



UTILITY LINE SECURITY INC

Utility Line Security provides solutions to homeowners who in most cases, aren't even aware of their exposure. We are locally owned and operated in the Pittsburgh area and our founders have a combined experience of over sixty (60) years in the utility business.

Line Protection Services

Water. Sewer. Gas.



UTILITY LINE SECURITY INC

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TERMS & CONDITIONS

Claim Procedures

1. The customer contacts Utility Line Security to report the potential claim.
2. The customer and Utility Line Security contact PWSA or the local utility provider to determine whether the reported problem is covered.
3. Utility Line Security stays in contact with PWSA or the local utility company until coverage is confirmed.
4. After coverage is confirmed, Utility Line Security will dispatch our plumbing contractors.
5. Utility Line Security will communicate with the customer until the repair is complete.
6. After the repair is complete Utility Line Security will contact the customer with a follow-up satisfaction survey.

Coverage Details

- All PWSA customers are in the program effective January 1, 2010, unless they choose to Opt-Out.
- If a Customer opts out by July 1, 2010, they will be reimbursed any and all payments made pursuant to the program unless they have utilized the services.
- The program is available to **ALL** residential customers and small commercial units with water lines less than two (2) inches in diameter and sewer laterals less than ten (10) inches in diameter.
- After July 1, 2010 customer payments will not be refunded. However the program runs month to month, therefore customers may opt-out at anytime.
- If a customer opts out of the program, then subsequently re-enrolls, there will be a thirty (30) days waiting period.
- Coverage under the program starts on January 1, 2010 and continues thereafter as long as the customer makes timely payments of their PWSA bill. Coverage will be suspended in cases of nonpayment.
- Customer accounts with PWSA that are delinquent beyond 90 days and subsequently turned over to collection agencies by PWSA will be removed from the program without notice.
- Utility Line Security will provide qualified plumbers or contractors to provide expedient and professional service.
- The program covers materials and labor associated with the repair and replacement of the customer's water and sewer lines due to failure by ordinary wear and tear (includes blockage arising from infiltration of tree roots).
- The program covers the water service line from the curb box to the foundation of the house, sewer laterals from the main line to the foundation of the house. For an extra charge, \$3.50 per month gas coverage from the curb box to the exterior meter can be added.
- Site restoration is limited to the affected area. Restoration includes backfilling, reseeding, and restoration of the affected paved, concrete or brick driveway, sidewalk or street area.
- Utility Line Security has the right to modify this Program, from time to time, on thirty (30) days written notice.
- If Utility Line Security determines that there is no coverage, the property owner will receive a written explanation.

The Program does NOT cover.....

- Reimbursements to the customer for work performed by anyone other than a Utility Line Security contractor. Utility Line Security will terminate coverage on lines that have been exposed.
- Clogs or leaks to any interior plumbing.
- Clogged sewer laterals or back-ups associated with non-leaking lines.
- Damage to the customer's service lines caused by the actions of the customer, third parties, natural disasters, acts of God, abuse, vandalism or other abnormal causes.
- Damages that occurred prior to the start of service.
- Restoration of landscaped areas including trees, shrubs, flowers, retaining walls, steps or other structures.
- Updating and/or moving non-leaking utility service pipes to satisfy directives of the utility company or any other organization.
- Water, sewer or gas lines that are not connected to the local public provider.
- Sewer lines connected to septic systems, sand mounds, or leach beds.
- Any connections and/or extensions such as water lines to sprinklers or irrigation systems, including pressure-reducing valves, back-flow preventers, and other devices connected to the water line.
- Any section of water or sewer lines owned by others not covered by the program to which the covered water or sewer line is attached.
- Any repair required as a result of any local, city, state or federal agency inspection of the water or sewer line not otherwise covered under the program.
- Repairs to walls, ceilings or any surfaces inside or outside the home necessary for the access and repair of the utility service lines.
- Any damage to the inside of the home including but not limited to personal property, due to a back-up of the sewer line.
- Removal of debris necessary to access and repair the water line, including but not limited to temporary structures, old cars, trash, storage, rocks or materials.
- Replacement or movement of the water meter at the time of repair.
- Reimbursement for the cost of lost water.
- Movement of any non-leaking water, sewer or gas lines.
- Reimbursement of hotel or rental fees, moving and storage costs.
- Any dwellings that are not currently occupied due to construction, rehabilitation, renovation or abandonment.
- Liability for any environmental, property, special, incidental, consequential or other damages.

All warranties are disclaimed, including the implied warranties of merchantability.

RETAIN FOR YOU RECORDS

PROTECTION FOR YOUR WATER, SEWER & GAS LINES

OVERVIEW

In today's economy, every dollar counts and most homeowners can't afford the costs associated with the repair or replacement of their water, sewer and gas lines. As you may or may not know, as a homeowner you are responsible for the utility service lines that run from the street to your home. In

many cases those lines have been in place since your home was originally built. Many people mistakenly assume that these lines are the utility company's responsibility or that any problems on the lines are covered under their homeowners' insurance policies.

"Very important program, thank the Lord for this program."

Sewer Repair Customer
Stanton Heights

WE CAN PROTECT YOU FROM EXCESSIVE COSTS

Utility Line Security's Protection Program allows customers to avoid the headaches of coordinating and absorbing the cost of repairs to their exterior utility service lines. Unfortunately you cannot predict when a problem will occur, but with Utility Line Security you gain peace of mind knowing you are protected. Our customer service department is only a phone call away.

PRICING

Service Line	Monthly Customer Fee	Annual Customer Fee
Water & Sewer	\$5.00	\$60.00
Gas	\$3.50	\$42.00

WHAT IS COVERED

Our program covers the failure of your water, sewer and/or gas lines including leaks, breaks, collapses and other issues caused by normal wear and tear. *For more coverage details, review our Terms and Conditions.*

Water Lines:

We cover the repair or replacement of your water service line from the curb box to the exterior foundation of your home.

Sewer Lines:

We cover the repair or replacement of your underground sewer lateral from the main sewer line to the exterior foundation of your home.

Gas Lines (OPTIONAL):

We cover the repair or replacement of a leaking or broken single underground gas supply line from the curb box to your gas meter.

NOT INTERESTED?

All PWSA customer are in the program effective January 1, 2010 unless they choose to Opt-Out. If you are not interested in Utility Line Security's protection services, you may opt out of the program at anytime. If you opt out before July 1, 2010, you will be reimbursed for all payments made to date.

Have this service with another company?

If so, we recommend comparing our monthly pricing and coverage amounts to any other company on the market. We trust that you will find our low monthly rate in combination with unlimited coverage on a repair or replacement will make us the right fit for your home. But make sure you do not lose prepaid coverage or have no coverage by dropping them before joining our program.

3 WAYS TO OPT-OUT

1. Mail in the opt-out form included with your PWSA bill,
2. Visit www.utilitylinesecurity.com, or
3. Contact a customer service representative at 1-866-998-7965

"Utility Line Security's contractors were all very professional. They had modern up to date equipment and answered every question I had. The problem has been fixed and my basement is now dry. Thank you to everyone involved."

Sewer Repair Customer
Beechview

PROGRAMS BENEFITS

- **Unlimited External Coverage.** There is no limit on the cost of the repairs to your exterior lines. We include complete restoration of the affected area including driveways, sidewalks and streets.
- **Saving Money.** By being a part of our line protection program you will avoid thousands of dollars in repair bills. Sewer line repairs could cost up to \$10,000 or more.
- **Unmatched Pricing.** Sewer and water line protection is only \$5.00 per month. You can also add gas line protection for an **additional** \$3.50 per month.
- **Available and Reliable.** We're available 24 hours a day/7 days a week. We eliminate the inconvenience of finding a reliable plumber and scheduling a repair job on your external lines.
- **Quality Work.** Utility Line Security and our plumbing contractors are fully insured. Our certified plumbing contractors will provide professional service and quality work. All repairs meet state and local codes.
- **Simple and Convenient Billing.** The charges are placed on your monthly PWSA bill.

NEED A REPAIR? Call us at 1-866-998-7965



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