

Commonly Asked Questions

WATER AND SEWER SERVICE LINE PROTECTION

What am I responsible for?

As a homeowner, you are responsible for the maintenance and repair of the external water service line from the exterior wall of your home to your property line; and for the sewer service line, from the exterior wall of your home to the property line or cleanout.

Who is eligible for coverage?

A residential homeowner with sole responsibility for the exterior water and sewer service lines may be eligible. Residences not affixed to a permanent foundation, recreational vehicles and properties used for commercial purposes are not eligible. If you live in a development community with a condominium, co-op or homeowners association, your exterior water and sewer service lines may not be an individual homeowner's responsibility, so please check with your association before deciding if coverage is right for you.

What is covered?

The covered cost to repair or replace the water and sewer service lines that are damaged due to normal wear and tear, not accident or negligence. Exterior Water Service Line-No annual benefit limit with as many service calls as you need for covered repairs to the line from the city meter to the shut off valve inside your home. Exterior Sewer Service Line-Up to \$10,000 annually with as many service calls as you need for the sewer line that takes wastewater away from the external wall of your home to your property boundary or clean out, which is normally located next to the property boundary.

Exclusions apply. To see full Terms and Conditions with complete coverage and exclusion details prior to enrolling call 1-855-807-6631 or go to BaltimoreServiceRepairs.com.

How much will it cost?

As a City of Baltimore customer, you can now receive a special introductory rate of just \$5.99 per month for the first year of coverage for your water and sewer service lines. You will be renewed annually at the then-current renewal price (currently \$8.49 per month). Individual coverage for your water and sewer service lines are also available.

Who is HomeServe?

HomeServe[®] is an independent company that provides emergency home repair services and protection solutions to homeowners across the U.S.

Once I have coverage, when can I make a service call?

Your plan will start 30 days after your enrollment is processed. During this 30 day period you will receive the full Terms and Conditions, with complete coverage and exclusion details, to help you decide if coverage is right for you. You can make a service call immediately after your plan starts.

What is the cancellation policy?

You can let us know any time before your plan start date that you no longer want this coverage and receive a refund of any monies paid. If you do, your plan will not start and payment will not be taken. You may also cancel within 30 days of your start date for a full refund less any claims paid; cancellations after the first 30 days of your coverage will result in a pro-rata refund less any claims paid.

What quality of repair can I expect?

Local, licensed, insured and City approved plumbers will be responsible for handling your covered emergency. Covered repairs are guaranteed against defects in materials and workmanship for one year.

For more information call toll-free 1-855-807-6631
or visit BaltimoreServiceRepairs.com

[†]HomeServe USA Repair Management Corp. ("HomeServe") is an independent company separate from the City of Baltimore and offers this optional service as an authorized representative of AMT Warranty Corp., the contract issuer. Your choice of whether to participate in this service plan will not affect the price, availability or terms of service from the City of Baltimore. Charges for this optional service will not appear on your City issued water/sewer service bill. HomeServe's corporate offices are located in Norwalk, CT.

08_BM_BRO



COVERAGE PLANS

brought to you by

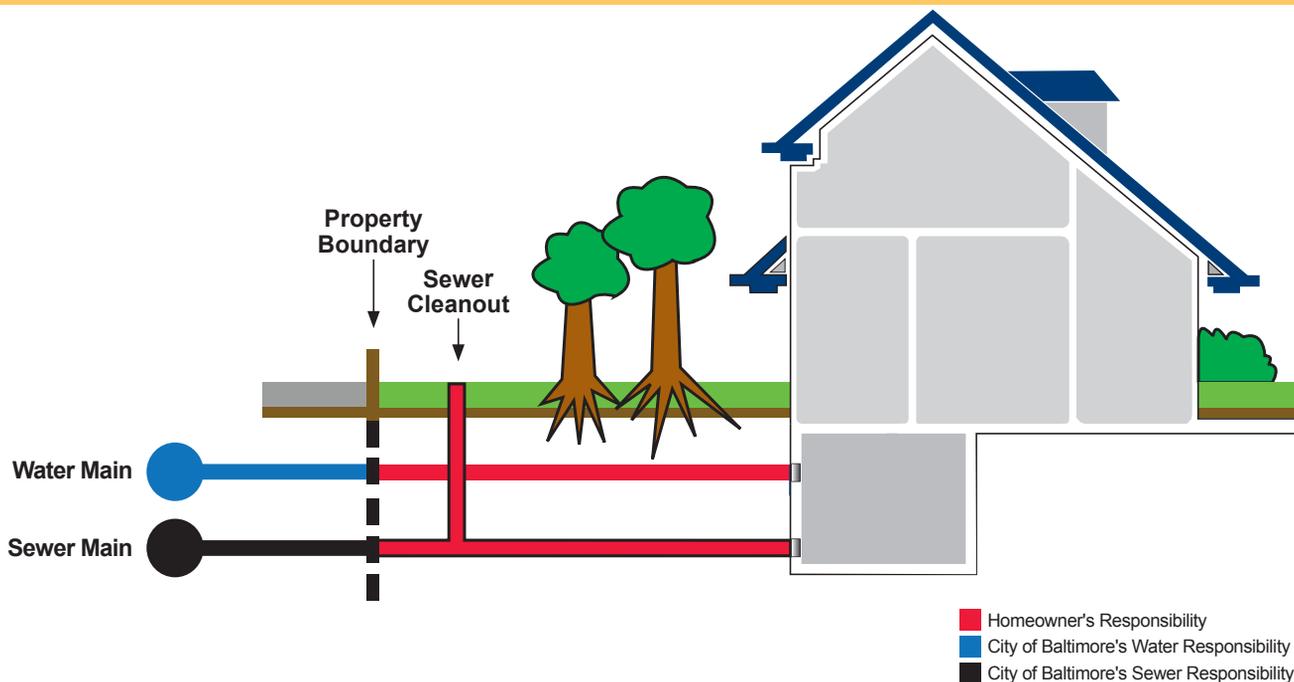
HomeServe[®]

Important Information Regarding Your Water and Sewer Service Lines

Both the exterior water and sewer service lines, from the exterior of your house to the property line or cleanout, are the responsibility of the homeowner. If you were unfortunate enough to suffer a leak, break or clog in these lines, it would be up to you to find a plumber and pay for the repairs, which could cost you thousands of dollars. The City of Baltimore wants its customers to be prepared and to have the best possible service in the case of such an emergency. So we invite you to enroll in optional Exterior Line Coverage from HomeServe.

With this coverage, you'll receive as many service calls as you need with no annual benefit limit for covered repairs to repair or replace your water service line; and as many service calls as you need up to \$10,000 annually for covered repairs to repair or replace your sewer service line. Additional benefits include:

- All covered repairs are guaranteed for one year
- No deductibles
- Emergency Repair Hotline available 24/7
- Access to HomeServe's network of qualified plumbers



Individual coverage plans for your water and sewer service lines are also available.

Choose coverage that's right for you. For more information call toll-free 1-855-807-6631 or visit the secure website [BaltimoreServiceRepairs.com](https://www.BaltimoreServiceRepairs.com).