

Service Tight Protection Plan

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

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.

Homeowner's Insurance isn't the answer.

Most insurance policies do not cover the cost of repairing or replacing water service lines and, even if they 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.

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 (hereafter referred to as "Harwich Water") 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 our experienced technicians will be dispatched to your home to take care of the problem.

Enrollment: Enrolling in Service Tight is easy. The plan costs \$68 per meter/year for water lines that are up to 2" in diameter. The enrollment waiting period is 30 days from the request date. Once your enrollment request is accepted and you become a member of Service Tight, the annual fee will be prorated to the nearest billing period and then the plan will be added to the water bill which is closest to the plan acceptance date.



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.

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 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 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.

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

Disclosure: Information and prices contained in this brochure are accurate as of December 2011. 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.** The prorated amount will be due and payable upon receipt.

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



Service Tight Protection Plan



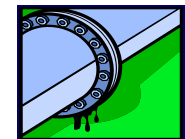
Guaranteed peace of mind for as little as \$68 per year!

Limitations

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.

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. Service Tight 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.

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



Coverage

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. 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 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. 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.**

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.

Yes, please enroll me for the Water Service Tight Protection Plan!

I have read and agree to the terms of the Protection Plan, 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 30-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.

SUBMIT THIS FORM WITH YOUR WATER BILL & SEND IT TO:
THE TAX COLLECTOR AT 732 MAIN ST. HARWICH, 02645
OR DROP IT OFF AT THE WATER DEPARTMENT AT 196 CHATHAM ROAD. QUESTIONS? CALL (508) 432-0304