



# MEMO

**To:** Public Service Committee  
**From:** Bill Goulding, Acting Director of Public Works  
**Date:** May 12, 2023  
**Subject:** Service Line Warranties of Canada Update 2023

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Council passed a resolution on June 12, 2017 endorsing the LAS Sewer and Water Line Warranty service as provided by Service Line Warranties of Canada Inc.

Since that time, Service Line Warranties of Canada collaborated with The City of Elliot Lake to create a program designed to meet the needs of City of Elliot Lake homeowners. The cost of the program is borne entirely by SLWC.

It has been staff's experience that many residents become frustrated when they discover a leaking water service line on their property and learn that it is their responsibility to fix it. This can be costly and the unexpected expense of repairing a service line can put significant stress on a homeowner's finances. To address this need, an optional service plan program should be offered to protect homeowners from the cost and inconvenience of repairs in the event that they do not have existing coverage.

The City of Elliot Lake selected SLWC as a provider of residential service line protection due to their track record of providing quality service. Homeowners who purchase one of the optional service plans will receive financial protection against repair costs and facilitated repairs using local area licensed and approved contractors.

As a resource to the Public Services Standing Committee, Adam Moede of Service Line Warranties will be attending the May 16th meeting via Zoom to provide an update on the program and its activities. Attached to this memo are resources for the committee to review in anticipation of this presentation.

Respectfully submitted,