

PipeSafeSM Plus Sewer Line Protection Terms And Conditions (v 2.2)

What is protected under the Pipesafe Plus Sewer Line Protection Plan

The Plan protects parts, material, and labor (up to \$5,000 annually) required to perform the repair, replacement or unblocking of your underground sewer line, from the point at which it connects to the main sewer line in the street to your building's foundation (typically the point at which your "sewer clean out" is located). Unblockings under the Plan are limited to one per year. The determination of whether and with what to repair or replace any protected parts is at the discretion of the Regional Water Authority (the "RWA") or its agent.

What is NOT protected under the Pipesafe Plus Sewer Line Protection Plan

The Plan does not include more than one unblocking per year, and total Plan protection is limited to \$5,000 per year. The Plan does not include the repair of any sewer/drain blockages inside your foundation or basement wall (typically the point at which your "sewer clean out" is located). If you do not have a main sewer clean out at your basement wall, no blockages or breaks inside your structure are protected under the Plan. You will be responsible for the cost of installing a clean out on your sewer line if it is necessary for the RWA to do so in order to complete a repair. This Plan protects only the repair, replacement or unblocking of your sewer line and does not provide protection for any of the following: (a) any clean-up or environmental services related to a flooded premise for any type of water or raw sewage back up, spill, fumes or mold; (b) any type of sewer odors emitting from the sewer system that seep into the drainage or venting system of a building; (c) any sewer backups into the building caused by heavy rains or a main sewer system failure; (d) sewer lines that run under a body of water, such as a lake, river, pond, stream, etc.; (e) portions of a sewer line underneath concrete slabs, floors, patios, steps or structures; (f) repairs to and/or replacement of any equipment, include but not limited to sewer 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 sewer lines; (g) replacement of sod or decorative landscaping material (including trees) that must be removed in order to repair a sewer line or perform other work. If such material must be removed to perform such work, the exposed area will be topsoiled and covered with grass seed. The RWA is not responsible for moving or replacing any trees, ornamental shrubs or bushes that are damaged by a leaking sewer line or the repair thereof; (h) any work required as a result of conditions beyond the RWA's control such as damage from unauthorized repair or replacement performed by a third party, negligence, misuse, improper installation, acts of God, damages caused by earthquakes, aftershocks, hurricanes, tornadoes, riots, vandalism, landslides, volcanoes, drought, flooding, war, nuclear perils, sinkhole, damages caused by enforcement of law or ordinance regulating construction, repair, demolition or zoning.

Your Responsibility

In the event of a sewer line blockage, leak or backup, you are responsible for notifying the RWA at 203-562-4020 as soon as is practical.

If the sewer blockage, leak or back-up on your property causes a slippery, hazardous, or health condition on your property, any other property, or any public street, you remain solely responsible for securing the area and/or making such area safe. THE RWA WILL NOT BE LIABLE FOR ANY DAMAGES CAUSED BY SUCH A SLIPPERY, HAZARDOUS, ENVIRONMENTAL OR HEALTH CONDITIONS.

Other Conditions

1. Eligibility: The Plan is available only to structures located in the Regional Water Authority service territory with a sewer line diameter of 6 inches or less. In order to be eligible for protection, such sewer lines must conform to all applicable ordinances and regulations, including equal sized clean out and piping. All protected parts must be in good operating condition on the date Plan protection begins. Any sewer back-up(s), collapse(s), or blockage(s) that exist prior to Plan enrollment will not be protected. The RWA reserves the right to make an on-site inspection of your sewer line before accepting any responsibility under the Plan. You must own the property traversed by the sewer line, or must show proof of a valid right of access that permits access for the repair and/or replacement of the sewer line if it crosses an intervening property (whether common or private). Sewer lines that cross intervening properties without a valid right of access are not protected under the Plan. You will be responsible for any costs associated with bringing their sewer line into compliance with such ordinances or regulations. The sewer lines must be gravity fed (no force mains) connected to a municipally owned and maintained sewer main and not a private sewer main. The RWA reserves the right to deny Plan protection for any reason. The Plan is not available to condominium units or complexes or apartment buildings with more than 6 apartments, mobile homes or properties with septic systems. Property owners should check their insurance policy to determine whether it covers

repairs of their sewer line equipment. Plan membership protects only one sewer line per premise. Separate Plan coverage is required for each additional sewer line at a premise.

2. Initiating Protection: If you request your PipeSafe Plus Sewer protection to begin as soon as possible, your plan will begin on the 7th day after your request has been entered into our billing system. If you request your plan to begin on your next water bill date and that bill date is at least 7 days from the time your request is entered into our billing system, your plan will begin on your requested bill date; if your next bill date is less than 7 days from the time your request is entered into our billing system, your plan will begin on the 7th day after your request is entered into our billing system.

3. Termination of Plan by RWA: The RWA reserves the right to terminate a Plan if any service person responding to a service call at your premise determines that one or more of the following conditions exists: (a) the sewer line does not conform to all applicable regulations, (b) the sewer line otherwise does not qualify under the Plan; or (c) there are unsafe working conditions that you refuse to remedy. Failure to provide, or otherwise permit the servicing or replacement of any parts necessary to maintain the parts protected under the Plan in good condition, will automatically terminate the Plan. If a Plan is revoked for any of the above reasons, the RWA will refund a pro-rated unused credit to your bill. The Plan will also be cancelled for non-payment of the annual fee. Plans are not transferable to new owners or third parties. The RWA also reserves the right to discontinue any Plan at the end of their existing terms or otherwise at the complete discretion of the RWA.

4. Dispute Resolution: You agree to submit all disputes arising under this service plan to arbitration. You agree that arbitration shall be the exclusive remedy available to you under this service plan. Any arbitration arising under this service plan shall be held in New Haven, Connecticut in accordance with the rules of the American Arbitration Association. Judgment may be entered on the arbitrator's determination (which judgment shall be conclusive on you and the RWA) in any court having jurisdiction. You consent to the jurisdiction of the Connecticut courts for this purpose. Each party shall be responsible for its own attorney's fees, but the parties shall equally divide the cost of the arbitration.

5. Damages: THE RWA WILL NOT BE HELD LIABLE FOR ANY DAMAGE CAUSED TO YOUR PERSON OR PROPERTY UNLESS SUCH DAMAGE IS DIRECTLY AND SOLELY CAUSED BY THE NEGLIGENCE OF THE RWA OR ITS AGENTS. IN NO EVENT WILL THE RWA BE RESPONSIBLE FOR ANY CONSEQUENTIAL DAMAGES INCURRED BY YOU AS THE RESULT OF THIS PLAN OR THE RWA'S PERFORMANCE OF IT, INCLUDING BUT NOT LIMITED TO INABILITY TO OCCUPY THE PREMISES, WATER DAMAGE OR SEWAGE SPILLS EITHER INSIDE OR OUTSIDE THE PREMISES. NOTWITHSTANDING ANYTHING ELSE TO THE CONTRARY IN THIS PLAN, IN NO EVENT SHALL THE RWA BE LIABLE TO YOU FOR AN AMOUNT GREATER THAN THE FEES PAID BY YOU TO RWA FOR THE PIPESAFE PLUS SEWER LINE PROTECTION PLAN DURING THE PRIOR TWELVE MONTHS. THIS LIMITATION ON LIABILITY AND DAMAGES SHALL APPLY WHETHER YOUR CLAIMS ARE BASED IN CONTRACT, WARRANTY, TORT, PRODUCT LIABILITY OR OTHERWISE.

6. Response Time: Except as noted below, the RWA or its agent will attempt to respond to requests for service 24 hours a day / 7 days a week. In most cases, the RWA or its agent will dispatch repair crews within 24 hours. In cases where an outside excavation needs to occur, the RWA will attempt to provide services within 72 hours, but you acknowledge that these services require the coordination of municipal permitting and utility mark-out requirements, which are beyond the direct control of the RWA. All work under the Plan must be performed by the RWA or its agent. The RWA will not pay for work otherwise protected under the Plan if such work is performed by a contractor hired by you or anyone other than the RWA.

7. Renewal/Cancellation of Plan by You: You may cancel this Plan at any time for any reason by notifying the RWA in writing at 90 Sargent Drive, New Haven, CT 06511, or by calling (203) 562-4020, but you are responsible for outstanding past fees you incurred while you had PipeSafe Plus Sewer Line Protection plan. Upon cancellation, we will apply a pro-rated unused credit to your bill. Your maintenance plan can be cancelled by the RWA if you do not pay your PipeSafe Plus fees within 60 days of receiving your bill.

V 2.2

Sewer line protection service is not available to homeowners with septic systems.

Larry & Steve.



Two good reasons why PipeSafe PlusSM is a great deal.

 Regional Water Authority

5 Reasons to Get Your PipeSafe PlusSM Sewer Line Protection

1

You don't need a phone book. One call to the RWA and you're done.



2

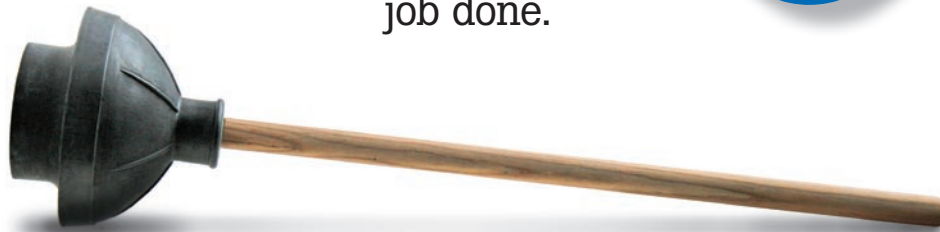
It's just \$40 vs. the unknown expense to make the repair.

**See enrollment card.*



3

Honestly, your plunger can't fix everything.



4

Service is wonderful.

You won't feel that you've asked too many questions. Problem is explained and so is the solution.



5

You're dealing with the RWA. Our authorized construction crews will be there to get the job done.



“ You have an excellent team representing this program. The team is very professional and proficient. ”

P. KORNIENKO, BRANFORD

“ The employees were awesome. Professional, informative, clean and very nice. They made the experience a pleasant one considering the serious problem. ”

L. SAMIDE, HAMDEN

“ From start to finish, the RWA was great. Service was fast and I'll bless the day I signed up for PipeSafe Plus. ”

A. KELLY, MILFORD

PipeSafe Plus

To subscribe
call us at

866-814-0820

South Central Connecticut Regional Water Authority

90 Sargent Drive, New Haven CT 06511-5966

Customer Service: 203.562.4020

fax: 203.624.6129 tdd: 203.562.5055

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