

Service Line Warranties of America



Water Resources
9379 E San Salvador Drive
Scottsdale, AZ 85258
ScottsdaleAZ.gov/Water



The initial contract with HomeServe USA was for two years, with two optional two-year extensions. The initial contract ran out in August 2024 and was renewed August 24, 2024 for two additional years. This means the current contract expires August 23, 2026.

Scottsdale Water is the executor of this contract, and additional questions can be directed to its Public Information Officer, Bryan Bouchard, at BBouchard@ScottsdaleAZ.gov.

Homeowners in Scottsdale are responsible for water service lines from the meter to their home and sewer service lines from their home to the sewer main, in the street or nearby right of way.

In August 2022, Scottsdale City Council adopted Resolution 12552 authorizing contract 2022-101-COS with HomeServe USA wherein HomeServe USA, parent company of Service Line Warranties of America (SLWA), would market and offer its service line warranty program to City of Scottsdale water and sewer utility customers.

A request for proposals was issued by the city for a vendor to provide a service line warranty program for Scottsdale Water customers and HomeServe USA was the vendor selected through this process.

The HomeServe USA contract grants the usage of City of Scottsdale logos on its marketing material, website and advertising which is subject to review and approval by the city before use. The city does not provide

HomeServe USA with any property owner or utility account information. Rather HomeServe markets to city residents through publicly available address data. Participation in the HomeServe warranty program by residents is voluntary.

By allowing HomeServe USA to use city logos, HomeServe USA provided Scottsdale Water an upfront payment of \$200,000 and 10% of the monthly premiums collected by HomeServe USA each year thereafter. The funds received from HomeServe USA are set aside and earmarked for the following uses:

- ◆ **Residential Utility Bill Assistance:** To aid Scottsdale Water residential customers who are having difficulty paying their monthly utility (water/sewer/solid waste) bills.
- ◆ **Sewer Line Service Extension:** To aid Scottsdale Water residential customers who are required, by city code, to pay for the extension of a sewer line resulting from a failing septic system and related wastewater development fees and having difficulties doing so.

Fast Facts

- ◆ SLWA is part of a City Council approved partnership with Scottsdale Water which passed in 2022.
- ◆ SLWA's parent company, HomeServe USA provided Scottsdale Water with \$200,000 in 2022 to go toward the utility's Customer Assistance Fund. Additionally, SLWA pays Scottsdale Water 10% of premiums each year which go toward this fund.
- ◆ This fund aids Scottsdale Water residential customers who are having trouble paying utility bills (water/sewer/solid waste), OR residential customers who are required, by city code, to pay for the extension of a sewer line resulting from a failing septic system and related wastewater development fees.
- ◆ The current contract with SLWA is set to expire in 2026 and is eligible for one additional two-year extension.
- ◆ The city does not provide addresses for residents.
- ◆ The program is 100% optional for customers.