



Town of Harwich
Water Department
 196 Chatham Road
 Harwich MA 02645
 Voice: 508-432-0304
 Fax: 888-774-3557

SERVICE TIGHT AGREEMENT

Request Date: _____
 Agreement Receipt Date: _____
 Plan Start Date: _____
 Billing Cycle: _____
 Pro-rated Amount: _____
 Billed:

Account Address <<Service Location>>

Account # _____
 Owner Name _____
 Address _____
 City, State, Zip _____

Terms: 30-Day waiting period from date signed agreement is received by Harwich Water Department. Initial pro-rated amount will be billed. Automatic annual renewal at time of Spring or Fall billing.

Terms of Agreement

ELIGIBILITY OF COVERAGE: You, 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. The Service Tight plan 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 line 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. The Harwich Water Department (here after referred to as "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: The Service Tight plan 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. The Service Tight plan does not cover repairs of any leaks inside the premises beyond the customer shut off (cellar or basement) valve. 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 you or any other party working, or excavating, on your 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 Department of Environmental Protection or the Massachusetts Utilities Commission.

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

IRRIGATION LINES: Harwich Water Department will not be responsible for any underground irrigation lines on site.

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 Department cannot accept responsibility for any damages which might occur if this provision is not adhered to. If you would like to use our Master Electrician, please call for a price quote.

CANCELLATION AND TERMINATION: You may cancel the Service Tight Protection Plan at any time by notifying Harwich Water Department at 196 Chatham Road, Harwich, MA 02645 in writing.

CONT'D ON REVERSE SIDE

SERVICE TIGHT PLAN AGREEMENT

By signing below I'm in agreement with the terms of the Service Tight Plan.

Customer Signature: _____
 Signature Date: _____

Return Original Signed Agreement to:
 Harwich Water Department
 196 Chatham Road
 Harwich MA 02645

REVISED 6/19/09

SERVICE TIGHT PROTECTION PLAN

Did you know that you own the water service from your property line into your home?

As the owner of property, you are responsible for the repair and maintenance of your water service from the street into your home. Until a problem occurs, you may not realize that you could incur more than \$2,000 in repairs.

Homeowner's Insurance isn't the answer.

Most homeowner's insurance policies do not cover the cost of repairing or replacing water service lines and, even if it did, there's typically a large deductible that must be paid first. Now there is a simple way to avoid costly repairs in your water service line. The Harwich Water Department offers a Service Tight Protection Plan which would cover the costs of repairs to your water line in the event of a sudden leak.

You can have guaranteed peace of mind for as little as \$68 per year!

Enroll into the Service Tight Protection Plan (here after referred to as "Service Tight") and the Harwich Water Department will provide complete coverage for the repair and/or replacement of your leaking water service connection from the property line to your shut off valve in the basement. If you have a leak from your water service, just call us and we will handle everything – for as little as \$68 per year. Our authorized service staff will be dispatched to your home to take care of the problem.

Enrollment: Enrolling in the Service Tight plan is easy. The plan costs \$68 per meter/year for water lines that are up to 2" in diameter. Please call for a price quote for any line over 2".

The enrollment waiting period is 30 days from the receipt of signed agreement date. Once your enrollment request is accepted and you become a member of Service Tight plan, the annual fee will be prorated to the nearest billing period and then the full \$68 will be added to the Spring/Fall water bill (whichever is closest to the acceptance date).

Eligibility for Coverage: You, 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. The Service Tight plan 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 line 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. The Harwich Water Department (here after referred to as "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.

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

Exclusions: The Service Tight plan 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. The Service Tight plan does not cover repairs of any leaks inside the premises beyond the customer shut off (cellar or basement) valve. 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 you or any other party working, or excavating, on your 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 Department of Environmental Protection or the Massachusetts Utilities Commission.

Cancellation/Termination: You may cancel the Service Tight Protection Plan at any time by notifying Harwich Water Department at 196 Chatham Road, Harwich, MA 02645 in writing. Once we receive your cancellation request, your plan will be terminated. The plan is non-refundable and will not be prorated if terminated. HARWICH WATER DEPARTMENT MAY ALSO TERMINATE THIS PLAN FOR NON-PAYMENT OF FEES AND RESERVES THE RIGHT TO TERMINATE THIS SERVICE TIGHT 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

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. **Unless we receive a request to terminate, the plan will automatically be renewed upon each billing cycle.**

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 the Harwich Water Department.

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.

Irrigation Lines: Harwich Water Department will not be responsible for any underground irrigation lines on site.

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 Department cannot accept responsibility for any damages which might occur if this provision is not adhered to. If you would like to use our Master Electrician, please call for a price quote.

Renewals: 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.

Disclosure: Information and prices contained in this brochure are accurate as of June 19, 2009. Harwich Water reserves the right to change the coverage or price of the protection plan without prior notice at the time of renewal.

Enroll Today! Enrollment into this plan is simple and easy. Contact our office at 508-432-0304. You may also find this information at www.harwichwater.com by following the "Application and Forms" link on our main page. Payment need not be sent in prior to enrollment as initial payment is prorated. Acceptance letters will provide you with the initial prorated plan amount which will be due and payable upon receipt.