



Water Service Line Protection Program Terms and Conditions

Policy Statement

The Water Service Line Protection Program provides owners of residential properties affordable protection against the significant costs of repair or replacing leaking or damaged water service lines. In addition to providing a valuable service to OPU customers, the program is intended to minimize disruption and public hazard due to leaks which would not otherwise be repaired in a timely manner.

Eligibility

The Program is available to OPU residential water customers for properties which are served by a 2" or smaller service line. The program is not available for houses not attached to a permanent foundation or houses having water service lines which OPU determines in its sole discretion are improperly installed, are in a state of disrepair, have been neglected or abused, or have adverse pre-existing conditions (ex. existing leaks). Water services that serve both commercial and residential water customers off of the same line are not eligible for this Program. If it is determined that a customer is excluded due to this combination service they shall be refunded their Program monthly fees.

Coverage

Water service lines are property of the homeowner, who has the responsibility to repair any damage between the corporation stop or saddle and the inlet meter valve. Water mains, water meters, and meter couplings are the property of and maintained by the Owatonna Public Utilities. The Program will cover the cost of repair or replacement of the leaking customer owned service line, including the corporation stop or saddle, service line, curb stop, curb stop box, and inlet meter valve. Coverage will also include back filling trenches and restoration of the road right-of-way for repairs covered under the Program. Restoration will include the street, curb, public sidewalk, boulevard, and driveway approach up to the property line. In the case where an OPU owned main is buried under private property (ex. private road), restoration of private property, including road, driveway and sidewalk, will be covered up to the point 10 feet to the house side of the curb stop box. Thawing of a frozen service line will be covered under the Program once per year.

Restoration from the property line to the building, including landscaping, concrete, pavement, retaining walls, trees, sod, and any other surface and subsurface improvements will be the responsibility of the owner. The restoration inside the building will be the responsibility of the homeowner, with the exception of a 3'x3' maximum concrete replacement near the meter if a new service line is pulled into the property. The Program will not cover incidental or consequential damage resulting from water service line break or leak; repair of customer-owned utilities, irrigation systems, and dog fences; required service line upgrades in conjunction with street projects or lead service lines; improperly installed service lines; pre-existing conditions*, negligence or abuse; lack of adequate heat during freezing conditions within the previous 3 years; and damage from natural disaster or fire. The outlet meter valve and customer piping will not be covered under the Program. The following curb stop box items will not be covered: broken cover or box, silted in box, vertical adjustment of box, relocation, bent or misalignment, seized operating nut, customer/third party damage, and damage from natural disaster or fire. When curb stop and meter valve are both inoperable, repair of meter valve will be covered.

See back page for typical service diagram.

Billing and Fees

The charge to eligible customers will be \$0.99 per month, billed with their water services. Fees are subject to change and will be reviewed annually. The fee will be billed annually for properties where the utilities are billed to someone other than the owner (ex. tenant/landlord).

Opt-Out

Customers may opt-out of protection at any time. Opt-out shall be made in writing using OPU supplied, postage paid opt-out form, or in person. Customers wishing to opt-out over the phone shall be mailed the opt-out form to be signed and returned. Protection will be canceled within 5 days of receipt of completed opt-out form.

Opt-In

Customers or Locations that have previously opted-out of the Program may opt-in at a future date, but protection will be contingent to a pre-existing conditions inspection by OPU. The customer shall schedule an inspection during normal business hours and make the property available to determine if any pre-existing, prior negligence or abnormal conditions exist. If no conditions are found, the customer will have full protection under the Program and shall be billed the monthly fee. For change of Customers at previously opted-in locations; all locations that have been opted in continuously shall not be required to have an opt in inspection completed.

Customer Responsibilities

To be familiar with and have read the Specifications, Repair Application and Terms and Conditions for this Program. The damaged, leaking, or broken service line shall be reported to OPU by the Customer as soon as reasonably possible. Customer shall be responsible to grant access to the property, including interior areas of the home for OPU to complete an inspection of the leak **prior** to any work taking place. Customer shall be responsible for coordinating with, employing a qualified Contractor to complete the work and making payment to Contractor. Customer shall coordinate the scope of work with OPU where required. Customer must be current on their payments for the Program to be

in effect. The Customer must submit a request for reimbursement and any additional requirements as outlined in the Program Specification prior to reimbursement for covered items. Restoration from the property line to the building and restoration inside the building shall be the responsibility of the customer as outlined here and in the Program Specifications.

Utility Responsibilities

OPU shall be responsible for inspecting leaks, breaks, or other damaged water service lines to determine issue and eligibility. OPU shall provide the customer Program documents at the time of initial inspection. OPU shall assist the customer in understanding the Program requirements, expectations and restrictions. OPU shall inspect completed work and assist with water shutdowns. OPU shall reimburse the Customer for all items that are covered under the Program.

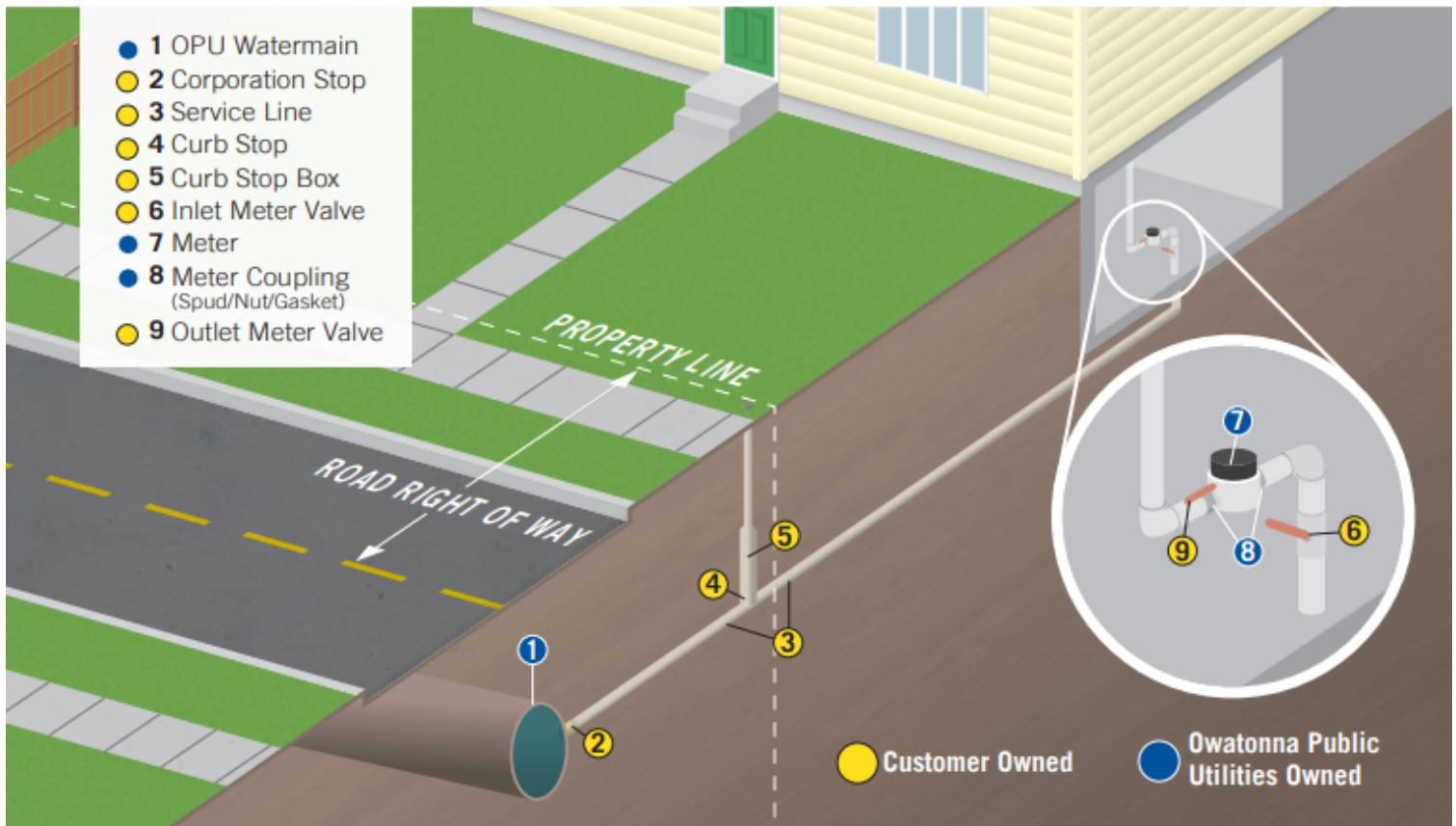
SERVICES COVERED

- 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.



*Pre-existing conditions will be determined at the sole discretion of the Owatonna Public Utilities.

This document summarizes the Terms and Conditions laid out within the *Water Service Line Protection Program Policy* and section C6.0 of the *Water mains Specifications, Specifications for Water Service Line Protection Program*. Terms and Conditions may change at any time. This summary may include quotes or summarizations from the above listed documents.