

**Restoration Exclusions:**

Restoration excludes replacement of cobblestone, shell, stone, ornamentation, plantings, shrubs, or trees in areas requiring restoration, nor is Harwich Water responsible for the cost of replacing said exclusions.

**Electrical Safety:**

New and replacement water service and repairs are installed using PE (polyethylene) pipe. This material is non-conductive. Many older homes have their electrical service grounded to the iron service pipe. When a repair is made, or replacement service is installed, the electrical ground is interrupted. Water customers are requested to have a licensed electrician install a new electrical ground before work is done to the water service so as to protect the electric service, heating system, and any appliances which may be in the dwelling. Harwich Water cannot accept responsibility for any damages which might occur if this provision is not adhered to.

**Irrigation Lines:**

Harwich Department will not be responsible for any underground irrigation lines on site.

**Limitations:**

Harwich Water will not be held liable for any incidental or consequential damage, include water damage caused by leaks. Harwich Water will also not be held liable for any damages caused to you or your property unless such damage is the direct result of negligence of the Harwich Water or its agents. All work in relation to this protection plan must be performed by Harwich Water. This protection plan will not pay for any labor or parts, costs for repair, or replacement of any covered items performed by any unauthorized parties or any water damage caused by leaks.



**Cancellation/Termination:**

The customer may cancel the Service Tight Protection Plan at any time by notifying Harwich Water Department at 196 Chatham Road, Harwich, MA 02645 in writing. If the customer chooses to cancel the plan prior to the initial waiting period, they may do so in writing. If cancellation is requested after the billing period, no refund will be given. Delinquent accounts over ninety (90) days will be automatically unenrolled and will not be eligible for re-enrollment until all account charges have been paid in full. Harwich Water reserves the right to terminate the Service Plan if Harwich Water Determines that: 1.) The service line or its associated parts do not conform to the standards listed in Harwich Water Rules and Regulations. 2.) There are unsafe working conditions at the site that the property owner refuses to correct. 3.) The property owner does not allow or permit the servicing or replacement of any parts necessary to maintain the parts covered.

**Disclosure:**

Information and prices contained in this brochure are accurate as of November 2015. Harwich Water reserves the right to change the coverage or price of the protection plan without prior notice at the time of renewal.

**Plan Renewal:**

Depending on when you were accepted into the plan, the annual renewal fee of \$68.00 will automatically be billed either with your Spring or Fall water bill. Unless we receive a request to terminate, the plan will automatically be renewed upon each billing cycle.

*For a copy of the terms and conditions, please contact us by using the information listed below*

**Harwich Water Department  
196 Chatham Road, Harwich, MA 02645  
Open 8:00 AM - 4:30 PM Monday - Friday  
Ph: 508-432-0304  
Fax: 888-774-3557  
www.harwichwater.com  
customerservice@harwichwater.com**



# Service Tight Protection Plan

*peace of mind for your water service for as little as \$68 per year!*

## Service Tight Protection Plan

### Did You Know You Own Your Water Service?

As property owner, you are responsible for the repair and maintenance of your water service, and until a problem occurs, you may not realize that you could incur thousands in repair costs. The Harwich Water Department (hereafter referred to as "Harwich Water") offers an optional Service Tight Protection Plan which covers the costs of repairs to your water line in the event of a sudden leak.

### Enrollment:

Enrollment into the Service Tight Protection Plan (here after referred to as "Service Tight") will provide complete coverage for the emergency repair and/or replacement of your leaking water service from the curb stop to the water meter under the terms of the plan.

The plan costs \$68 per meter/year for water services that are 2" inches and under in diameter, and the initial membership waiting period is 90 days from when the enrollment form is received by Harwich Water. Once your request is accepted and you become a member of Service Tight, the annual fee will be prorated to the nearest billing period and then it will be added to your water bill (whichever is closest to the acceptance date).

### How to Enroll:

Enrollment into this optional plan is simple and easy. Submit the form included with this brochure, or enroll online at [www.harwichwater.com/customer-service](http://www.harwichwater.com/customer-service). Payment need not be sent in prior to enrollment as initial payment is prorated after the initial waiting period.

### Eligibility for Coverage:

The owner, must own or have a written legal responsibility and authority to provide maintenance for the water service line (and associated parts) to your residential dwelling. The water service line must conform to the design standards of the Harwich Water Rules & Regulations. Harwich Water reserves the right to deny plan coverage for any reason. Service Tight coverage is required for each meter and additional service connection and/or service line at the premises. Coverage is not transferable.

### Coverage:

The plan covers all parts, materials, customer shut off (cellar) valve and labor to repair, or replace, the water service lines 2 inches and under from the curb stop to the cellar valve in the event of an emergency. For those customers who have outside meter pits, coverage includes the meter pit, meter pit cover and meter pit valves. Harwich Water at its sole discretion, shall make the determination between repairing or replacing any covered part found to be damaged or defective. Any covered parts replaced under the plan will become the sole property of Harwich Water. Coverage includes excavation, as required, in the area of repair or replacement, and also includes the cost of water service shut off/ turn on by Harwich Water and repaving of paved area and restoration (including filling, loaming and seeding) of non-paved area disturbed by excavation.

### Exclusions:

Service Tight does not include any parts not specifically identified as covered. Items such as pressure reducing valves, booster pumps, lawn and/or fire sprinkler systems, etc. are not included in the coverage. Service Tight does not cover the water meter nor repairs of any leaks beyond the meter. Service Tight does not cover pre-existing damages, new service installations, relocating or alteration of existing water service lines, repairs and/or replacement of parts damaged directly or indirectly as a result of the owner or any other party working, or excavating, on the property or in the vicinity of the water service line or its associated parts. Service Tight does not cover damages caused by earthquakes, hurricanes, volcanic eruption, flooding, landslide, natural disaster, civil disobedience, riot, or war. Service Tight does not cover improperly installed pipes and appurtenances, nor does it cover restricted flows (as opposed to cessation of flows), unless such restricted flows (a) are primarily caused by conditions in covered parts, and (b) Harwich Water determines that such restricted flows fall below the minimum pressure and flow standards by the Massachusetts DEP or the Massachusetts Utilities Commission.

**Yes, please enroll me for the Water Service Tight Protection Plan!**  
I have read and agree to the terms of the Protection Plan, This service is optional, and I understand that \$68.00 will be added to my water bill once per year until I wish to cancel.

Owner Name: ..... Signature: .....

Property Address .....

Phone: ..... Email: ..... Date: .....

There is a 90-Day waiting period from date signed & agreement is received by Harwich Water Department. Initial pro-rated amount will be billed. This plan is an automatic annual renewal.  
THIS FORM CAN SUBMITTED ELECTRONICALLY AT [WWW.HARWICHWATER.COM](http://WWW.HARWICHWATER.COM) OR IT BE MAILED TO EITHER:  
HARWICH TAX COLLECTOR, 732 MAIN ST., HARWICH, MA 02645  
OR HARWICH WATER DEPARTMENT, 196 CHATHAM RD., HARWICH, MA 02645  
QUESTIONS? PLEASE CALL (508) 432-0304