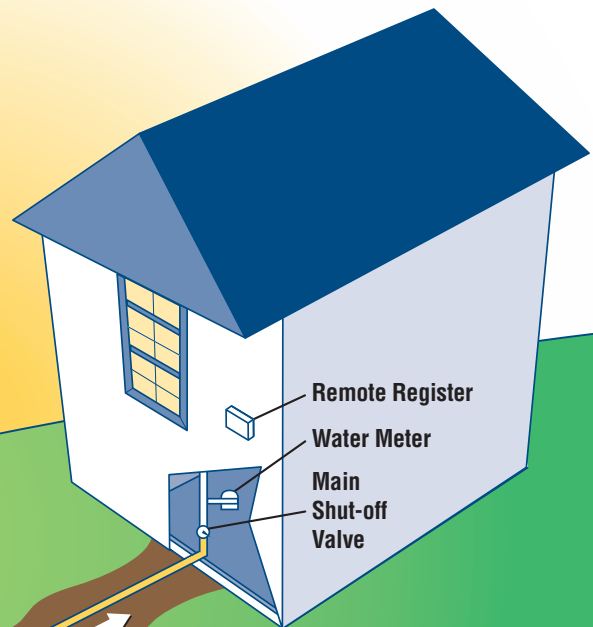
If an outside leak should occur, you normally would have to...

- 1) Employ advanced leak detection equipment to pinpoint the location of the leak on your property
- 2) Find and pay an excavator to replace or repair your leaking water service line
- 3) Loam and reseed your lawn in the area of repair
- 4) Pave your driveway or replace your sidewalk in the area of repair

What can cause your water service line to suddenly leak?

- Age
- Temperature changes
- Pipe material
- Ground shifting
- Soil conditions
- Tree roots

You own and are responsible for your WATER SERVICE LINE and CURB BOX, shown in yellow, from the Curb Valve to your home



Clean water flows IN to your home

Aquarion Water Company of CT is responsible for the Curb Valve, Service Connection and Tap, shown in blue.

With the Safety Valve Water Line Protection Plan, you're covered!

Look at what the Safety Valve Water Line Protection Plan covers:

✓ Repair or replacement of your water **Service Line** (up to a maximum length of 300 feet), including all necessary excavation, in the event of a service leak on your property

PLUS

✓ Repair or replacement of an inoperable **Curb Box** in the event of an emergency

Look at the benefits

No Hassles

Avoid the headache of trying to find a reliable service contractor in an emergency. With the *Safety Valve Water Line Protection Plan*, a single call to our Repair Line takes care of it all.

Covered up to \$10,000 annually and per incident

Look at the Savings

Prior to digging, the water leak may need to be located with advanced leak detection equipment

Repair or replacement of a leaking service line, including excavating and backfill

Repair or replacement of curb box

Loaming and reseeding lawn

Sidewalk replacement and/or driveway paving in the area of repair

How many calls will I have to make to find a repair service?

Without Safety Valve

\$100
per hour

\$2,000
or more

\$200
or more

\$200
or more

\$200
or more

2+

With Safety Valve

\$0

\$0

\$0

\$0

\$0

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Sign up for the Safety Valve Water Line Protection Plan today!

Coverage begins 30 days after receipt of your payment. Simply complete and return the enclosed enrollment form or call anytime, 24/7, to enroll by phone with a credit card.

1.888.537.5006
Toll-free

203.362.3093
in the Bridgeport, CT area

HOMEOWNER
SafetyValve
COMPANY

Please see the enclosed enrollment form for Safety Valve Water Line Protection Plan pricing.