



Service SentinelSM Terms and Conditions

ENROLLMENT: If you pay by check, your coverage begins 30 days after your check/money order and enrollment form have been received by NESC and your check has been processed by your bank. If you pay by credit card, your coverage begins 30 days after your enrollment form has been received by NESC, your credit card has been validated, and the bank issuing your card has authorized payment. NESC reserves the right to make an on-site inspection of your service line and associated parts to ensure they are in proper operating condition before accepting any responsibility under the plan. To discuss your plan at any time please call NESC at (860) 747-1665 or toll-free at (888) 445-8883.

Service Sentinel Water Service Plan

TERMS AND CONDITIONS

INCLUDES: All parts, materials, and labor required to repair or replace the water service line and customer main (cellar) valve. New England Service Company (NESC) or its agent reserves the right to determine whether to repair or replace any covered parts. Repair or replacement under the plan includes excavation, paving, top soiling, and seeding as required in the area of the repair/replacement. Repair or replacement under the plan does not include replacement of sod or decorative landscaping material that must be removed or otherwise disturbed in order to repair a service leak or perform other work. In the event that such material must be removed or otherwise disturbed to perform such work, NESC will cover the exposed area with grass seed.

EXCLUSIONS: This plan does not include any parts not specifically identified as covered. Items such as pressure reducing valves, booster pumps, meter pits, irrigation, lawn, and/or fire sprinkler systems are not included in plan coverage. Also not included is locating other privately owned underground facilities such as irrigation and electrical lines. Not included is repair of any leaks inside the premises and downstream of the meter. The plan does not include pre-existing damages, installing new services, relocating or altering existing water service lines, repairs and/or replacement of parts damaged directly or indirectly as a result of you or any other party working or excavating on your property or in the vicinity of the water service line or its associated parts. The plan also does not include damages caused by freezing or the thawing of frozen service lines. Also not included are parts, material or labor required as a result of unusual circumstances, including but not limited to earthquake, volcanic eruption, landslide, natural disaster, civil disobedience, riot or war.

ELIGIBILITY FOR COVERAGE: You must own or have written legal responsibility and authority to provide maintenance for the water service line (and associated parts) to a residential dwelling served by a public utility. Service line can be no greater than 1½ inch in diameter and must conform to the design standards, rules, and regulations of NESC. NESC reserves the right to deny plan coverage for any reason. This plan covers only one service line. Separate plan coverage is required for each additional service line at a premise.

LIMITATIONS: Our obligations under this agreement are limited to the following: Up to \$5,000 coverage in any 12-month period; Coverage only for the service line which is on your property line. NESC does not cover any repairs to segments of the line that exist under the road and which may be the homeowner's responsibility to maintain. If roots are found in service line it is the plan holder's responsibility to have that line maintained yearly with documentation. NESC will not be liable for any incidental or consequential damages including water damage caused by leaks.

TRANSFER: Your rights and duties under this service agreement are transferable to a subsequent purchaser only. NESC must be contacted within 30 days from the date of sale to the subsequent owner to complete the transfer. Transfers are for the balance of the remaining term and are subject to outstanding service agreement fees. Unused balances of this plan will not be refunded.

Service Sentinel Sewer Service Plan

TERMS AND CONDITIONS

INCLUDES: All labor, material and equipment to repair the damaged portion and/or clear your external sewer line to the limits of liability as specified herein.

EXCLUSIONS: A service line failure caused by faulty construction; improper or lack of maintenance; A service line failure as a result of damage directly or indirectly caused by excavating on or in the vicinity of the sewer line; Repair or placement of interior or exterior equipment such as sump pumps, sewage ejector pumps, sprinkler systems, water heaters, furnaces, motors, and other similar or related items; A service line failure to property having remained unoccupied for more than 90 days; Costs to remedy or upgrade the service line due to jurisdictional or utility mandates or upgrades; Repairs or replacements without our prior authorization; Costs related to any clean-up or environmental services related to a flooded basement or other premises for any type of water or sewage back-up, spill, fumes, or mold; Costs of replacing and re-installing carpets, cabinets, tile, fixtures, and wall paper, etc.; Costs related to replacing, repairing, or rebuilding walls, patios, or decks; Coverage when you do not have the legal or valid right of access to the external sewer line; Coverage upstream before the main sewer clean-out or the portion of the waste system in your residence; Service line failure due to vermin, pets, abuse, negligence, war, riot, nuclear accident, flooding, fire, lightning, earthquake, and chemicals.

LIMITATIONS: Our obligations under this agreement are limited to the following: Up to \$5000 coverage in any 12-month period; Coverage only for the service line which is on your property line. NESC does not cover any repairs to segments of the line that exist under the road and which may be the homeowner's responsibility to maintain.

GENERAL CONDITIONS: NESC reserves the right to make an on-site inspection of your sewer service line to ensure it is in proper operating condition before accepting any responsibility under this agreement. NESC reserves the right to deny plan coverage for any reason. Plan holders must have an operable cleanout just inside premises.

CANCELLATION: This service agreement cannot be cancelled or terminated by you. This service agreement cannot be terminated by us except for: Non-payment of service agreement; Fraud or misrepresentation of facts material to issuance of this agreement.

TRANSFER: Your rights and duties under this service agreement are transferable to a subsequent purchaser only. NESC must be contacted within 30 days from the date of sale to the subsequent owner to complete the transfer. Transfers are for the balance of the remaining term and are subject to outstanding service agreement fees. Unused balances of this plan will not be refunded.

YOUR RESPONSIBILITIES: When you have a service line blockage:

You must first call the town to determine who is responsible for clearing the service line. If you call us, then we will call the town to perform the preceding;

If the town determines you as the homeowner are responsible, then you must call us. We will not pay any expenses unless we have authorized the work; we will begin the process to clear or repair the service line and monitor progress until the job is complete.