

Sewer Protection Plan Increase

As a homeowner, it is your responsibility to repair the exterior sewer line that runs from the West Bay Sanitary District service connection (typically in the center of the street) to your home. In March 2014, West Bay Sanitary District announced a partnership with HomeServe USA to offer exterior sewer Line repair service plans to District customers. We did this because each year a significant number of our customers contact us for assistance with the cost of repairing or replacing a sewer lateral pipe. In order to help address this need, we felt offering the service plans would be a solution customers could take advantage of on an optional basis. West Bay receives no financial benefit from this program.

Since the program started, over 560 customers have purchased a sewer line repair plan so far since the program began – exceeding the District’s expectations and demonstrating strong interest in the program. Additionally, nearly 20% of these customers have already needed service under the plan, a rate that is significantly higher than HomeServe anticipated or as compared to other areas in California. In addition, the average cost of repairs completed for District customers is substantially greater, in fact as much as 200% greater than in other areas served by HomeServe around the state.

As a result of customer participation, high use and the substantial average repair costs encountered, HomeServe has informed us that it must change the price and terms of the Exterior Sewer Line Protection plan for West Bay Sanitary District customers. Effective September 1, 2015, coverage for customers signing up for the first time and those renewing existing coverage after that date will go from \$12,000 annual benefit limit for \$9.99 per month to a \$6,000 annual benefit limit for \$18.99 per month.

While this is a big change, there is an obvious need for residents here in the District. We believe that even at the higher price, the service plan still is a good option that many customers should consider. If you have questions or need additional information please call HomeServe at 1-855-807-6628 or visit their secure website www.WestBaySewerPlan.com.