

WATER SERVICE LINE PROTECTION PROGRAM



Stay Protected With OPU's
Water Service Line Protection Program.

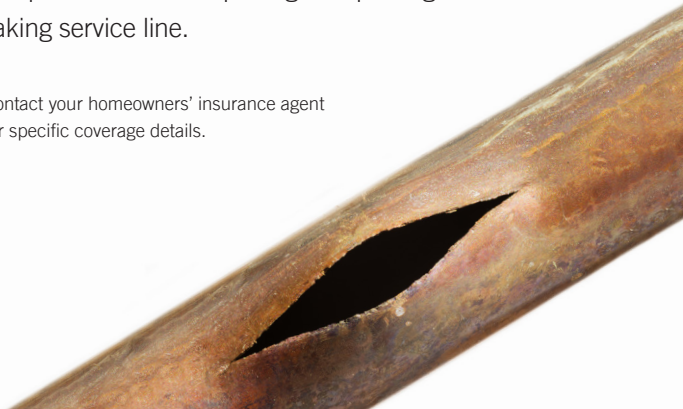
ABOUT THE PROGRAM

Owatonna Public Utilities' (OPU) Water Service Line Protection Program provides homeowners with protection from many of the unexpected costs of service line repairs. Whether it's severe damage repair or thawing a frozen water service line, OPU will cover costs and allow the customer to work directly with contractors to save customers time and money.

WHY DO I NEED PROTECTION?

As a homeowner, you own and are responsible for the water service line to your home. Harsh frost conditions, shifts in the ground and aging pipes are just some of the things that can damage your service line and require repair or replacement at your expense. Replacement of a service line can include digging up your yard, public sidewalk and street, costing you thousands. Worse yet, your homeowners' insurance may not cover repair costs.* The Water Service Line Protection Program can help protect you from the unexpected costs of repairing or replacing a leaking service line.

*Contact your homeowners' insurance agent for specific coverage details.



FAQ

Q: How do I know if my service line is leaking or broken?

A: You may see a puddle of water or flowing water in your yard. In some cases your sump pump may run abnormally often, or your valve and pipes near your water meter are wet or dripping.

Q: What do I do if I suspect a problem with my service line?

A: Call OPU's 24-Hour Hotline at 507-451-1616. We'll inspect your line. To determine if there is a problem, we will also provide you with program documents and help answer questions.

Q: What are my costs for the water service line protection program?

A: The water service line protection program is \$0.99 per month, per customer.

Q: Do OPU employees do the repair work?

A: No, the customer is responsible for hiring a qualified contractor that meets program requirements. The customer will then be reimbursed for qualifying costs.

Q: Will the program cover thawing a frozen water service?

A: Costs for thawing a frozen water service line will be covered once per calendar year. Customers will be responsible for running a stream of water to keep their service from freezing again.

For additional information, see the complete Terms and Conditions found at www.owatonnautilities.com.



208 S. Walnut Ave.
P.O. Box 800
Owatonna, MN 55060
507-451-2480

ENROLLMENT PROCESS

Customers who are single-family homeowners can opt in or out of the Water Service Line Protection Program. Building landlords may apply for the program.

Homeowners are charged \$0.99 per month, which is billed as part of their water services. Fees are subject to change and will be reviewed annually.

To enroll or verify enrollment, contact the Customer Service Department or stop in at our main office.

ELIGIBILITY

Single-family homeowners and building landlords are eligible for the Water Service Line Protection Program. All homes must be served by a residential water service line with a diameter of 2 inches or smaller and must be attached to a permanent foundation.

For additional eligibility requirements and limitations, see the complete Terms and Conditions found at www.owatonnautilities.com.

To find property line - Customers need to contact the Steele County Recorder's Office, Land Records at: [507-444-7450](tel:507-444-7450) or record@co.steele.mn.us

Or they can use the interactive GIS maps at this address: <https://steele-county-hub-site-steelecomn.hub.arcgis.com/>

WHAT'S COVERED

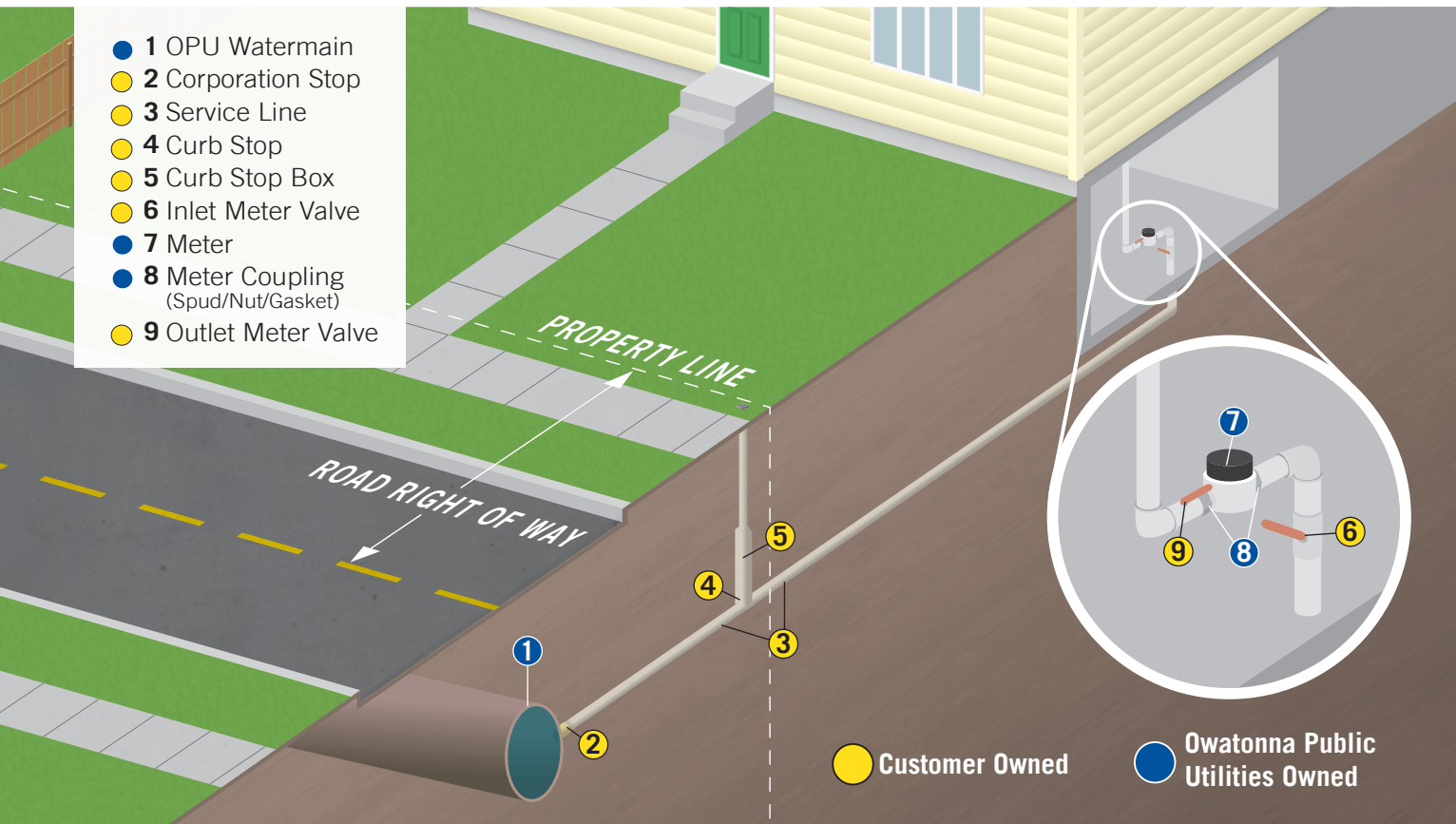
SERVICES COVERED

- Thawing a frozen water service line once/year.
- Repairing or replacing water service line from the **② Corporation Stop** to the **⑥ Inlet Meter Valve**.
- Restoration of the road right-of-way, including street, curb, public sidewalk, boulevard and driveway approach.
- Backfilling of trench created by maintenance work between the property line and building.

For complete requirements, limitations, terms and conditions, and more, visit <https://www.owatonnautilities.com/residential-customers/residential-programs/water-service-line-protection-program/>

NOT COVERED

- Incidental or consequential damage resulting from water service line break or leak.
- Repair of customer-owned utilities, irrigation systems, dog fences, etc.
- Restoration from property line to building.
- Restoration inside building.
- Required service line upgrades in conjunction with street projects.
- Improperly installed service lines.
- Pre-existing conditions.



This drawing displays a typical service and is not to scale.

OPT-OUT FORM

To cancel your service line protection, please remove and return this completed form to Owatonna Public Utilities. Your service line protection will be canceled within 5 business days upon receipt of this completed form.

First Name (as it appears on account)

Last Name (as it appears on account)

Address

Address 2

_____| MN | _____
City State Zip

() - _____

Phone Number

**Check here to cancel
Water Service Line Protection**

By signing below, I certify that I am the customer responsible for utilities at the above listed address. I understand that by canceling my Water Service Line Protection I will be responsible for all costs to replace and restore my water service line if any damage occurs, including but not limited to restoration of roadway, public right of way, personal property and service line replacement. I understand that OPU will perform a pre-inspection should I choose to add Water Service Line Protection in the future.

Signature

Date

