

Service Line

Enhancement to Homeowners Insurance Frequently Asked Questions

What is Service Line Coverage?

Service Line, an enhancement to Homeowners insurance coverage, provides payment for physical loss or damage resulting from a covered service line failure.

What is a Service Line?

Service lines are exterior underground piping and wiring, including permanent connections, valves or attached devices that provide a service to the residence premises.

What is a Covered Service Line?

A “covered service line” must be owned by the homeowner who is responsible for its repair or replacement as required by law, regulation or service agreement. Covered services include but are not limited to: data transmission and communications, water supply, electrical power, gas, heating, waste disposal and drainage.

Why do Clients Need this Coverage?

Homeowners need this coverage because:

- Service line repairs may be expensive and many homeowners lack the emergency funds needed to cover these repairs
- Service line failures are not covered by most standard homeowner policies
- Alternative service contracts provided by utility companies may be limited, costly and may not cover damage to outdoor property or the additional expenses related to loss of use

What Coverages are Included?

See Coverage Overview for detailed descriptions of coverage

- **Property Damages**
- **Excavation Costs**
- **Environmental, Safety and Efficiency Condition**
- **Expediting Expenses**
- **Loss of Use**
- **Outdoor Property**

What Piping or Wiring is Not Covered?

- Piping and wiring that has not suffered physical damage. Blockages, clogged pipes and bent or sagging pipes are not covered without physical damage

- Piping or wiring that:
 - Runs under a dwelling (foundation) or other structure
 - Runs through or under a body of water
 - Is not connected or ready for use
- Septic systems including leach fields, septic tanks, pumps, motors or piping (underground exterior piping to and from the septic tank is covered)
- Heating and cooling systems, including heat pumps
- Sprinkler systems pumps, motors or heads
- Water wells, including well pumps and motors

What Losses are Not Covered?

- Fire, water, earth movement, flood, surface water, overflow, back-up or any other perils covered by the property policy
- Additional costs incurred for increased usage of water, natural gas, propane or any other service caused by or resulting from a “service line failure”
- Damage that occurs while the service line is being installed, dismantled or repaired
- Relocation of existing piping or wiring unless required by local ordinance
- Cleanup or removal of pollutants, hazardous waste or sewage
- Coverage is subject to underlying property conditions and policy exclusions

What are the Limits Available?

- The most we will pay for loss, damage or expense arising from any one service line failure is \$10,000 for all damaged covered service lines if the dwelling is less than 50 years old or \$2,500 per damaged covered service line if the dwelling is 50 years or older. However, if the damaged covered service line was newly installed or replaced in its entirety within 50 years of the service line failure, the limit of \$10,000 will apply. The maximum limit per occurrence under this endorsement is \$10,000 regardless of whether a single covered service line or multiple covered service lines are damaged by one service line failure.
- For more information regarding limits of liability, refer to your policy endorsement.

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