

West Bay Sanitary District Announces Partnership with HomeServe USA to Offer Sewer Line Repair Service Plans to District Customers

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West Bay Sanitary District strives to provide excellent service to its customers. A number of our customers have asked for a way to assist in the significant cost of repairing or replacing a sewer lateral pipe. That is why we've partnered with HomeServe to offer District homeowners *optional*, exterior sewer line protection. We believe HomeServe will meet homeowner expectations for affordability, coverage and customer service. West Bay Sanitary District holds no financial interest in this program, but we recognize the benefit the program can provide.

As a homeowner, you may be unaware that 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. Repairs can be expensive and are usually not covered by basic homeowners insurance. Exterior Sewer Line Protection from HomeServe takes the inconvenience and expense out of a sewer line emergency.

About 700 homeowners call us every year with sewer lateral problems; sometimes failed pipes that have to be repaired or replaced. There are about 19,000 customer lateral line hookups to the West Bay main lines serving approximately 55,000 citizens. Here are a few things to consider:

- Lateral line failures need to be addressed quickly.
- Homeowners generally do not know what action to take.
- If the line failure extends under the street the cost of repair escalates rapidly.
- The HomeServe program provides quick access to qualified plumbing repair companies.
- HomeServe has negotiated effective pricing with their contractors.
- Tree roots are the number one cause of clogging and destruction of lateral pipes.
- If you have a house with a new lateral line connection, the need for coverage is less than that of a sixty year old house with mature trees that has never experienced a lateral line failure.

Please look for additional information in the mail this month. Have questions? Call HomeServe at 1-855-807-6628 or visit the secure website www.WestBaySewerPlan.com.

About HomeServe

HomeServe USA Corp (HomeServe) is an independent provider of Emergency Repair Service Plans. For over a decade, the company has protected homeowners against the expense and inconvenience of water, sewer, electrical, HVAC and other home emergencies by providing affordable coverage and quality service. HomeServe, a Better Business Bureau Accredited Business, serves 1.5 million homeowners in the US and Canada and dedicates itself to being a customer-focused company providing best in class emergency repair plans through utility partners and directly to customers. HomeServe plans are underwritten by Wesco and Technology Insurance Companies, AmTrust Financial Services Companies rated "A" by AM Best. For more information about HomeServe, please go to www.homeserveusa.com, follow us on www.twitter.com/homeserveusa and like us on Facebook at www.facebook.com/homeserveusa.