

Partnership Overview

Manitouwadge



by



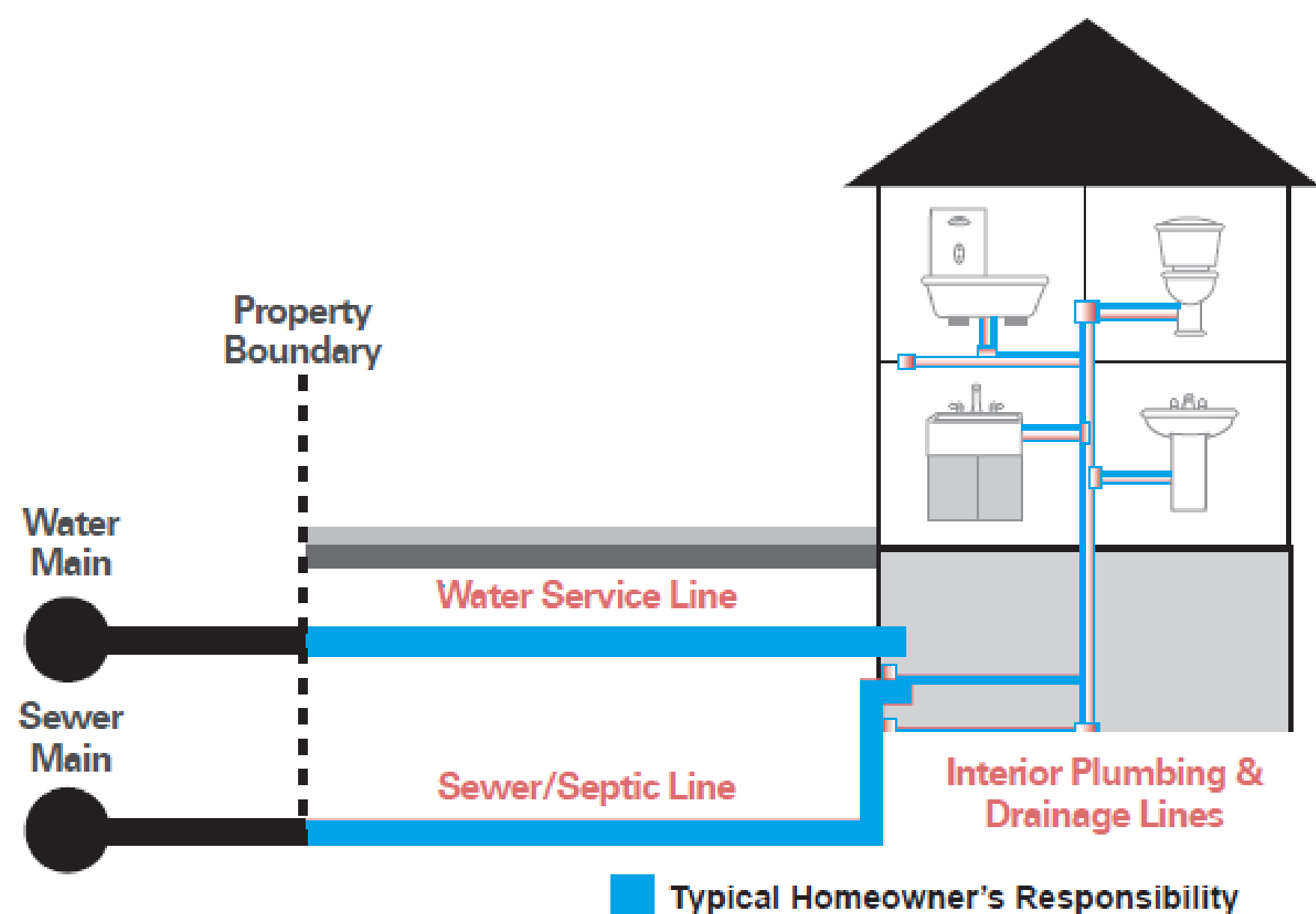
February 8th 2023



- Launched in 2014 in the City of Hamilton
- Invited by AMO-LAS to offer our program to their other members
- Service Line Warranties works with over 1,100 municipalities and serves over 4.8 million homeowners across North America including 70 in Ontario
- Operated by Ontario based management and employees around the GTA and Quebec
- Our parent company HomeServe was acquired in 2022 by Brookfield Infrastructure Partners L.P, a Canadian-based asset management company
- The Service Line Warranty program has been available to Manitouwadge homeowners since 2016

Why Do Municipalities Partner With SLWC?

- Homeowners are typically unaware of their responsibility for the water/sewer service lines on their private property and what to do in the event of an emergency
- The SLWC program helps educate homeowners about their service line responsibility and provides residents with optional affordable protection plans
- Residents, armed with this information, can make informed decisions, either reviewing their existing/available options through home insurance, or by signing up for an SLWC plan



Many Canadians are **unaware** they are **responsible** for the water and sewer lines on their property

20%
think **the city or town** is responsible

25%
Not at all sure

66%
believe they are **not responsible** for water and sewer line damages on their property

18%
think repairs are covered by **homeowners' insurance**



Are SLWC Plans Available Direct-To-Consumer?

- No, this optional coverage is only available in participating municipalities
- SLWC relies on the credibility and open rate that direct mail with the township logo provides in order to offer a high level of coverage, for low rates
- We want your residents to know that due diligence has been done on our service, and we will be there for them when they need us
- Homeowners are always reminded SLWC plans are optional and voluntary, that the township does not administer, nor is responsible for the program, and no public funds are used for our mailings or to administer the program
- Homeowners are free, upon learning of their service line responsibilities, to sign up for an SLWC plan, to review their options, if any, with their existing insurance provider, or to take no action

Benefits Of The SLWC Partnership & Plans

- An educational awareness campaign done at no cost to the township. These lines are often out of sight, out of mind, until an emergency arises
- No communications are done without approval from staff
- Plans include thawing of frozen water lines
- A repair hotline is available 24/7/365 to take customer calls
- SLWC works directly with contractors
- Residents can cancel a plan at anytime with 30 days notice, no mandatory annual subscriptions
- Plan pricing does not increase when a customer makes a claim, and they can make multiple claims a year
- Our agreement indemnifies the township, and the only legal liability is on our end
- All plans are covered by a 1-year guarantee

Cares Program

Helping people in need, one home at a time

Our Cares program assists eligible homeowners in our partnered communities with free repairs when they are faced with a service line emergency. We arrange for emergency repairs at no cost to the homeowner through our network of local, licensed and qualified contractors. Across North America, we've assisted more than 246 families in need, and saved low-income homeowners \$490,000 in the last two years by taking care of their repair costs.

- A resident in one of our partner communities has a home repair emergency and is without a protection plan from SLWC or other coverage
- A low-income homeowner requires financial assistance in order to afford their repairs
- A delay in repairs could cause health and/or safety issues



Manitouwadge & SLWC Program Statistics

- Program launched over 6 years ago
- A total of 4 residents have signed up for an SLWC plan with a total of 10 plans registered
- 0.32% of eligible homeowners in Manitouwadge have enrolled compared to the average of 3% across Ontario
- Low enrollment likely caused by lack of promotion
- Customer surveys show 95%+ satisfaction rate across Ontario (May 2019 - February 2023)

Questions?



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