

# Manchester Water Works Service Line Protection Plan Terms and Conditions

**COVERAGE:** Includes parts, materials and labor required to repair or replace the water service line and, for those customers who have outside meter pits, coverage includes the meter pit, meter pit cover and meter pit valves. Manchester Water Works (hereinafter referred to as "MWW," in its sole discretion, shall make the determination between repairing or replacing any covered part found to be damaged or defective. Any covered parts replaced will become the sole property of the owner. Coverage also includes excavation, as required, in the area of repair or replacement, and also includes the cost of water service shut off/turn-on and repaving of paved areas and restoration (including filling, loaming and seeding) of non-paved areas disturbed by excavation. Such restoration does not include replacement of walls, structures, plantings, shrubs or trees placed in areas requiring restoration, nor is MWW responsible for the cost of replacing such walls, structures, plantings, shrubs or trees. Repairs will be scheduled daily during normal business hours from 7:30 a.m. to 4:00 p.m.

**EXCLUSIONS: Coverage does not include the following:**

- Any parts not specifically identified as covered. Examples are items such as shut-off valves, pressure reducing valves, booster pumps, lawn and/or fire sprinkler systems, etc.
- Repair of any leaks inside the premises.
- Preexisting damages or any damage to your property caused by leaks, new service installations, relocation 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.
- Damages caused by earthquake, hurricane, volcanic eruption, flooding, landslide, natural disaster, civil disobedience, riot or war.
- Improperly installed pipes and appurtenances.
- Restricted flows (as opposed to cessation of flows), unless such restricted flows (a) are primarily caused by conditions in covered parts, and (b) MWW determines that such restricted flows fall below the minimum pressure and flow standards set by the New Hampshire Public Utilities Commission and the Department of Environmental Services.

**ELIGIBILITY FOR COVERAGE:** To be eligible for the Service Line Protection coverage, you must be a customer of the Manchester Water Works, be current on all outstanding water accounts associated with the customer and own or have a written legal responsibility and authority to provide maintenance for the water service line (and associated parts) to your residential dwelling (up to 2 unit multi-family). Customers on private lines are not eligible. The service line can be no greater than one (1) inch in diameter and must conform to the design standards of MWW's Rules and Regulations. MWW reserves the right to deny plan coverage for any reason. A separate Service Line Protection Plan coverage is required for each additional service connection and/or service line at the premises. Coverage is not transferable.

**ENROLLMENT:** Complete the enrollment form available online at <http://www.manchesternh.gov/Departments/Water-Works/Service-Line-Protection-Plan> or contact us at (603) 624-6494 to have a form mailed to you. MWW will make an on-site inspection of your service line and associated parts to ensure they are in proper operating condition before accepting any responsibility under the plan. Plan coverage begins on the date of approval, by MWW. A quarterly charge in the amount of \$18.75 will be included on your bill.

**CANCELLATION / TERMINATION:** You may cancel this protection plan at any time by notifying MWW in writing at 281 Lincoln Street, Manchester, NH 03103 or by calling (603) 624-6494. MANCHESTER WATER WORKS MAY TERMINATE THIS PLAN FOR NON-PAYMENT OF THE FEE AND ALSO RESERVES THE RIGHT TO TERMINATE THIS PROTECTION PLAN IF MWW IN ITS SOLE DISCRETION TERMINATES AND/OR DISCONTINUES THE SERVICE LINE PROTECTION PROGRAM FOR ANY REASON OR DETERMINES THAT: 1) The service line or its associated parts do not conform to the standards listed in MWW's Rules and Regulations. 2) There are unsafe working conditions at the site that the property owner or person responsible for service line repair refuses to correct. 3) The property owner or person responsible for service line repair does not allow or permit the servicing or replacement of any parts necessary to maintain the parts covered.

**LIMITATIONS:** MWW hereby disclaims any and all implied warranties arising under law, including without limitation any implied warranties of merchantability and/or fitness for a particular purpose, in connection with this plan and/or any covered services or parts. MWW will not be held liable for any incidental, consequential special or indirect damages, including without limitation any water damage caused by leaks. MWW will also not be held liable for any damages caused to you or your property unless such damage is the sole and direct result of negligence by MWW or its agents. All work in relation to this protection plan must be performed by MWW or our authorized contractor. 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.

**RENEWALS:** The protection plan will remain active until such time we are notified to discontinue providing the coverage; the property is sold or the account is no longer current and in good standing. To cancel your coverage, please email us <http://www.manchesternh.gov/Departments/Water-Works/Contact-Water-Works> or call us at (603) 624-6494.

MWW reserves the right to change the coverage or price of the protection plan without prior notice at the time of renewal.

The above terms and conditions are available in large print upon request.

