

# Press Release



11 Grandview Circle, Suite 100 | Canonsburg, PA 15317

**FOR IMMEDIATE RELEASE**  
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**Media Contact**  
Travis Levers  
724-749-1042  
[tlevers@utilitysp.net](mailto:tlevers@utilitysp.net)

## **Service Line Warranties of Canada Celebrates Two Years of Serving Residents in the City of Hamilton**

**Hamilton, Ontario** – [Service Line Warranties of Canada](#) (SLWC) and the City of Hamilton are excited to celebrate their second anniversary as partners in providing Hamilton residents with access to affordable service line protection plans – and a little peace of mind.

“The partnership involving the SLWC and the City of Hamilton has assisted residents with understanding their service line responsibility,” said Mike Zegarac, General Manager, Finance and Corporate Services. “The SLWC program since September 2014, has saved residents hundreds of thousands of dollars in repairs, and has provided the City with a solution to help our citizens protect themselves from the potentially high cost of service line repairs – and be better prepared when a service line emergency occurs.”

Through a partnership with the City, SLWC provides affordable repair protection for the broken, leaking or clogged water and sewer lines running from the public connection to the exterior of the home and in-home plumbing repair services. While efforts are underway to repair and replace the public water and sewer infrastructure, they do not address everyday repairs to the private lines for which the homeowner is responsible. Fluctuating temperatures, age, ground shifting and tree root invasion all contribute to the failure of service – on both public and private lines.

Service Line Warranties of Canada offers an optional protection program for water lines, sewer lines and in-home plumbing, available only through partnerships with cities and municipalities. Protection is offered to homeowners at an affordable price for failures due to normal wear and tear.

Since the program was made available to Hamilton residents in September of 2014, there have been over 11,000 enrollments. SLWC has helped more than 1,300 homeowners in Hamilton save more than \$425,000 in water and sewer service line repair costs.

“We are thrilled that the City of Hamilton and its homeowners have embraced the program,” said Tom Rusin, CEO of SLWC parent HomeServe. “We strive to provide exceptional customer service every day, and we are committed to continuing to provide the excellent service that residents of Hamilton have come to know and expect.”

For more details about SLWC and the program, please visit [www.slwofc.ca](http://www.slwofc.ca).

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## **About Service Line Warranties of Canada**

Service Line Warranties of Canada (SLWC) is part of HomeServe USA Corp (HomeServe), a leading provider of home repair solutions serving over 2.7 million customers across Canada and the US. SLWC is a trusted source of utility line protection plans, accredited by the Better Business Bureau with an A+ rating and endorsed by the Local Authority Services of Ontario as a preferred services provider. Together with HomeServe, SLWC is dedicated to supplying best-in-class repair plans and delivering superior customer service to consumers directly and through over 400 leading municipal, utility and association partners in North America.

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