



Suburban Water Systems

Don't Wait
Until it's

Too late

Dear Suburban Customer,

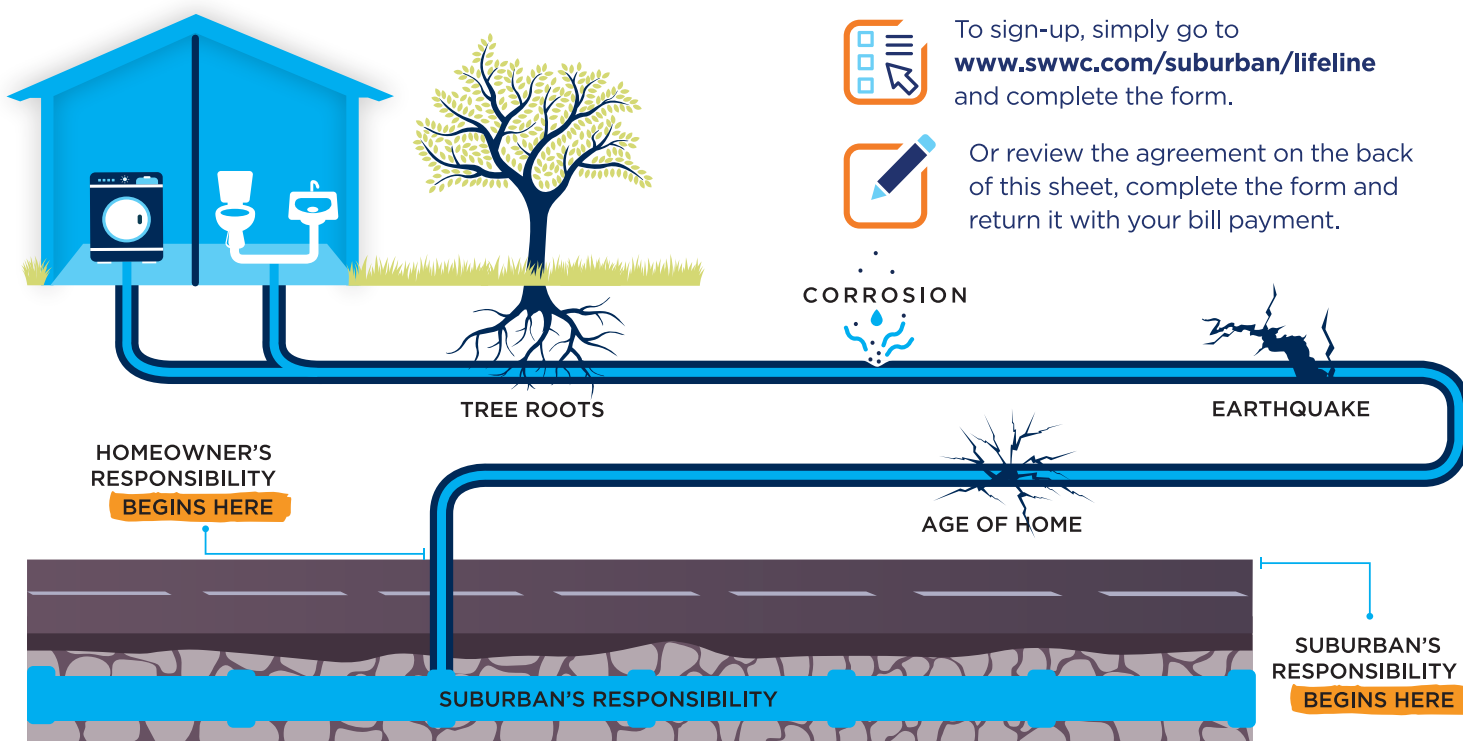
Many customers aren't aware that the outside water line from their residence to Suburban's water meter is **THEIR** responsibility. Suburban Water Systems is advising customers that if the original water service line servicing their home has not been replaced, it may be at risk for leaks or breaks. This can mean an unexpected bill for an expensive repair. Unfortunately, this kind of problem can be caused by normal wear and tear, earthquakes or tree roots and can occur at any time without warning. Typically, standard homeowners' insurance **DOES NOT** cover this type of repair.

Suburban Water Systems provides a
simple solution to help you avoid these costly repairs

LifeLine™ Maintenance Plan*

For only \$6.97 a month, the LifeLine Maintenance Plan
will cover the repair or replacement of your outside water line.

Get peace of mind, **SIGN UP TODAY!**



*Only Homeowners/Landlords may apply. No need to reapply if you are already a LifeLine Customer. LifeLine Maintenance Program is for Suburban Water Systems Customers living in a single family dwelling only. Commercial buildings and condominiums/apartments are currently not eligible to participate.

Save Thousands of Dollars
as an Average Mainline
Repair is \$1,000-\$10,000

Be Prepared With
LifeLine

Lifeline™ TERMS and CONDITIONS

PLEASE READ THIS CONTRACT CAREFULLY. IT INCLUDES IMPORTANT LIMITATIONS AND EXCLUSIONS.

THE **Lifeline™** PROGRAM IS DESIGNED FOR RESIDENTIAL CUSTOMERS WHO OWN THE WATER PIPE RUNNING FROM SUBURBAN'S WATER METER TO THEIR FOUNDATION WALL. IF YOU ARE A RENTER OR LIVE IN ANY OTHER ARRANGEMENT THAT PLACES RESPONSIBILITY FOR THAT WATER PIPE ON ANOTHER PERSON, **Lifeline™** IS NOT FOR YOU.

Lifeline™ IS NOT A SUBSTITUTE FOR INSURANCE. PLEASE CONSULT WITH YOUR INSURANCE COMPANY OR AGENT TO DETERMINE WHETHER THE WATER PIPE RUNNING FROM SUBURBAN'S WATER METER TO YOUR FOUNDATION WALL IS COVERED BY YOUR INSURANCE.

Terms & Conditions

As used herein, "Suburban", "We", "Us" and "Our" mean Suburban Water Systems; "You" and "Your" mean the residential customer of Suburban Water Systems who is a party to this Contract; and Lifeline means the **Lifeline™** Program set forth in this contract.

Suburban is a water service company regulated by the California Public Utilities Commission (CPUC). Lifeline is a non-tariffed program operated by Suburban and is not regulated by the CPUC. The information and prices contained in this contract are, or will be in effect, as of April 1, 2025.

We reserve the right to change the terms, conditions and price of Lifeline by providing You with at least one (1) month advance notice of the change(s). Notice of change(s) may occur through any reasonable method, such as inclusion in our monthly service bill. Your payment of the monthly enrollment fee after the effective date of the change(s) constitutes Your acknowledgement of Your desire to continue Your enrollment in Lifeline and Your acceptance of the change(s) to the terms, conditions, and price. No enrollment fees paid prior to cancellation/termination per Section 8 are subject to refund. We reserve the right to discontinue Lifeline at any time.

1. What We Service.

Subject to the exceptions set forth below, Lifeline repairs or replaces Your "Lateral Line", which is the water pipe extending from Suburban's water meter to the outside foundation wall of the related residential dwelling. Where there is more than one structure, Lifeline only applies to the Lateral Line to the main/primary building. To be eligible for Lifeline, the Lateral Line must be no greater than 1-1/2 inches in diameter. A separate Lifeline enrollment, and payment of the monthly fee, is required for each additional service connection and/or Lateral Line on Your property. Lateral Line excludes any irrigation lines, auxiliary water lines serving swimming pools or accessory structures, or any use other than the residential structure designating the service address, even if such water pipes are connected to the Lateral Line.

2. When Our Service Responsibility Starts.

Your Lifeline enrollment commences on the date of the first service bill following our approval of Your enrollment. Before accepting Your Lifeline enrollment request and the obligation to repair or replace Your Lateral Line, we reserve the right to make an on-site inspection of (a) Your Lateral Line and the associated parts of Your premises' plumbing to ensure they are in proper operating condition and (b) the conditions of Your property to ensure We can provide Lifeline service. We reserve the right to refuse Your request Lifeline enrollment request for no reason or any reason. Lifeline is not transferable.

3. Our Obligations and Exceptions.

A. Obligations: When a leak is reported to Us, We or Our contractors will:

- Determine, in Our sole discretion, whether and how to repair or replace any portion of the Lateral Line.
- Provide all parts, material and labor required to make the repair or replacement, including the cost of water service shut-off and the cost of excavation. We reserve the right to select the parts or materials used; however, all such parts and materials will comply with all applicable laws, regulations, codes and standards.
- Clean-up Our worksite and remediate the area disturbed by Our work, consistent with the workmanlike performance standards. Remediation includes basic repairs to sidewalks and the filling, loaming and re-seeding of grass but does not include replacement of any other hardscaping or softscaping damaged by the leak or repair work, including any custom tiles or outbuildings.

B. Exceptions: Our obligation to repair and replace Your Lateral Line does not include:

- Repairing pre-existing leaks or improperly installed pipes and appurtenances.
- Repairing leaks arising from digging or drilling by You or persons authorized by You.
- Leaks arising from alterations made by You or anyone other than Us to the Lateral Line, including new service installations and relocations.
- Repairing or replacing parts other than the Lateral Line, including items such as pressure-reducing valves, house valves, backflow devices, water softeners, hose bibs, booster pumps, irrigation and/or fire sprinkler systems.
- Leaks caused by flooding, sinkholes, terrorism, main breaks, landslides, civil disobedience, riot or war; however, We will repair leaks caused by freezing, earthquakes or other natural disasters.
- Any labor, parts or other costs for repair or replacement performed by an unauthorized party. All work must be performed by Us or Our authorized contractors.
- Flushing any sediment caused by Our repair work out of internal systems, such as toilets and water heaters.

**Only Homeowners/Landlords may apply (tenants may not)
No commercial buildings or apartments/condominiums
No need to reapply if you are already a Lifeline customer**

- Reimbursement for water that leaked from a damaged Lateral Line, or consumed during repairs, diagnostics, flushing, or other industry standard purposes associated with diagnosis and repair of residential plumbing systems.

4. Our Limited Role In Spotting Leaks; No Liability

Our personnel may make periodic visits to Your property to read Your water meter and will report to You and Us any leaks that they observe. Lifeline, however, does not include preventative maintenance to Your Lateral Line and We do not assume any liability for any failure by our personnel to detect any leak. See Section 7 below.

5. How to Report Leaks to Us.

If you spot a leak, promptly report it by calling us at 800.203.5430. We, or our contractor, will promptly respond to requests for service 24 hours a day, 7 days a week. The cost of bringing a crew to Your property is included in Lifeline. Response times may vary based on several factors, including but not limited to weather conditions, workload, and staffing levels. In most cases, We will dispatch a crew within 24 hours. We reserve the right to make temporary repairs and/or a temporary water connection in certain circumstances, including but not limited to, service calls occurring outside of normal business hours, when appropriate tools or materials are unavailable or when work cannot be safely completed with available staff, and make permanent repairs at a later date. If an unsafe working condition is present, as determined solely by Us, We reserve the right in our sole discretion to delay service until You make the area safe. If You refuse to make the area safe, We will terminate Lifeline and shall have no further obligation to repair or replace Your Lateral Line.

If You have any difficulty or complaints about our response, please call us at 800.203.5430.

6. Cost to You.

Lifeline costs \$6.97 per month, billed through Your monthly Suburban bill. We reserve the right to terminate Your enrollment for nonpayment.

7. Limitations of Liability

LIFELINE ONLY PROVIDES LATERAL LINE REPAIR AND REPLACEMENT AND IS NOT PROTECTION FROM THE CONSEQUENCES OF LEAKS, INCLUDING ANY PROPERTY DAMAGE.

EXCEPT AS SET FORTH BELOW WITH RESPECT TO ANY REPAIRS OR REPLACEMENTS ACTUALLY MADE UNDER THIS CONTRACT, NEITHER WE NOR ANY OF OUR AGENTS, CONTRACTORS, OR LICENSEES ARE LIABLE FOR ANY DAMAGES OF ANY TYPE ARISING FROM LEAKS IN YOUR LATERAL LINE.

WITH RESPECT TO ANY REPAIRS OR REPLACEMENTS ACTUALLY MADE UNDER THIS CONTRACT, NEITHER WE NOR OUR AGENTS, CONTRACTORS OR LICENSEES ARE LIABLE FOR ATTORNEYS' FEES OR INCIDENTAL OR CONSEQUENTIAL OR SPECIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO PROPERTY DAMAGE, LOST TIME OR PROFITS, LOSS OF WATER SERVICE, EXCEPT AS ARE PROXIMATELY CAUSED BY OUR OR OUR AGENTS', CONTRACTORS' OR LICENSEES' NEGLIGENCE OR WILLFUL ACTS.

IN NO EVENT SHALL WE BE RESPONSIBLE FOR DELAYS OR FAILURES TO REPAIR OR REPLACE YOUR LATERAL LINE DUE TO CIRCUMSTANCES BEYOND OUR CONTROL, INCLUDING LABOR STRIKES, NATURAL CATASTROPHES, CIVIL DISTURBANCES, WEATHER, MATERIAL SHORTAGES, AND UNUSUAL WORK LOADS.

WE HEREBY EXPRESSLY DISCLAIM ANY AND ALL IMPLIED WARRANTIES, MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE OR ANY IMPLIED WARRANTIES NOT EXPRESSLY GRANTED IN THIS CONTRACT.

8. Cancellation and Termination.

Lifeline requires an initial one-year enrollment commitment. You may, however, cancel Your enrollment within the first sixty (60) days after enrollment and get a full refund if no leak has been reported to us during that period. After the first year, you can terminate Lifeline at any time. There is no charge for canceling after the first year but, if you cancel, there will be no proration of the last month's billing. Your enrollment will be automatically renewed on a continuing month-to-month basis after the anniversary date of Your initial enrollment.

Your Lifeline enrollment will continue unless (a) You or We cancel Your enrollment or (b) We discontinue Lifeline. To cancel Lifeline, please call us at 800.203.5430 or notify us in writing to Lifeline Program, P.O. Box 6105, Covina, CA 91722. Termination will be effective immediately.

9. Interpretation: This contract shall be governed by the laws of the state of California. This contract represents the entire agreement between You and Us regarding the subject matter hereof. No Suburban representative has authority to waive or alter any term of this contract or to make any representation, promise, guarantee or warranty other than as expressly written in the contract or in a written amendment to this contract as provided for above.

Terms and conditions are subject to change.

EXISTING Lifeline Customers - Please Do NOT Reapply

*Please complete and return form below with your bill.

Customer Name (please print) _____

Daytime Telephone Number _____ **Alternate Telephone Number** _____

Mailing Address _____ **City** _____ **State** _____ **Zip** _____

Service Address _____ **City** _____ **State** _____ **Zip** _____

Email Address _____ **Account Number** _____

By signing below, I understand that \$6.97 a month will be charged to my bill. I acknowledge that I have read all of the terms and conditions attached to this page and agree to abide by them.

X _____

Lifeline is only available for owners/landlords of single family dwellings served by Suburban Water Systems. Commercial buildings and condominiums/apartments are not eligible.

Rev. 1/25