



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 starting from the shut off valve through your property up to and including the main (cellar) valve. In the event that your residence does not have a shut off valve, coverage on the service line begins at the property line. 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.