



ServLine is a premier protection program that will repair or replace your water line and cover lost water with no deductible and in a timely fashion

Avoid Large Water Line Repair Costs



1

Water
Loss
Protection

2

Water Line Protection

Water Main

Water Meter

Water Line

*Note: Protection is offered for single meter **residential customers** only.*



Utility Responsibility



Your Responsibility

West Wilson ServLine Begins Dec. 1st

Water Loss Protection

As a residential customer, you are automatically protected by our *Water Loss Program*. This is the only way West Wilson will adjust residential leaks after **12/1/15**.

Line Protection

Enroll in the *Line Protection Programs* to avoid water line repair/replacement costs. There is a 30 day waiting period for those who enroll after **12/1/15**.

HOW TO SIGN UP FOR SERVLINE

SIGN UP BY PHONE

A.

1.



CALL

(615) 583-5874

Simply talk with a ServLine representative to choose the best plan to suit your needs

Note: When you have an issue this will also be the number you call

2.

CHOOSE A PLAN



3.



CONFIRM IDENTITY

To confirm identity simply state your full name when requested.

Note: The person listed on the bill must be the person to call

OR SIGN UP BY MAIL

B.

1.



SIGN & SELECT PLAN

Simply fill out the form on the back of this brochure.

2.



TEAR OFF OF BACK

Make sure to detach signed form from the back and include with your bill

3.



SEND IN WITH BILL

Before you send in your bill make sure to include the signed form.

Frequently Asked Questions

Isn't the exterior water service line the Utility Company's responsibility until it connects to my house?

- **NO.** The water service line is the homeowner's responsibility from the water meter until it connects to your home

Can I decline water loss protection and take my chances?

- **YES.** You do not have to take advantage of ServLine. You may decline protection at any time with a quick phone call
- If you decline protection you will now be responsible for all excess water charges from a line leak. ServLine replaces our existing leak adjustment policy
- *It would take decades of monthly charges of Water Loss Protection to pay for only one excess water bill of **\$1000***

Doesn't my Homeowners Insurance cover damage to my exterior service lines?

- **NO.** With rare exceptions. Most homeowners insurance policies do NOT cover the exterior service lines. But good news, with ServLine you do not file a homeowners insurance claim or pay a deductible
- The chance of a water line repair is approximately the same as a collision claim against your automobile insurance

Is there a waiting period for ServLine's protection to take effect?

- **YES.** Unless you accept protection when applying for a new water service connection or have transferred service to a new residence, protection has a 30 day waiting period

I received information about a warranty program in the mail. Is this the same program?

- **NO.** This is not a warranty product or backed by a warranty company
- Warranty companies are NOT regulated at all in many areas, as a result, they are not held to the same standards as insurance companies. Our service line program is unique and is not like any program you may have seen before
- The ServLine program covers more with fewer restrictions than any warranty program we have seen.
- ServLine's provider is regulated by the State Department of Insurance, unlike warranties

Leaks Hit Your Wallet Like A Flood!

Sign Up Now

Flip Over This Brochure And Either Call Or Mail In The Form

**Without ServLine One Break Could Take Decades To Pay Off At Our Monthly Charge.*





*Don't Wait Until It's Too Late With A Line Break
Sign Up Now!*

1

Water Loss Protection

**AUTOMATICALLY ENROLLED
\$1.35/MONTH**

- ◆ Water Loss Protection from excess water charges resulting from eligible plumbing leaks, up to **\$2,500**.
- ◆ Call us to decline protection and accept full responsibility for water bills resulting from eligible plumbing leaks.
- ◆ Please refer to our leak adjustment policy for guidelines and qualifications for leak adjustments
- ◆ As of **December 1st**, all residential leak adjustments will only be available through our ServLine Water Loss Protection Program.

2

Water Line Protection

**SIGN-UP BY CALLING
\$3.35/MONTH**

- ◆ Covers repair or replacement of water line up to **\$10,000**. No deductible. No annual limit.
- ◆ Provides Water Line Protection from your meter to the foundation of your home.
- ◆ Includes public paved surfaces and \$500 for basic site restoration and \$500 for private paved surfaces like sidewalks or driveways.
- ◆ Does Not Provide Protection For: Water Meter, Water Pit, Water Vault, Pumps, Valves, Or Backflow Meters.
- ◆ Contact Us To Request A Full Copy Of Program Protections And Exclusions
- ◆ Adding Water Line Protection after **December 1st** will result in a 30 day waiting period for protection to apply.

Contact Us

Phone: (615) 583-5874



Website: westwilsonutility.com

ServLine

Utility Account #: _____ Account Holder: _____ Please Print Name

Signature: _____

In addition to the Basic Protection, enroll me in the protection option marked below:

☐ (\$3.35) Water Line Protection – Pays up to \$10,000 for repair of water service line

