

# Press Release



**FOR IMMEDIATE RELEASE**

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## **Service Line Protection Available for Homeowners**

**Town of Charlestown, Maryland** – The Town of Charlestown has partnered with Service Line Warranties of America (SLWA) to offer protection for homeowners for external sewer lines. The warranty protection is voluntary and available at affordable monthly or annual prices.

"In today's economy, it's important for the Town to help homeowners find affordable protection for their own private aging infrastructure," said Joseph G. Letts, Sr., President. "We live in an environment where water conservation and ground pollution are extremely important. Through this program, homeowners are more likely to report problems without fear of expensive repairs. Protecting our environment and precious resources through a single-call enrollment process is very convenient for busy homeowners."

The SLWA Service Line Warranty Program protects against leaks, breaks and clogs due to normal wear and tear, age, ground shifting and tree root intrusion. If a customer's line is in need of repair, a simple call to the SLWA 24-hour hotline will dispatch a local, licensed contractor familiar with local code. The program provides up to \$4,000 per incident for external sewer line repairs with an additional allowance for public street cutting. There are no annual or lifetime limits, service fees or deductibles – just protection when you need it most!

"Homeowners believe that the pipes located on their property will last forever or that the Town will repair the line if it breaks," said President Letts. "That's simply not the case. Many factors contribute to the life expectancy of a line such as tree root intrusion, ground shifting, weather and age – all factors which are covered through the Service Line Warranties of America warranty program."

This program is offered at no cost to the Town and no public funds are used to promote or administer the program. In addition to the benefits for homeowners, the Town has elected to receive a royalty from SLWA which will provide a new source of revenue in these difficult economic times.

"We are pleased to offer affordable protection for sewer lines to the residents of Charlestown," said Brad Carmichael, Vice President of Business Development for SLWA. "Homeowners will have peace of mind with our first-class customer service experience featuring a 24/7 claim repair line and local, licensed contractors – keeping dollars in the local economy."

SLWA has a longstanding track record of superior service. As the 2013 Winner of the Western Pennsylvania Better Business Bureau Torch Award for Marketplace Ethics, the company is committed to customer service, ethical marketing practices and maintaining an A+ accredited rating with the Better Business Bureau. For questions about this service, or to enroll, please contact SLWA at 866-922-9006 or visit [www.slwofa.com](http://www.slwofa.com). Homeowners can also follow SLWA online for company news and homeowner tips at: [www.slwablog.com](http://www.slwablog.com), [www.facebook.com/ServiceLineWarrantiesofAmerica](http://www.facebook.com/ServiceLineWarrantiesofAmerica), and [www.twitter.com/SLWANews](http://www.twitter.com/SLWANews).

### **About Service Line Warranties of America**

Headquartered in Canonsburg, Pennsylvania, SLWA is a leading independent provider of service line warranties in North America. SLWA is accredited through the Better Business Bureau with an A+ rating and was the 2013 Winner of the Western Pennsylvania Better Business Bureau Torch Award for Marketplace Ethics. SLWA is the brand used by the Utility Service Partners, Inc. family of companies and endorsed by the National League of Cities. Since program inception, more than 100,000 customers have saved more than \$64 million in repair costs.

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