



Princeton Public Utilities Commission

Service Line Protection

Service Line Protection

Water Service and Electric Service Repair

Coverages, Terms and Conditions

Princeton Public Utilities Commission (PPUC) will provide service line protection for water service and electric service repair coverage to the customer (you) under the following terms

AVAILABILITY

WATER: Coverage is available to PPUC residential water customers living in single family homes, duplexes, four plexes and townhouses where each has its own water service line.

ELECTRIC: Coverage is available to PPUC residential electric customers living in single family homes, duplexes, four plexes and townhouses where each has its own electric service.

[Excludes, mobile home parks, apartments, and condominiums. Coverage may not be applicable to all single-family homes and single-owner duplexes. In rare instances of atypical service configurations, coverage is not available. Pre-existing conditions (e.g. leaks, improper installation, etc.) render you ineligible for coverage. You may repair the condition, at your cost, and then become eligible.

COVERAGE

WATER:PPUC will call a contractor/plumber if needed. PPUC will make all repairs or replacements from the corporationstop to the house. PPUC will cover plumbing costs from the house to the meter up to \$400.00. The work will be done in a timely matter based on the contractor's schedule. Gopher State One Call will be called for locating utilities and a 48 hours allowance is the law. A temporary water service line may be necessary. (See Customer Responsibilities) PPUC will perform landscaping restoration work up to your property line (this includes the street, public sidewalk, curb, boulevard, and the driveway approach).You are responsible for all restoration work including landscaping from your property line to your home. PPUC's restoration work on your property is limited to backfilling the trench. Driveways and private sidewalks are not covered. PPUC is not responsible for incidental or consequential damage resulting from a service line break. Check with your homeowner's insurance for this type of coverage.The service line protection does not cover thawing frozen water lines.

ELECTRIC:PPUC will call a contractor if needed. PPUC will make all repairs or replacements between the transformer or secondary pedestal to the electric meter socket as identified. The work will be done in a timely matter based on the contractor's schedule. Gopher State One Call will be called for locating utilities and a 48 hours allowance is the law. During the cold weather period a temporary electric line may be placed on the ground to serve your residence until weather conditions allow for digging. In all events, the customer retains responsibility for failures of the conductors between the meter socket and the main panel inside the home (problems associated with the meter socket are not covered). PPUC will perform landscaping restoration work up to your property line (this includes the street, public sidewalk, curb, boulevard, and the driveway approach). You are responsible for all restoration work including landscaping from your property line to your home. PPUC's restoration work on your property is limited to backfilling the trench. Driveways and private sidewalks are not covered. PPUC is not responsible for incidental or consequential damage resulting from a service line break. Check with your homeowner's insurance for this type of coverage. It does not cover the cost to go from overhead to underground electric or upgrading service size.

MONTHLY FEE

A monthly fee of \$2.00 plus sales tax is included on your bill and collected with your other utility charges, due and payable upon presentation. The \$2.00 will be divided equally between water and electric at \$1.00 each. PPUC reserves the right to modify this price and any such modification will be indicated on your utility bill.



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TERMS

This service is effective January 1, 2018 and covers all repair costs of service line failures. It does not cover thawing frozen water lines. It does not cover homeowner, landlord, or renter negligence or malicious intent to damage the service.

PPUC'S RIGHT OF INSPECTION

PPUC reserves the right to inspect your service line should you inform PPUC that a problem or damage has occurred.

CUSTOMER RESPONSIBILITIES

YOU MUST CALL PPUC FOR ANY CLAIMS OF REPAIRS or REPLACEMENTS. PPUC WILL CALL A CONTRACTOR, IF NEEDED. You shall cooperate with PPUC and provide all information requested. If a claim is submitted and your account is past due, your balance must be paid in full before the claim can be processed.

If a temporary water connection is made for you from your neighbor during winter months it is important to keep the water in your home running at a continuous pencil size stream of cold water to prevent freeze up. You will be responsible for any repair due to freeze up to your service and your neighbors service.

DISCLAIMERS

This program does NOT cover service replacements within the street right-of-way done in conjunction with street repair or replacement projects. PPUC reserves the right to make changes to this coverage at any time.

