

January 12, 2017

Report To: Mayor and Council

From: Travis Rob, Manager of Operations & Facilities

RE: LAS Service Line & In-Home Plumbing Repair Program

On December 15, 2016 Doug Brown received information on a new partnership formed by Local Authority Services (LAS) and Service Line Warranties of Canada (SLWC) where by a municipality can offer its residents warranty covering the sewer and water services.

LAS is a preferred provider of competitively priced and sustainable co-operative services for Ontario Municipalities and the Town of Fort Frances utilizes their co-operative natural gas purchasing services. LAS also has training services, LED Street light retrofitting services fuel purchasing services, to name a few. This warranty program is the newest service being provided. For the Municipality to participate in this program, there is no cost to the municipality, all that is required is an endorsement of Council.

Service Line Warranties of Canada has a listing of local contractors that have been preapproved that they will dispatch upon notification from an enrolled property owner, usually within 24 hours. There is no limit to the number of claims or repairs that can be completed on a line under the warranty program. Enrollment is totally voluntary and the property owners have a monthly premium to pay for enrollment.

The Town of Fort Frances has countless residents currently being serviced by old deteriorated sewer and water services whereby repair costs and responsibility are borne by the property owner. This is a low cost opportunity for these residents to receive warranty coverage through a reputable firm at a reasonable cost. This program is only available upon endorsement from Council and is currently endorsed by 26 Ontario Municipalities and 400+ municipalities across North America including Atikokan. This number is continuously increasing as more municipalities review the program. In speaking with Jeff Olson, SLWC General Manager, to date no claim in Ontario has been denied.

Council would enter into a marketing agreement with SLWC for them to send out a mass mailing using the Town logo. The Town could receive royalties for the use of the logo if they chose. From this mailing, residents would be informed of their responsibilities surrounding their service lines. They would also be notified that the program is not a Town program but a third party provider as well as receive information on annual fees to enroll. After the Town has entered into the agreement with SLWC, they would start to engage local plumbing contractors to complete the repairs and ensure that these contractors met not only SLWC's requirements but also the Municipalities requirements to operate.

It is the recommendation of the Operations and Facilities Executive Committee that Council, by resolution, endorse the Service Line & In-Home Plumbing Repair Program through LAS in partnership with Service Line Warranties of Canada, and further that an authorizing by-law be prepared.

Respectfully Submitted.



Travis Rob, EIT

Manager of Operations & Facilities

Council approval of this report will agree to the recommendation of the Operations and Facilities Executive Committee that Council, by resolution, endorse the Service Line & In-Home Plumbing Repair Program through LAS in partnership with Service Line Warranties of Canada, and further that an authorizing by-law be prepared

2017JanuaryLASServiceWarranty



December 15, 2016

Doug Brown
CAO
Town of Fort Frances
320 Portage Avenue
Fort Frances, ON P9A 3P9



Dear Mr. Brown,

LAS understands the importance placed on serving your residents. As such, I wanted to introduce you to a service you may not be aware of that provides a solution to a common problem faced by many Ontario homeowners and their municipalities.

Aging sewer and water infrastructure is increasingly becoming a problem in many municipalities, with the number of **service disruptions rising** on an annual basis. It often comes as a shock to homeowners when they learn that they are responsible for the maintenance and repair to these vital pieces of infrastructure, not the municipality. The end result is a frustrated resident that is left to bear the expense alone while their lives are turned upside down. So how can you better help your residents?



Ontario municipalities are now able to provide their homeowners with some relief with a **sewer and water line warranty** through a partnership between LAS and SLWC (Service Line Warranties of Canada). With a simple endorsement from your municipality, homeowners can access affordable sewer and water line warranty plans that cover the cost of most repairs while educating themselves of their service line responsibilities. Offering the LAS/SLWC Service Line Warranty Program to your homeowners reinforces the notion of serving your residents by bringing innovative programs to your community.

Currently **22 Ontario municipalities**, including the **City of Hamilton** and the **Region of Peel**, have chosen to endorse the LAS/SLWC program and offer their residents access to preferred rates. That amounts to 16,000 enrolled residents who have **saved more than \$460,000** over the past 2 years.

In the coming weeks Jeff Olson, General Manager for SLWC, will be reaching out to municipalities to gauge interest levels in the program and schedule meetings with municipalities to share further details about the program and discuss its many benefits. In the meantime, more information is available by visiting <http://las.on.ca/SLWC> or by contacting Jeff or myself at the information below. Thank you in advance for your time and consideration.

Sincerely,

Jason Hagan, LAS Program Manager
(416) 971-9856 x320
JHagan@amo.on.ca



Jeff Olson, SLWC General Manager
(720) 470-8037
jolson@utilitysp.net

Quick Facts

Help homeowners in your community save time and money by introducing the SLWC Service Line Warranty and In-Home Plumbing Repair Programs! Offered at no cost to municipalities and utilities, the program:

- Educates homeowners about their service lateral responsibilities
- Keeps revenue in the local economy by using licensed, local contractors in the area
- Has low claim denial rates – more than 97% of all submitted claims are approved
- Maintains a customer satisfaction rating > 95%
- Ensures timely repairs that help conserve water and reduce ground contamination
- May help generate revenue through royalty payments



2013 Winner
of the Western
Pennsylvania
(U.S.) BBB
Torch Award
for Marketplace
Ethics

About

Service Line Warranties of Canada



Service Line Warranties of Canada working in conjunction with cities, municipalities and utilities, provides water and sewer service line warranties and in-home plumbing repair services to homeowners.

Local Authority Services



Local Authority Services (LAS) is a preferred provider of competitively priced and sustainable co-operative business services for Ontario municipalities and the broader public sector.

Make a Difference in Your Community

To learn more, please contact SLWC:

- by phone at 1-866-922-9004
- online at www.slwofc.ca
- send email to partnerships@slwofc.ca



Building Peace of Mind, One Community at a Time

Service Line Warranty & In-Home Plumbing Repair Program

*Helping homeowners
save thousands of dollars in service line and
in-home plumbing repair costs*





Serving your local community

In partnership with LAS



Overview

Residential property owners are responsible for the maintenance of the buried water and sewer lines that run from the public (main) connection to the exterior of the home. When these lines break, leak or clog, the homeowner is often surprised to learn that homeowner's insurance does not cover the cost of an often expensive repair.

A homeowner's private lines are subjected to the same elements as the lines that comprise the public infrastructure – ground shifting, tree-root invasion, extreme weather, age and more. While municipalities are responsible for repairs to the public infrastructure, what solution is available to homeowners when the lines on their property fail?

The LAS-endorsed Water and Sewer Line Warranty and In-Home Plumbing Repair Programs educate homeowners about their service line responsibilities while providing affordable and optional repair coverage.

Frequently Asked Questions

■ What would the warranty program cost the city and homeowners?



There is no cost to the city for this program and homeowner participation is completely voluntary. For a small monthly fee, homeowners can purchase warranty protection that covers repairs to the buried lateral lines on their property. The Service Line

Warranties of Canada (SLWC) Service Line Warranty and In-Home Plumbing Repair Programs provide generous repair coverage for the homeowner and royalty opportunities for the city. Plus, the program is endorsed in Ontario by LAS.

■ How does the program work?

SLWC handles all aspects of the program, including marketing, billing, customer service and contractor management and completion of all repairs to local code. SLWC even handles the mailing to homeowners in the community.



■ What happens when a homeowner experiences a service line break or leak on their property?

With one call to the Service Line Warranties of Canada toll-free number, a licensed contractor from the area will be dispatched to make the repair – usually completed within 24 hours. There is no paperwork to complete, no hidden service fees or deductibles and no annual or lifetime limits on the number of repair occurrences. Contractors are thoroughly vetted through a third-party compliance management vendor that performs extensive background checks.

■ Why is the warranty program important?



Many people believe that water and sewer lines will last hundreds of years without failing, but the truth is, there are many reasons other than life expectancy of the pipes that contribute to infrastructure failure – such as tree-root intrusion, rust and weather. The SLWC Service Line Warranty Program and LAS endorsement provides peace of mind – to municipal homeowners and leadership.