

TERMS AND CONDITIONS

1. The program covers the water service line from the curb box to the entrance of the house. The program does not cover damages that occur prior to the start of service or the repair or replacement of water meters.
2. Coverage under the program starts thirty (30) days after enrollment and continues thereafter for the term of the agreement so long as the customer makes timely payments. Coverage will be suspended in cases of nonpayment.
3. The program covers materials and labor associated with the repair or replacement of the water service line due to leakage by ordinary wear and tear. Utilishield's coverage is limited to \$2,000 on water service lines that exceed 150 feet in length.
4. Utilishield does not cover damage to the water service line or other property caused by the actions of the customer, third parties, natural disasters, acts of God, abuse, vandalism or other abnormal causes. Utilishield does not cover updating and/or moving non-leaking water service pipes to satisfy directives of the water company. Utilishield does not cover water lines that exceed one (1) inch in diameter (average residential diameter is 3/4 inch).
5. Site restoration is limited to the affected area. Restoration is limited to backfill, raking and reseeding. It does not include the restoration of trees, shrubs, or paved surfaces or structures.
6. Utilishield has the right to modify this Program, from time to time, on thirty (30) days written notice. Utilishield reserves the right to terminate the Program on ninety (90) days written notice.
7. The customer may terminate enrollment at anytime. Utilishield will not refund any payments.
8. Utilishield will provide qualified plumbers or contractors to provide expedient and professional service.
9. Utilishield's liability is limited to repair and replacement of the customer water service line. There shall be no other liability for any environmental, property, special, incidental, consequential or other damages. All warranties are disclaimed, including the implied warranties of merchantability.
10. By enrolling, the customer represents that to the best of his/her knowledge, this water line is free from any pre-existing leaks or damage.

FREQUENTLY ASKED QUESTIONS

What is covered?

Curb box to foundation of your home. No pipes in the home are covered; no meter movement will be done.

What are the exceptions of the program?

Service lines exceeding 150 feet our coverage is limited to \$2,000. Under 150 feet we cover all costs. Service lines exceeding 1 inch in diameter will not be covered.

Who is Utilishield?

Utilishield is a company that provides water service line protection to thousands of customers throughout Pennsylvania. Utilishield has been in business since 1999. They have an agreement with many water systems to offer this program to their customers.

When I get billed \$9/\$3, what does that cover?

All payments are prepaid. Example: A \$9 payment would cover a customer for the future 3 months, until they receive their next quarterly bill.

Can the price be raised at anytime?

No, in most cases your water system has locked in the \$36/year price for 5 years.

Can I cancel at anytime?

Yes, but no payments will be refunded.

When does my coverage start?

Coverage starts 30 days after sign-up. 30 day period protects to eliminate existing problems.

What will you restore after the project is complete?

Utilishield will backfill, rake, and reseed. We do not replace any concrete/paved surfaces or structures. In most instances we can avoid disruption to paved surfaces, but in the event this cannot be done Utilishield will not be responsible.

Will you repair the leak or replace the entire line?

In most cases we perform a line replacement, replacing the existing line with a copper line. When a replacement is not appropriate we will repair the line.

Who do I contact if I suspect a problem?

You would first contact your water company. The water company must verify whether the problem is on their side of the system or on the customer's service line.

Can I choose my own plumber if I have a problem?

No, Utilishield has a network of plumbers it contracts with to perform the repair work.