

Public Notice: Service Line Warranty Program

The City of Shelby has authorized Service Line Warranties of America (SLWA), an independent company separate from your local utility or community, to offer Exterior Water Service Line Coverage and Exterior Sewer/Septic Line Coverage to Shelby utility customers. The coverage is voluntary and available at monthly or annual prices. SLWA will mail detailed information about this program to City of Shelby residents beginning on Monday, September 30th and a follow-up letter is planned to be mailed on October 28th.

The SLWA Service Line Warranty Program provides coverage for leaks, breaks and clogs due to normal wear and tear, age, ground shifting and tree root intrusion. If a customer's line is in need of repair, a simple call to the SLWA 24-hour hotline will dispatch a local, licensed contractor familiar with local code. The program provides up to \$8,500 per incident for external water and sewer line repairs. There are no annual or lifetime limits, service fees or deductibles.

SLWA offers a Quick Start Guide that explains the program. For more information and details about the program please call SLWA at **1-844-257-8795** or visit their website **www.slwofa.com**.

The City of Shelby has no responsibility for the program being offered by SLWA and does not guarantee the performance of the services provided by SLWA. All agreements are between the homeowner and SLWA.