



BCWSA is offering the **SafeGuard™ Water & Sewer Maintenance Program** for Residential and Commercial properties. This program is designed to help customers offset the cost of repairing the water service line and the sewer lateral line that run from the outside of your home/building to the curb, which can typically cost up to **\$5,000** for residential and up to **\$10,000** for a commercial property to replace.

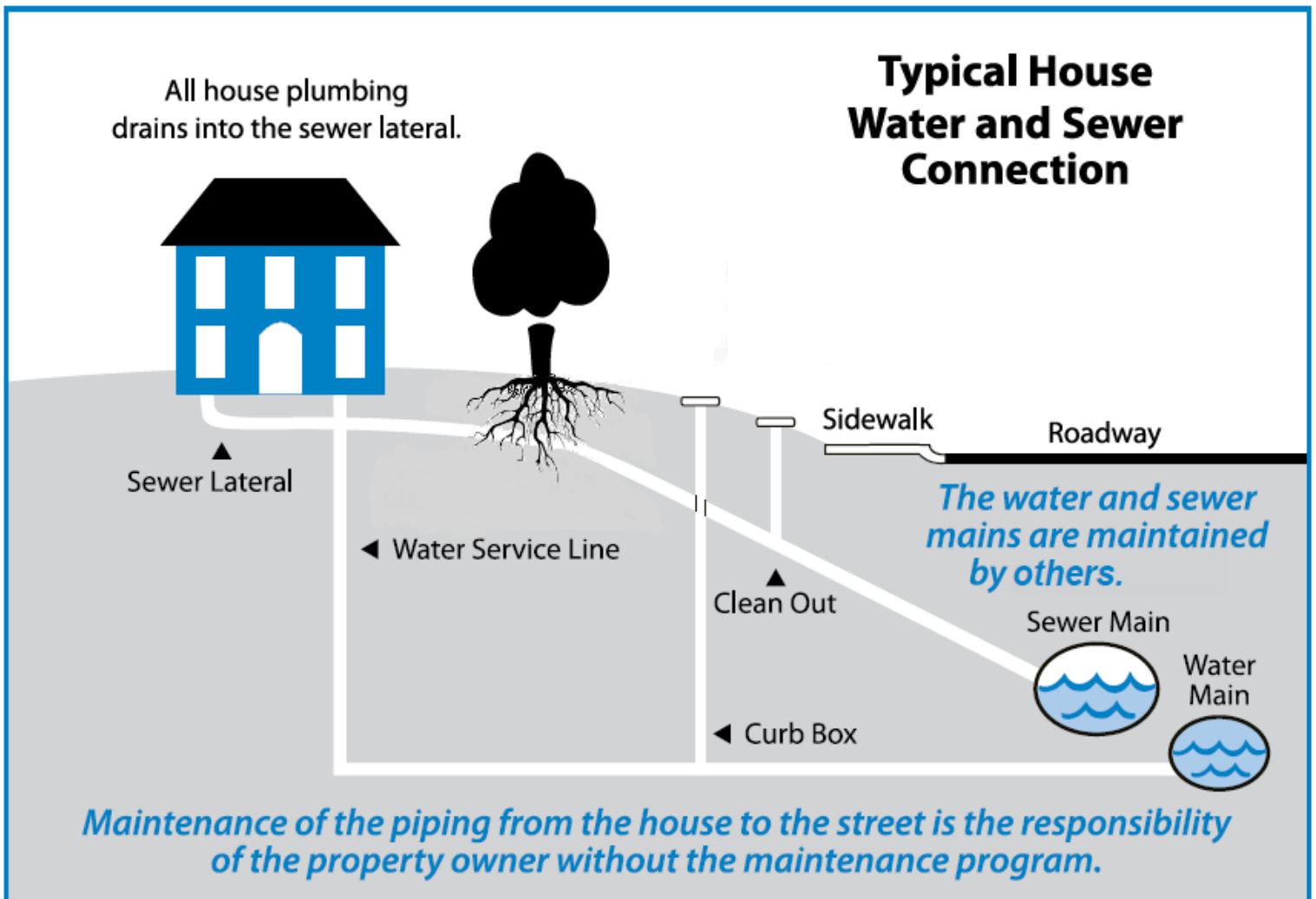
Under this program residential properties pay **\$5.00** a month per service line and commercial properties pay **\$10.00** a month per service line for coverage.

*** This program is also available to Non-BCWSA customers in Bucks County & Montgomery County ***

- 💧 24-7 Emergency coverage with live operators to take your call in the evening or Holidays
- 💧 Unlimited Service calls
- 💧 Coverage two year minimum
- 💧 Repairs are only performed by licensed BCWSA Professionals

Bucks County Water & Sewer Authority strives to provide affordable services to our customers. Under this program you will receive professional and prompt service with a personal touch whenever the need arises. We look forward to serving you.

Sign up today! Simply visit our website at www.bcwsa.net or call 215-343-2538 Ext 140.





BCWSA \$afeGuard™ Maintenance Program **FAQ's**

* **Why is this program beneficial?**

This program protects the water service line and sewer lateral line that run from the outside of your property that connect to the main in the street, offsetting the cost of major repairs. Property repairs can typically cost up to **\$5,000** for residential and up to **\$10,000** for commercial to replace.

* **How much does the program cost?**

Homeowners pay **\$5.00** a month and commercial properties pay **\$10.00** a month per service line, added onto your current BCWSA bill. If you are outside of our billing system, the charges will be billed semi-annually.

* **When does a Property Contribution Fee apply?**

The property contribution fee only applies if we have to dig, replace, or repair a line. *

* **What is a cleanout/trap?**

A cleanout/trap is the outside access point to the sewer lateral line from above ground. It may look like a mushroom cap in the yard, or it could have a grate over the pipe to prevent rocks and leaves from entering. This access point allows us to quickly take care of sewer back-ups or tree roots. Only BCWSA customers are eligible to sign up for the program without a cleanout, at an additional cost. *

* **If I am not a BCWSA customer, can I still sign up for the program?**

Yes! - As long as the sewer lateral line has a cleanout/trap accessible outside at ground level. If the property does not have a cleanout, BCWSA can prepare an estimate to install one. After the work is completed, you may sign up for this program.

* **What cannot be covered by the \$afeGuard™ Program?**

Wells or septic tanks. This program only applies to properties that have public water and/or sewer.

* **What should I do if I am having a problem with my lines?**

If you suspect you are having a problem with your service line, BCWSA's Customer Service Department can be reached at **215-343-2538** during regular business hours. If you are having an emergency after normal business hours, please call **215-343-3946**. Operators and licensed professionals are available **24/7**.

* **How do I sign up for the \$afeGuard™ Program?**

It's easy! Simply complete the attached form and return to our office, or visit **www.bcwsa.net** or call **215-343-2538 ext 140** for more details.

* *Please refer to the Terms and Conditions for additional information.*



1275 Almshouse Road
Warrington, PA 18976
www.bcwsa.net
since 1962

Phone: 215-343-2538 • 800-222-2068
Fax: 267-200-0324



BCWSA \$afeGuard™ Maintenance Program Sign Up Form

Customer Name _____

Property Address _____

City _____ State _____ Zip Code _____

Township _____

Association Name _____

Customer Account Number _____

Customer Telephone Number _____

Customer Email Address _____

I am signing up for:

Sewer Line Maintenance Program

Water Line Maintenance Program

Please specify whether you are:

Residential

Commercial

Signature/Customer Acknowledgement

Date

If an existing BCWSA customer does not have access to the sewer lateral line from above ground (no cleanout/trap), the cost per month and property contribution will double. If a cleanout is installed as a result of a dig up, the property will revert to standard pricing. Non- BCWSA customers without access to the sewer lateral line are not eligible for this program. However, BCWSA will prepare an estimate to install a cleanout/trap on the property. If the property owner agrees and signs off on the cost, BCWSA will install the cleanout/trap on the property's sewer lateral line. The line will then be placed on the \$afeGuard™ Maintenance Program.

The Property owner and/or customer, when they forward this attached form to the Authority, acknowledges and agrees that they have read the full description of the Authority's Maintenance Program and agree to be bound by its Terms and Conditions. Furthermore, the property owner and/or customer by executing this form, hereby warrants and represents to the Authority that there are no preexisting conditions in either the sewer lateral line and water service line that would warrant repair. If the representation set forth here are to be determined to be invalid or a misrepresentation, the Authority will not be obligated to meet its obligations as set forth in the Maintenance Program. Lastly, by forwarding this form to the Authority, all owners of the property are deemed to have consented to participation in the program and have read the Terms and Conditions.

Please return this form via fax (267-200-0324), e-mail (maintenanceprogram@bcwsa.net), or by traditional mail.



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BCWSA SafeGuard™ Maintenance Program Terms & Conditions

Definitions:

BCWSA: “Bucks County Water and Sewer Authority”

Cleanout/Trap: The pipe that extends above ground on a property for the purposes of cleaning the Sewer Lateral on the property.

Eligible Work: Work that will be performed under the Maintenance Agreement.

Property Contribution: The amount the property owner must pay towards the cost of repair work.

Exclusions: Work or items that are not eligible under the Maintenance Agreement.

Monthly Fee: The amount the property owner pays each month to participate in the Maintenance Agreement.

Property: The location which is the subject of the Maintenance Agreement and where BCWSA personnel can and will perform work pursuant to the Maintenance Agreement.

Property Owner: The person whose name is listed in the BCWSA billing records as the owner of record for the address listed on the Maintenance Agreement for participation.

Property Owners Agent: A person or agency that represents the interests of the Property Owner listed in the BCWSA billing records as owner of record of the property participating in the Maintenance Agreement.

Renewable Plan: The Maintenance Agreement will automatically renew each year unless terminated under the terms of the Agreement.

Service Call: Performance of any maintenance or repair on a Participating property Water Service or Sewer Lateral.

Sewer Lateral: The Sanitary Sewer Pipe that leaves the participating property's dwelling and connects to sewer facilities in the public right of way or legally described easement.

Water Service: The underground piping that leaves the participating property's dwelling and connects to water facilities in the public right of way or legally described easement.

Sewage Grinder Unit: A pump/grinding unit that using positive displacement pumps the ground up sewage from the property's dwelling to the gravity sewer facilities or low pressure sewer facilities in the public right of way or legally described easement.

Community Organization: Any community organization, corporation or association, etc. that has been formed pursuant to the laws of the Commonwealth of Pennsylvania whose purpose is to own common elements of any residential housing development including, but not limited to, open space, sewer lines, water lines, streets, sidewalks and the like which said organization is managed by a Board of Directors and/or a management company hired by the Board of Directors.

Eligibility:

If the property owner or tenant is a customer of the BCWSA their account must not be past due for any amount in order to be eligible. In order to be eligible, the record owner must sign a Maintenance Agreement with BCWSA or verbally enroll by phone through a BCWSA representative. There will be a two (2) week waiting period for any repair or replacement work to take place. The pipe covered is limited to pipes for residential purposes and can be no larger than 2" diameter for Water Service and 4" diameter for Sewer Lateral and for commercial it can be no larger than 4" diameter for Water Service and 6" diameter for Sewer Lateral. There will also be a limit of one (1) Water Service and one (1) Sewer Lateral per property, unless subject to another Agreement to BCWSA. Self contained Sewage Grinder units are also covered with a discharge line of no greater than 2" and a horsepower no larger than 2hp.

Service Call:

BCWSA has a 24 hour per day, 7 days per week operations center that can respond to calls for maintenance and/or repair. We will make every attempt to correct the problem within 24 hours but reserve the right to extend that time period for weather or safety reasons at any time and at the discretion of BCWSA. We also reserve the right to deny performance of repair work if negligence on the part of the property owner is determined to be the cause of the problem.

Eligible Work:

Subject to the limits of the Maintenance work set for in this agreement BCWSA will handle all costs related to the maintenance and repair of the participating property's water service or Sewer Lateral (less the applicable property contribution if any) resulting from a service call made by the property owner to BCWSA. The eligibility extends to the pipe for the water service line or sewer lateral line that exit the dwelling on the participating property and connects to facilities in the public right of way or legally described easement. Eligible types of maintenance items for sewer laterals that impede or completely block flow are root intrusion, grease blockage (not a result of lack of maintenance for commercial properties), pipe separation of a significant nature (ground settlement), pipe collapse or any other item that would cause the lateral to cease the flow from the house to the public facility that is not the result of negligence on the part of the property owner. Eligible types of maintenance items for water services lines are pin holes that cause water to surface on the property or enter the home, separation of the service line from the home or the shut off valve near the public facility, complete loss of water and/or pressure as a result of corrosion or decay and freezing of the line due to temperature.

Restoration of areas disturbed while performing work on facilities under this maintenance plan will include driveways (asphalt or concrete only), grass areas, minor soft landscaping (mulch beds and small shrubs) walkways (asphalt or concrete only) from the public sidewalk or property driveway to the home (One (1) per property) and all grass, sidewalk (concrete) and asphalt disturbance in the public right of way.

All reasonable care will be taken by BCWSA to limit the degree of disturbance and will inform the property owner, in advance of a repair, of any items that may be deemed not eligible for restoration under this program.

If an existing BCWSA customer does not have access to the sewer lateral from above ground (no cleanout or trap), the cost per month and property contribution will double. If a cleanout is installed as a result of a dig up, the property will revert to standard pricing. Non-BCWSA customers without access to the sewer lateral are not eligible for this program. However, BCWSA will prepare an estimate to install a cleanout/trap on the property. If the property owner agrees and signs off on the cost, BCWSA will install the cleanout/trap on the property lateral, and the line will then be placed on the SafeGuard™ Maintenance Program.

Community Organization Eligibility:

A community organization, as defined above, will be eligible to participate in the Water and Sewer Maintenance Program subject to the following conditions:

1. The residential community consists of at least 100 or more individual residential dwelling units;
2. The Maintenance Program costs will be billed directly to the organization and paid by the organization as opposed to each individual owner of any residential dwelling or unit within the development;
3. The original enrollment period will be 5 years and each subsequent renewal period will be in 5 year increments
4. All improvements outside the outer walls of an of the structures located in the community such as retaining walls, rock filled swales, lighting bases, lighting poles, etc. are owned by the community organization and are not individually owned by any unit owners;
5. Any community structure and the like as noted in the previous subsection of this section are eligible for restoration.
6. Any individual dwelling/unit that is part of a community organization enrolled in the maintenance program will enjoy the same eligibility benefits as a single residential property enrolled in the maintenance program as it pertains to maintenance and restoration.

Exclusions:

BCWSA will **NOT** consider the following costs eligible under the Maintenance Agreement:

1. Removal of structures to perform work under the agreement such as decks, sheds and retaining walls.
2. Cost to restore, but not limited to, Hardscaping, ornamental Softscaping, paver walkways or driveways, additional walkways, patios, decks and any other additional structures.
3. Negligence on the part of the property owner, his agents, tenants or any other person or persons not employed or contracted by BCWSA
4. Damaged or improperly installed lines by unlicensed or uncertified contractors, as well as lines which were not inspected by an inspector or engineer licensed to do so in the State of PA.
5. Damage from insects, vermin, pets, misuse, theft, war, earthquakes, flood, water pressure fluctuations or any other natural disaster or acts of God.
6. Grease blockages as a result of improperly operated or improperly maintained grease traps or interceptors inside or outside the property on the Maintenance Program.
7. Request for service made within two (2) weeks of enrollment date.
8. Inflow and infiltration of groundwater, rainwater or any other source of water into the lateral

Cost Limits:

BCWSA will repair or replace the participating property piping up to a maximum of \$5000.00 for residential per occurrence and \$10,000.00 for commercial, we will consider up to two (2) occurrences per year eligible. All work under this agreement must be performed by BCWSA or a designate of and by BCWSA. Any other unauthorized work performed will not be eligible under this agreement. A property contribution of \$500.00 for residential, \$1000.00 for BCWSA residential without a cleanout, \$1000.00 for commercial and \$2000.00 for BCWSA commercial without a cleanout will be due and payable after the eligible work under this agreement is completed (not including restoration). If you are with this program for 10 years without repair work needed your property contribution will scale down to \$50.00 a year for residential and will reset to \$500.00 after any claims. Commercial properties are not eligible for the property contribution scale down.

Additional Problems:

If within one (1) year, a subsequent failure or need for repairs occurs, the additional corrective work will be performed at no cost to the customer or property owner and will not affect the maximum yearly limitations on the amount to be expended.

Enrollment:

Participation under the BCWSA Water Service or Sewer Lateral program will begin after the two (2) week waiting period has elapsed. The program is a Renewable Plan and enrollment is for a minimum of two (2) years and is automatically renewable for an indefinite term unless the property owner notifies BCWSA in writing via certified mail to: BCWSA Attn: COO 1275 Almshouse Rd., Warrington, PA 18976 of their desire to terminate the participation. Once written notice of a desire to terminate participation is received the participation will cease at the next renewal period.

Residential / Commercial Billing:

BCWSA will bill each enrolled property on a monthly basis in the amount of \$5 per Water Service, \$5 per Sewer Lateral, \$10 Sewer Lateral no cleanout and \$10 per Grinder unit. Commercial amount of \$10 per Water Service, \$10 per Sewer Lateral, \$20 Sewer Lateral no cleanout and \$20 per Grinder unit identified as an eligible item in the Maintenance Agreement. Non-Payment or late payment of the per-line fee will NOT result in termination of your water or sewer service to the property; however, will be subject to same collection as non-payment of service charges.

Community Organizations Billing:

A community organization, as described above, that is enrolled in the maintenance program pursuant to the terms and conditions hereof shall receive a ten (10%) per dwelling unit/ connection discount on the monthly charge.

Cancellation:

BCWSA reserves the right to refuse repair at any property for the following reasons:

1. Non - payment of Monthly fee
2. Fraud or misrepresentation of facts by the property owner or his agent that are material to the decision by BCWSA to allow a property to participate in a Maintenance Agreement.

Dispute Resolution:

If a property owner or his agent has a dispute related to the participation under this agreement they may file a written complaint with the CEO of BCWSA and a resolution meeting will be scheduled with the property owner or his agent and representatives of BCWSA to resolve the matter. If a dispute is not resolved with the CEO, any disputes will be litigated in the Court of Common Pleas of Bucks County, Pennsylvania.