



SERVICE ASSURED®
WATER & UNDERGROUND ELECTRIC
SERVICE REPAIR COVERAGE

Frequently Asked Questions



Rochester Public Utilities
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Rochester, MN 55906-2813
507.280.1500
www.rpu.org

Q: What is Service Assured®?

A: Service Assured® protects you from costly water service repairs and/or underground electric service repairs for a small monthly fee. It covers the cost of repairing your service should it need to be fixed or replaced.

Q: Who is eligible for Service Assured®?

A: Coverage is available to RPU residential customers living in single-family homes, single-owner duplexes, and some townhome associations, individual twinhomes, and triplexes where each has its own water service line and have underground electric service installed or updated after January 1, 1981.

Some exclusions where coverage is not available include mobile homes, apartments, condominiums, and atypical configurations. Individual townhomes are not eligible for Service Assured® due to common property that is owned by the association. Contact us to see if your association is eligible for coverage. Pre-existing conditions (e.g. leaks, improper installation, etc.) render you ineligible for Service Assured®. You may repair the condition, at your cost, and then become eligible.

Q: How does failure occur to my underground water service?

A: Old age, improper installation, corrosion, freezing, and valve failure are some of the causes of water service failures.

Q: What if my water service freezes?

A: If your water service line freezes, with Service Assured® we will cover the cost of ONE THAW per winter season.

Q: How does damage occur to my underground electric service?

A: Gophers, damage to the insulation during or after installation, frost heaving, and power surges due to lightning can cause damage to underground electric services.

Q: I have homeowner's insurance. Do I need Service Assured®?

A: Yes! Service Assured® will cover the cost to repair your water and/or underground electric service... most homeowner's insurance policies do not! (We recommend that you check with your insurance agent.) A water service repair can cost thousands of dollars, which comes right out of your pocket - unless of course, you are a Service Assured® customer!

Q: What are the benefits of Service Assured®?

A: With Service Assured®, you will enjoy convenience, affordability, and peace of mind knowing that your service will be restored at no cost to you if it does break down. (See back "What is covered under Service Assured®" for exclusions.)

Q: How do I sign up?

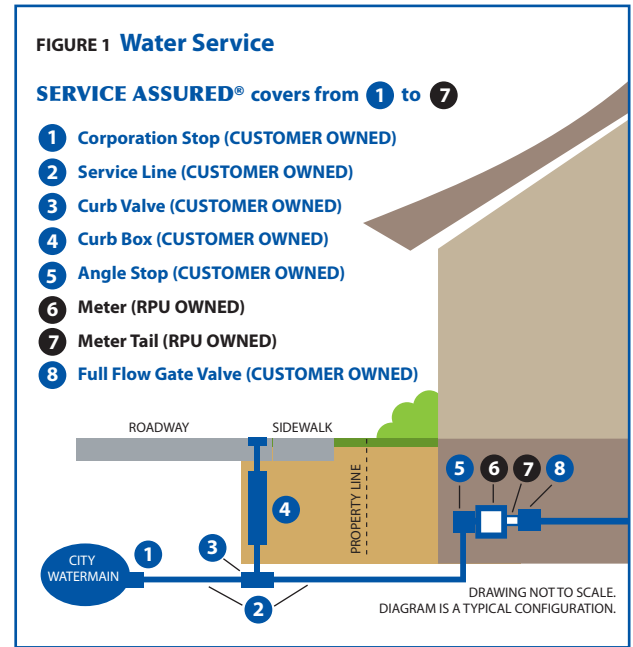
A: To determine if your home qualifies, call us at 507.280.1500. A pre-inspection of your water and/or electric service is required before enrollment can be completed. When one of our employees comes out to do the inspection, they will bring the enrollment form with them for you to complete.

Q: How much does it cost?

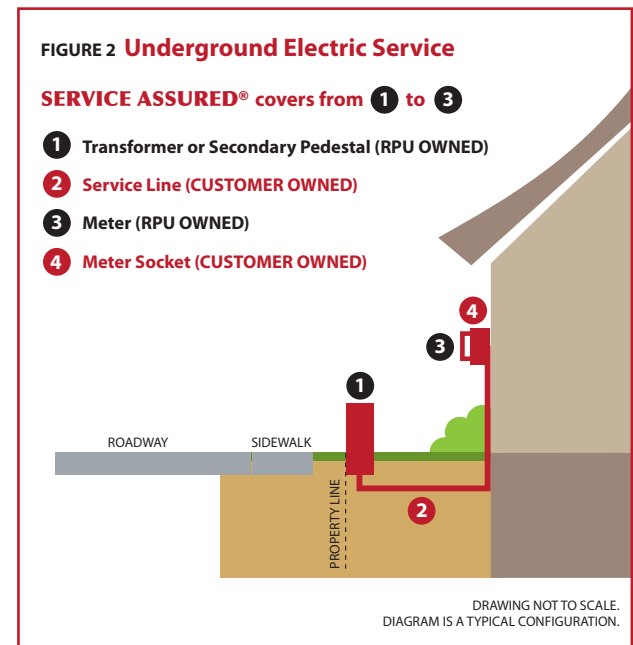
A: A low monthly fee of \$1.99 plus sales tax. Or sign up for both Service Assured® water and underground electric coverage and pay only \$2.99 plus sales tax per month! The fee will appear as a separate line item on your monthly RPU bill.

Q: What is covered under Service Assured®?

A: WATER: A diagram of the typical residential water service is shown at the right. In the absence of Service Assured®, you are responsible for all service line repairs from the ① Corporation Stop to the ⑤ Angle Stop. RPU owns the ⑥ Meter and the ⑦ Meter Tail, so they are and will continue to be repaired by RPU at no cost to you. You own the ⑧ Full Flow Gate Valve and are responsible for repair costs to it. With Service Assured®, RPU will make all repairs from the ① Corporation Stop to the ⑦ Meter Tail, and will perform restoration work up to your property line (this includes the street, public sidewalk, curb, boulevard, and the driveway approach). You are responsible for the restoration work including landscaping from your property line to your home. RPU's landscaping restoration work on your property is limited to backfilling the trench. Driveways and private sidewalks are not covered. RPU 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. This program does NOT cover service replacements within the street right-of-way done in conjunction with street repair/replacement projects.



ELECTRIC: A diagram of the typical residential underground electric service is shown at the right. In the absence of Service Assured®, you are responsible for all repair costs resulting from service line failures. With Service Assured®, RPU will make all repairs between the ① Transformer or the Secondary Pedestal to the ④ Electric Meter Socket as identified. 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). RPU is responsible for the 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. RPU's restoration work on your property is limited to backfilling the trench. Driveways and private sidewalks are not covered. RPU 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.



Q: What will happen if I have a valid failure?

A: CALL RPU AT 507.280.1500 FOR ANY REPAIRS. RPU WILL CALL A CONTRACTOR IF NEEDED. We will come to your home, inspect the damage, and depending on the extent of the damage, either repair the damage ourselves or hire a licensed contractor. Either way, you will not bear any cost except landscaping restoration work inside your property line, if you have Service Assured®.

Q: What happens if I move to a new residence in RPU's service area?

A: Your Service Assured® coverage does not transfer to your new home. You will need to sign up again for Service Assured® at your new home if it is eligible for coverage.

Q: What if I have additional questions or concerns?

A: Call RPU Customer Relations at 507.280.1500.