



Item 7.2

WAYNE WOLDANSKI  
COUNCILLOR  
COUNTY OF LAMONT-AB  
5303 - 50 AVENUE  
LAMONT AB T0B 2R0  
CANADA

September 6, 2022

Dear Wayne,

I'm reaching out to share some exciting news. The Town of Bashaw is the first Alberta municipality to offer optional repair service plans from Service Line Warranties of Canada (SLWC), an approved supplier of the Rural Municipalities of Alberta (RMA). Town officials decided to implement this program to protect homeowners from the expense and inconvenience of a water or sewer line failure.

With the economic challenges currently being faced by consumers across Canada, it is more important than ever that municipalities have solutions to ensure the safety and livability of citizens' homes and help residents avoid unexpected household repair expenses.

Offered at no cost to municipalities, the SLWC program educates homeowners about their service line responsibilities and provides optional, affordable protection from unanticipated service line repair costs. Homeowners in participating municipalities are eligible to purchase low-cost repair service plans for broken or leaking outside water and sewer lines, covering up to \$10,000 per occurrence.

Benefits to residents and municipalities include:

- Educates homeowners and reduces local officials' frustration
- No cost for municipalities to participate
- Optional 5% royalty paid to municipal program partners for use of logo helps drive dollars back to the city
- Affordable rates for residents
- Increases citizen satisfaction

Important features of the program:

1. Program pays for the repairs, not your residents
2. Customers are provided with a 24/7/365 repair hotline staffed with live agents
3. All repairs performed to local code by rigorously vetted, licensed and insured local-area contractors
4. Encompasses all aspects of administration – educational outreach, billing, customer service, repairs, customer satisfaction measurement and partner reporting

SLWC currently partners with over 70 municipalities in Canada to offer this optional protection. To date 40,000 Canadian households have chosen to participate, purchasing over 75,000 service contracts. The program performs over 4,000 repairs annually, saving Canadian homeowners over \$5 million. The program is offered by HomeServe, a leading provider of home repair solutions in North America, with an outstanding reputation.

Enclosed is the press release announcing our new Alberta partner. We would welcome the opportunity to discuss the benefits of adopting this program for your citizens. Please feel free to reach out to Morty Smolash at [msmolash@slwofc.ca](mailto:msmolash@slwofc.ca) or 514-894-3546 to set up a time to chat.

Sincerely,

A handwritten signature in black ink that reads "Mike Van Horne".

Mike Van Horne  
General Manager



# Town of Bashaw Provides Homeowners Access to Low-Cost Home Repair Plans

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NEWS PROVIDED BY

**HomeServe**

June 21, 2022, 09:00 ET

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## **New Program with Service Line Warranties Canada (SLWC) is a First for Alberta Municipalities**

BASHAW, AB, June 21, 2022/CNW/ - You notice a strange puddle in the front yard of your home. Or maybe a particularly unpleasant smell is wafting around your house, but you can't figure out the source. Worse, an unexplainable spike in your water bill or noticeably lower water pressure in your sinks and showers. These are issues homeowners face every day, and many don't realize that these problems are in most cases their responsibility to repair.

Service Line Warranties of Canada, or SLWC, offers optional repair service plans with the aim of protecting homeowners from these situations – and starting June 2022, Bashaw homeowners will be the first in the province of Alberta to have access to SLWC plans. Officials in the Town of Bashaw decided to implement this new optional program so that residents have the opportunity to spare themselves from the worry and cost when a failure occurs to the water or sewer line that connects their home to the town's systems.

SLWC'S no-deductible, low-cost service plans provide protection for repairs that are not covered under standard homeowner's insurance or by the town, filling a gap in coverage that residents can now have the chance to fill. The Town of Bashaw and SLWC work towards the same goal: to ensure resident homeowners do not have to pay hundreds or even thousands of dollars out of pocket for a repair and don't have to worry about finding a reputable contractor to do the work.

"We are excited to make these optional, low-cost repair plans available to our residents through a proven, reputable program like Service Line Warranties," says CAO Theresa Fuller. "Every homeowner knows that sometimes, unfortunate things happen. To provide access to our residents with a way to eliminate the financial burden or worry from these situations is a huge win for our community."

Since the SLWC program began in 2014, Canadian homeowners have saved more than \$6 million in repair expenses. While the program partnership marks the first for SLWC in the Province of Alberta, Bashaw joins 65 municipalities in Ontario that also provide their residents access to SLWC

repair service plans. The program is provided at no cost to Bashaw, and no public funds are used to promote or administer it.

The introduction of this option for homeowners in Bashaw comes at an important time. A recent "State of the Canadian Home" survey found that nearly one in five (19%) Canadian homeowners have nothing set aside for an emergency. The same survey found that close to one third (31%) of Canadian homeowners have just \$500 or less set aside for an unexpected issue.

Homeowners will soon receive information in the mail about the SLWC program and available service plans. There is no obligation to sign up for a plan – participation is voluntary. The mailings are administered by SLWC but will include the Town of Bashaw's logo to indicate that the mailing is legitimate and that there is a partnership in place between the town and SLWC.

"A SLWC service plan is a smart way for homeowners to prepare for a home emergency. These plans take the worry, inconvenience, and financial burden out of the repair," said Mike VanHorn, General Manager, Service Line Warranties of Canada, a HomeServe Company. "If something goes wrong, these plans equip Bashaw homeowners with reliable access to local, licensed, and vetted contractors who can quickly and professionally complete needed repairs on service lines."

Bashaw homeowners with questions or who wish to receive more information about SLWC or the plans available to residents can call 1-866-922-9004 or visit [www.slwofc.ca](http://www.slwofc.ca).

### **About Service Line Warranties of Canada**

Service Line Warranties of Canada (SLWC) is part of HomeServe, a leading provider of home repair solutions serving over 4.8 million customers across North America since 2003. Launched in 2014, SLWC is the trusted source of utility line protection programs across Canada, as recognized by the Association of Municipalities of Ontario (AMO) and the Rural Municipalities of Alberta (RMA). In addition, SLWC is a corporate partner of the Federation of Canadian Municipalities (FCM).

Together with HomeServe, SLWC is dedicated to supplying best-in-class repair plans and delivering superior customer service to consumers through over 1,100 leading city, municipal and utility partners across North America.

SOURCE HomeServe

**For further information: Meghan Boyd, [Meghan.boyd@hkstrategies.ca](mailto:Meghan.boyd@hkstrategies.ca)**