

**Village of Hanover Park**

Municipal Building  
2121 West Lake Street  
Hanover Park, Illinois  
60133-4398

Rodney S. Craig  
Village President

Eira L. Corral  
Village Clerk

630-823-5600  
Fax 630-823-5786

Ronald A. Moser  
Village Manager



**VILLAGE OF HANOVER PARK**  
**VILLAGE BOARD**  
**REGULAR WORKSHOP MEETING**  
Municipal Building: 2121 W. Lake Street  
Hanover Park, IL 60133

**Thursday, January 5, 2012**  
**6:00 p.m.**

**AGENDA**

- 1. CALL TO ORDER**
- 2. ROLL CALL**
- 3. AGENDA ITEM REVIEW**
- 4. BOARD MEMBER CONCERNS**
- 5. DISCUSSION TOPICS**
- 6. STAFF UPDATES**
  - a. Chickens in Village**
  - b. Resident Sanitary Sewer Line Responsibility Options**
  - c. Church Street TIF Assistance**
  - d. Building Code Report**
- 7. ADJOURNMENT**

## BOARD WORKSHOP

January 5, 2012

**DATE:** December 22, 2011

**TO:** Village President and Board of Trustees

**FROM:** Ronald A. Moser, Village Manager  
Howard A. Killian, Director of Public Works *HAK*

**SUBJECT:** Chickens in Village

The Environmental Committee, and the Village Board, has been approached by a resident who desires to keep chickens in her yard.

Current Code:

Section 14.9 (12) Control of Animals:

To harbor or keep any live horse, cattle, swine, sheep or goat, or to raise any chickens or fowl anywhere in the village. Exceptions to this paragraph are animals kept in agriculture zoning districts or as allowed under special use.

On the Manager's Update of December 12<sup>th</sup>, staff included a report titled "Residential Urban Chicken Keeping: An Examination of 25 Cities". Additionally, attached you will find a copy of the code from the City of Evanston, where they allow chicken coops.

Staff is seeking direction on this topic.

ck

**9-4-3-5: - PERIOD OF VALIDITY; TRANSFERAL:**

A license, if not revoked, shall be valid until April 30 following the date of issuance. A new license shall be obtained each year by every owner and a new fee paid. If there is a change in ownership of an animal or facility, the new owner may have the current license transferred to his name upon payment of one dollar (\$1.00) transfer fee.

(Ord. 43-0-74; amd. Ord. 9-0-85; Ord. 17-0-02)

**9-4-3-6: - TAG:**

Upon issuing a license to keep any animal, the finance director shall issue to the owner a durable tag or identification collar, stamped with an identifying number and with the year of issuance. Tags should be so designed that they may conveniently be fastened to the animal's collar or harness. Animals must wear identification tags or collars at all times when they are off the premises of the owner. The finance director shall maintain a record of the identifying numbers and shall make this record available to the public.

(Ord. 43-0-74; amd. Ord. 9-0-85; Ord. 17-0-02)

**9-4-3-7: - REVOCATION:**

The Finance Director, after convening an administrative hearing, may revoke any license if the person holding the license refuses or fails to comply with this chapter, the regulations promulgated by the Director, or any state or local law governing cruelty to animals\* or the keeping of animals. Any person whose license is revoked shall, within ten (10) days thereafter, humanely dispose of all animals being owned, kept or harbored by such person and no part of the license fee shall be refunded. It shall be a condition of the issuance of any license to any owner of animals kept for commercial purposes that the Animal Control Warden or veterinarian acting for the City shall be permitted to inspect all animals and the premises where animals are kept at any time and the Finance Director shall, if permission for such inspection is refused, revoke the license of the refusing owner.

(Ord. 9-0-85; amd. Ord. 17-0-02)

**State law reference** 65 ILCS 5/11-5-6.

*Cross reference:* See also Section 9-4-14 of this chapter.

**9-4-4: - LICENSE FEES:**

- (A) **General:** Upon furnishing of the information required by Section 9-4-3-4 of this chapter and a showing by any applicant for a license that he or she is prepared to comply with the regulations promulgated by the Finance Director, a license shall be issued following the payment of the applicable fee as follows:
- Hen coop fee \$â€50.00
  - Neutered dogs and cats 10.00
  - Dangerous dogs 100.00
  - All other cats and nondangerous dogs 15.00
  - Each kennel or pet shop, covering all animals kept during the year 60.00
  - Any zoological garden or animal act, covering all animals kept 120.00
- No fee shall be required of any humane society, veterinary hospital, or municipal animal control facility.
- (B) **Senior citizens' reduction:** Notwithstanding the requirements aforesaid, excepting those relating to dangerous dogs, an applicant, upon presentation of proof that said applicant is beyond the age of sixty-five (65) years or is within that class of persons designated by the standards of the Department of Health, Education and Welfare as below the prevailing poverty level, such applicant shall be issued a license for an animal upon payment of one-half of the established fee for a nonneutered animal. There shall be no fee reduction for a dangerous dog.

(Ord. 70-0-87; amd. Ord. 17-0-02; Ord. No. 23-O-10, Â§ 2, 9-27-10)

**9-4-5: - CERTAIN ANIMALS PROHIBITED:**

- (A) It shall be unlawful, and is hereby declared a nuisance for any person to keep or allow to be kept any animal of the species of horse, mule, swine, sheep, goat, cattle, poultry (with the exception of hens as herein provided), skunks, or poisonous reptiles within the corporation limits of the City of Evanston.
- (B) Hens shall mean the female of the species Gallus Gallus Domesticas.
- (C) It shall be unlawful to keep roosters within City limits.
1. The number of hens allowed shall be no less than two (2), and no more than six (6).
  2. Any structures housing hens shall be termed an "accessory structure" as defined in Title 6, Chapter 18, Section 3 of the Evanston City Code, and shall abide by all requirements set forth in Title 6, Chapter 4, Section 6-2, "General Provisions for Accessory Uses and Structures," and Title 5, Chapter 1, "Property Maintenance Code" of the Evanston City Code.

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3. Applicants shall register with the Illinois Department of Agriculture Livestock Premises Registration, and must have proof of registration on-site.
4. Care for hens shall follow the provisions set forth in this chapter.
5. Hens shall be kept in such a way so as not to cause a nuisance as defined in Title 1, Chapter 3, Section 2, and enumerated in Title 8, Chapter 4, Section 1 of the Evanston City Code and shall be kept in conformance with the following requirements:
  - a. Hen yards and coops shall be constructed and maintained to reasonably prevent the collection of standing water; and shall be cleaned of hen droppings, uneaten or discarded feed, feathers, and other waste with such frequency as is necessary to ensure the hen yard and coop do not become nuisances as defined in Title 8, Chapter 4, Section 1 of the Evanston City Code.
  - b. Hens shall be kept in an enclosure which shall be maintained in such a manner so as to protect the hens from predators and trespassers.
  - c. Hen coops shall be built and kept in such a manner so as to allow for easy ingress and egress for the hens and shall offer protection from weather elements including cold temperatures.
  - d. Hen coops and yards shall be large enough to provide at least four (4) feet per hen.
6. Licenses for coops must be obtained and shall meet the rules of this chapter where applicable.
  - a. Prior to a license being granted to an applicant, the applicant must show proof of notice to all adjacent landowners except landowners that are municipalities or utilities.
  - b. A license shall not be granted unless the applicant has obtained all necessary building permits and can show proof that a hen yard and coop that comply with this section have been erected.
  - c. Coop licenses shall not run with the land.
  - d. Applications shall be submitted to the City of Evanston Public Health Director who shall have the authority to enforce this section.
  - e. An applicant who lives in an apartment or condominium building is not eligible to receive a coop license.
  - f. No more than twenty (20) valid coop licenses shall be active within the City of Evanston at any given time for the first calendar year that the ordinance codified in this section is in effect.
7. No person shall slaughter any hen, or any other animal, within City limits. Nothing in this section is to be interpreted as prohibiting any establishment that is licensed to slaughter, from slaughtering for food purposes any animals which are specifically raised for food purposes.
8. Any person found to be in violation of this section shall be fined not less than fifty dollars (\$50.00), nor more than seven hundred fifty dollars (\$750.00) for each offense. In the event that an owner is adjudged to have three (3) violations of this section, the owner's coop license shall be revoked. Each day an owner is not compliant with this section shall constitute a separate offense.

*(Ord. 43-0-74; Ord. No. 23-O-10, Å§ 1, 9-27-10; Ord. No. 85-O-10, Å§ 1, 12-13-10)*

#### **9-4-6: - NONRESIDENTS; DOMESTIC PETS OF:**

The sections of this chapter requiring a license shall not apply to nonresidents of the City who are keeping only domestic pets; provided that, animals of such owners shall not be kept in the City longer than thirty (30) days and that the animals are kept under restraint.

*(Ord. 43-0-74; amd. Ord. 17-0-02)*

#### **9-4-7: - RESTRAINT OF ANIMALS REQUIRED:**

- (A) All animals except cats shall be kept under restraint.
- (B) It shall be unlawful for any animal, even though on leash, to be or enter upon any public hall, restaurant, confectionery shop, coffee shop, ice cream or soft drink establishment, office, store, grocery, meat market, bakery or any store or shop for the sale of food, except any shop for the sale of animal pets, anywhere within the City during the time that any of such places or establishments are open for use by the public or persons entitled to use the same.
- (C) It shall be unlawful for any dog or cat, even though on leash, to go or be upon any school premises or public bathing beach within the City or upon a path or sidewalk extending through or within any school premises or public bathing beach within the City. The foregoing shall not apply to any City-designated dog beach, as per Section 7-11-8 of this Code, as amended.
- (D) It shall be unlawful for any dog or cat, unless on leash, to go or be upon any public playground or public park within the City or upon a path or sidewalk through or within any public park or playground within the City.
- (E) The provisions of this section shall not apply to dogs leading blind persons.

*(Ord. 43-0-74; Ord. 55-0-80; Ord. 50-0-08)*

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# BOARD WORKSHOP

January 5, 2012

**DATE:** December 27, 2011  
**TO:** Village President and Board of Trustees  
**FROM:** Ronald A. Moser, Village Manager  
Howard A. Killian, Director of Public Works   
**SUBJECT:** Resident Sanitary Sewer Line Responsibility Options

There has been some discussion over the past several years regarding the responsibility of the maintenance of private sanitary sewer service lines in the right of way. This memo will outline the current code, policy, and options the Board may wish to consider.

Current Village Code:

Sec 106-162. Cost Borne by Owner:

- d) Sewer service lines. It shall be the responsibility of the property owners to maintain all sewer service lines up to and including the post of connection at the public sewer main.
- e) Village contribution to owner's cost. Upon completion and approval of repairs to a sanitary sewer service line to a detached or attached single-family or two-family dwelling unit by a property owner, the village shall restore the street pavement, curb and gutter, sidewalk, driveway aprons, and grass within the village's right-of-way. The scope of the restoration to be performed by the village shall be approved in writing by the village engineer prior to the repair of the sanitary sewer service line. Parkway trees shall be replaced as provided in the urban forestry plan.

We complete annually an average of 20 restorations. Additionally, Public Works will have the parkway tree removed if it causes a safety issue to the contractor making the repair.

The concerns from homeowners are as follows:

1. Roots in line from parkway tree.
2. Sewer lines which go to the far side of the street.

In 2009, the Northwest Municipal Conference conducted a survey in which 13 communities responded. In all but one, the homeowner is responsible for the entire line, up to the main. This is the same as the Village.

Options:

1. Continue with our current policies and code.
2. Take over the responsibility of the sewer lines from the property line to the main. This would cause a large increase in the Water/Sewer budget.
3. Consider a program such as the City of DesPlaines operates. A copy is attached for your review. This could lead to some additional staff time and budget increases.
4. Consider offering to residents a program such as the National League of Cities Service Line Warranty Program. A copy of this programs information is attached, along with comments collected from the three communities in Illinois which currently participate.

Staff's recommendation is to keep the current codes and policies, and to allow the National League of Cities to offer the program to the residents.

ck

## UNDERSTANDING YOUR HOME'S SANITARY SEWER

The City of Des Plaines regularly receives calls from residents about sanitary sewer back-ups during dry weather. Most of the time, roots in the sewer service line are the cause of the back-ups. Roots from trees and large shrubs seek moisture wherever it is available. If the sewer service lines from your home are cracked or the joints are not tight, nutrient-rich vapor escapes and the roots follow this to find their way into the sewer lines.

Sanitary sewer service lines from the home, up to and including the connection to the City's sanitary or combined sewer, are the homeowner's responsibility. Keep in mind that the city's sanitary or combined sewer can actually be located in the street or even in the parkway across the street. The City of Des Plaines does not cut, clean, or televise residential service lines. Therefore, it is important to know what you can do to help prevent backups caused by roots, and if one does occur, what you could do about it.

City of Des Plaines  
1420 Miner Street  
Des Plaines, IL 60016  
(847)391-5300  
[www.desplaines.org](http://www.desplaines.org)

Updated December 2009

## City of Des Plaines

### SANITARY SEWER LATERAL PROGRAM



Martin J. Moylan, Mayor

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# SANITARY SEWER LATERAL PROGRAM PROCEDURE

The City of Des Plaines Sanitary Sewer Lateral Program aims to provide limited financial assistance to residents facing sanitary sewer blockage within qualifying areas. A **sanitary sewer lateral** is the section of the homeowner's sewer line that runs from the house to the **sewer main** in the street, parkway, or easement area. If a homeowner experiences a sanitary sewer back-up, the following steps must be followed in order for any work to be eligible for financial assistance (maximum of 30% reimbursement) by the City, subject to availability of funding.

## STEP 1

Call the Public Works & Engineering Department at (847)391-5464 to inspect the sewer main and confirm that the main is not blocked and causing the back-up. The resident does not need to be present for this inspection. Any blockages discovered in the main will be cleared by the City. Public Works does not inspect/televise homeowner's lateral sewer lines.

## STEP 2

If the main is not causing the back-up, the homeowner will be directed to hire a sewer contractor/plumber to check their individual sewer line. A listing of reasonably-priced sewer contractors is available from the City, by request. If the sewer contractor/plumber

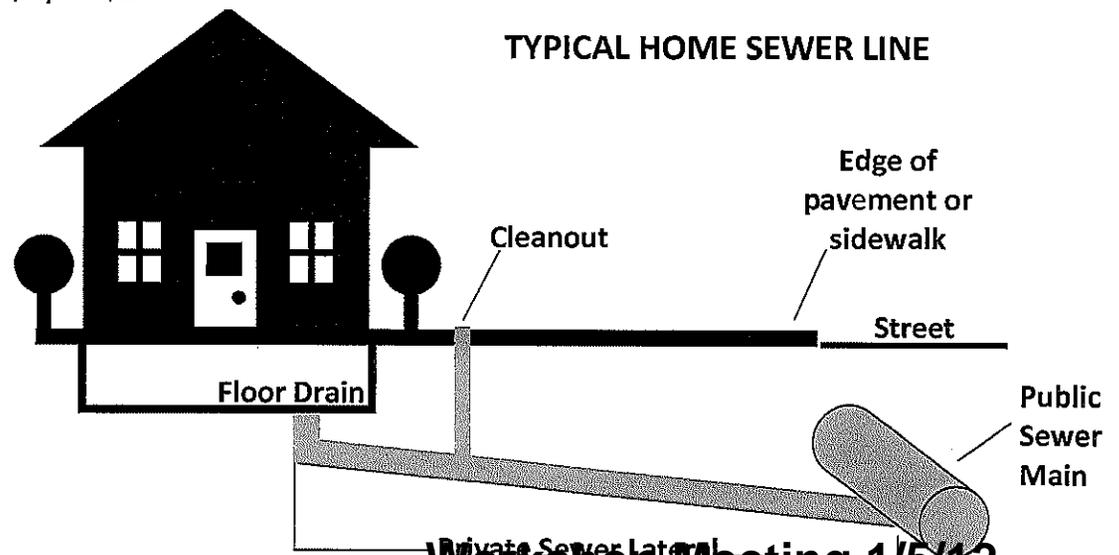
discovers a blockage within the right-of-way, the Plumbing Inspector must be contacted at (847)391-5305 to verify this determination.

If the blockage is within the City's right-of-way or easement and can be cleared, the homeowner will be eligible for a reimbursement of 30% of reasonable rodding costs, up to \$100.

If the blockage cannot be cleared by rodding and the problem is within the right-of-way or easement, the Plumbing Inspector will make the determination to contact a City contractor or authorize the homeowner's plumber to proceed with the repairs at the homeowner's cost. Thirty percent (30%) of the total repair cost can be reimbursed to the homeowner, up to \$2000.

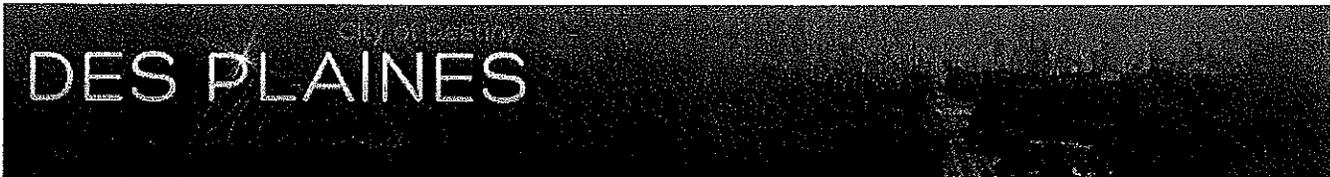
If the blockage is *not* within the right-of-way/easement, the homeowner is responsible for all costs. The homeowner is also responsible for all routine maintenance costs for the section of the sewer lateral *not* within the City's right of way/easement.

Questions regarding the Sanitary Sewer Lateral Procedure should be directed to:  
**Paul Berner, Plumbing Inspector**  
(847)391-5305.



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## Sanitary Sewer Lateral Program Procedure

[Sanitary Sewer Rebate Form](#)

[Sanitary Sewer Lateral Program Brochure](#)



The City of Des Plaines Sanitary Sewer Lateral Program aims to provide limited financial assistance to residents facing sanitary sewer blockage within qualifying areas. A sanitary sewer lateral is the section of the homeowner's sewer line that runs from the house to the sewer main in the street, parkway, or easement area. If a homeowner experiences a sanitary sewer back-up, the following steps must be followed in order for any work to be eligible for financial assistance (maximum of 30% reimbursement) by the City.

### STEP 1

Call the Public Works & Engineering Department at 847-391-5464 to inspect the sewer main and confirm that the main is not blocked and causing the back-up. The resident does not need to be present for this inspection. Any blockages discovered in the main will be cleared by the City. Public Works does not inspect/televise homeowner's lateral sewer lines.

### STEP 2

If the main is not causing the back-up, the homeowner will be directed to hire a sewer contractor/plumber to check their individual sewer line.

A listing of reasonably-priced sewer contractors is available from the City, by request. If the sewer contractor/plumber discovers a blockage within the right-of-way, the Plumbing Inspector must be contacted at 847-391-5305 to verify this determination.

If the blockage is within the City's right-of-way or easement and can be cleared, the homeowner will be eligible for a reimbursement of 30% of reasonable rodding costs, up to \$100.

If the blockage cannot be cleared by rodding and the problem is within the right-of-way or easement, the Plumbing Inspector will make the determination to contact a City contractor or authorize the homeowner's plumber to proceed with the repairs at the homeowner's cost. Thirty percent (30%) of the total repair cost can be reimbursed to the homeowner, up to \$2000.

If the blockage is not within the right-of-way/easement, the homeowner is responsible for all costs. The homeowner is also responsible for all routine maintenance costs for the section of the sewer lateral not within the City's right of way/easement.

Questions regarding the Sanitary Sewer Lateral Procedure should be directed to: Paul Berner, Plumbing Inspector 847-391-5305.



**City of Des Plaines**  
1420 Miner Street  
Des Plaines, IL 60016  
Phone: 847-391-5300  
8:00 am - 5:00 pm Monday - Friday

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DO NOT WRITE BELOW THIS LINE – OFFICE USE ONLY

SANITARY SEWER REBATE #: \_\_\_\_\_

**ITEM CHECKLIST**

APPLICATION VERIFICATION	DATE	APPROVED BY
Contractor's contract received:	_____	_____
Permit issued (Excavation only):	_____	_____
Work performed to Code:	_____	_____
Contractor invoice received:	_____	_____
Proof of payment to contractor:	_____	_____
Total Resident Cost for <b>Rodding</b> :	\$ _____	
Rebate:	\$ _____ *30% or up to \$100.00	
Total Resident Cost for <b>Construction</b> :	\$ _____	
Rebate:	\$ _____ *30% or up to \$2000.00	
<b>TOTAL REFUND COST:</b>	\$ _____	

WARRANT REGISTER DATE: \_\_\_\_\_ FUND: 5025-920415

MAKE CHECK PAYABLE TO: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Approved by: \_\_\_\_\_  
Signature Date



**City of Des Plaines**  
**Community & Economic Development Department**

1420 Miner Street  
Des Plaines, IL 60016  
Tel: 847-391-5380  
Fax: 847-391-5371

**REQUEST FOR SANITARY SEWER REBATE PROGRAM**

If your house is experiencing a backup of the sanitary sewer service during dry weather, the following procedures should be followed in order to qualify for the above program. Contact Public Works (847) 391-5464 to see that this backup is not being caused by a blockage in the City sewer. If the City sewer is clear and the sewage back up is minor, you should contact several plumbers to get an estimate of sewer service rodding (cleaning) costs. Once you have selected a plumber have him rod the sanitary sewer service. If a blockage presents itself in the City right-of-way, the City's Plumbing inspector should be contacted (847) 391-5305. If the blockage exists on private property (outside of the City right-of-way) and the sewer service needs to be repaired then the homeowner is responsible for all costs of the repair.

For blockages determined to be in the City right- of-way, you can choose to rod the line and if necessary make any repairs with construction. This work is eligible for reimbursement of 30% of rodding costs up to a maximum of \$100.00. If repairs and replacement are required then you are eligible for reimbursement of 30% of construction costs up to a maximum of \$2,000.00. Please ensure that a plumbing permit is obtained and an inspection scheduled to ensure that the work done is in accordance with the city plumbing code. Please contact the City Plumbing Inspector if you have any questions.

Upon final approval by the City, a check totaling 30% of the total applicable project costs and permit/inspection fees, up to a maximum of \$100 for rodding costs or \$2,000 for construction costs will be reimbursed. Please allow up to six weeks to process the payment.

(PLEASE PRINT, ALL LINES MUST BE COMPLETED)

NAME OF APPLICANT: \_\_\_\_\_  
STREET ADDRESS: \_\_\_\_\_  
CITY: \_\_\_\_\_  
PHONE: \_\_\_\_\_  
PROPERTY ADDRESS: \_\_\_\_\_  
PERMIT NUMBER: \_\_\_\_\_

Please attach copies of the following:

- ✓ Contractor's job ticket or contract (showing description of work performed and cost)
- ✓ City Permit or Permit Number of project performed.
- ✓ Proof of payment to Contractor – copy of canceled check(s) OR credit card receipts and stamped "Paid" invoice.

Inspections are Required on all Permits.  
Call the Building & Code Department at  
(847) 391-5382 to set up inspections.

I hereby attest that the attached documents are true copies of the original documents of the project's incurred costs.

\_\_\_\_\_  
Applicants Signature

\_\_\_\_\_  
Date

## UTILITY SERVICE PARTNERS

How long has the company been in business?

The company was originally formed in 1998 within Columbio Energy to provide service line warranties for its utility customers. USP was formed in September 2003 to purchase Columbia Service Partners from Columbia Energy. USP continues to expand the product offerings and grow the business through city and utility partnerships. USP is a proud member of the Better Business Bureau.

## PROGRAM

Is this program available everywhere?

The NLC Service Line Warranty Program will be introduced throughout the contiguous United States in phases over the next 18 months. Please see our National Roll-Out Schedule map for details regarding your state.

How are our citizens notified of the program?

USP mails each resident a campaign letter which outlines the cities' endorsement, followed by a reminder letter two weeks later to ensure the highest response rate. USP only solicits through direct mail — no telemarketing is ever employed. All homeowners will have the option to enroll in the program, regardless of the age of their residence.

What cooperation will be needed from the cities?

USP desires to enter into a co-branded marketing services agreement with each city. The agreement provides for the use of the city name/logo, in conjunction with USP's logo, on marketing materials sent to citizens. The city is endorsing USP as the service provider for the warranty program.

When do you solicit residents?

Through the years, we have found the optimal times to invite citizens to participate are in the Spring and Fall of each year.

Does NLC or USP sell or rent the personal information of residents that enroll in the program?

No. Neither the NLC nor USP will sell or rent the names of prospective customers or participants.

How much does the resident pay for this service?

Each warranty is sold separately and the price range is generally between \$4 and \$5 a month per product.

## BENEFITS

How much will residents save by using the warranty program?

While costs for water line and sewer line repairs can vary, the average cost of repairing a broken water line or sewer line may range from \$1,200 to over \$3,500.

Will this program cost the city any money?

Not a cent. USP pays for all marketing materials and program administration. Furthermore, USP will pay the city a royalty for every resident that participates in the program!

What benefit does the city receive from endorsing these programs?

By endorsing the USP programs, the city is able to reduce resident's frustration over utility line failures by bringing them low-cost service options. 96% of survey respondents say that their image of the city is enhanced because the warranty program is offered as a service by the city. These programs also generate extra revenue for the city through the royalty that is paid by USP to the city. Finally our programs help to stimulate the local economy. USP only uses local contractors to complete the repairs which helps to keep the dollars in the local community.

## RESPONSIBILITIES

Who administers the program?

Utility Service Partners (USP) administers the program and is responsible for all aspects of the program including marketing, billing, customer service, and performing all repairs to local code.

What are the city's responsibilities?

We ask each city to work with USP to provide the following; 1) a copy of the city seal, if available, for the solicitation letterhead 2) the city's return address for outer envelope (this ensures a high "open-rate") 3) the name, title and signature sample of the designated solicitation signor and 4) the appropriate zip codes of the city to allow USP to purchase a mailing list of the residents.

Why does the city have to provide a city seal, address and signature?

We have found that while the letter is written in such a manner as to leave no doubt that it is a USP program (the USP logo is on the enrollment form), the city address drives a very high "open-rate" and the city seal and signature lend credibility to the offer, thus driving a much higher enrollment rate.

Will we get a lot of calls from citizens when they get the letter?

A press release provided by USP and issued prior to the first mailing will help alleviate citizen concerns, which should result in nominal calls to city hall.

## PRODUCTS

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How will citizens know what is covered?

All customers receive a set of terms and conditions upon enrollment in a utility warranty program. They have 30 days from the date of enrollment to cancel and receive a full refund.

What items are included as part of the water line warranty?

The external water warranty covers the underground service line from the point of connection to the city main line to the water meter. It also covers the underground service line between the water meter and the exterior foundation of the home. If any part of the line is broken and leaking, USP will repair or replace the line in order to restore the service. Coverage caps listed in the terms & conditions are per occurrence as follows:

\$4,000 plus an additional \$500 for public sidewalk cutting, if necessary

What items are included as part of the sewer line warranty?

The external sewer line warranty covers the underground service line from the point of connection to the city main line to the point of entry to the home. If any part of the line is broken and leaking, USP will repair or replace the line in order to restore the service. Coverage caps listed in the terms & conditions are per occurrence as follows:

\$4,000 plus an additional \$4,000 for public street cutting, if necessary

The Coverage Cap looks adequate but is there an annual or lifetime restriction on how much you will pay to repair?

No. Unlike some other warranties available, we provide you with the full coverage per incident. We will pay up to your coverage amount each and every time you need us. We do not deduct prior repair expense from your coverage cap or limit the amount we will pay annually.

Doesn't Homeowner's Insurance cover this type of repair?

Typically, no. Most homeowner policies will pay to repair the damage created by failed utility lines but they generally do not pay to repair the actual broken pipes or lines. We encourage you to call your insurance company to determine your actual coverage.

Is soil movement due to ground shifting covered?

Yes, ground shifting is one of the major causes for water line breaks. If the line is broken and leaking, the repair is covered under the warranty.

Who replaces landscaping if damaged?

USP will provide basic restoration to the site. This includes filling in the holes, mounding the trench (to allow for settling) and raking and seeding the affected area. Restoration does not include replacing trees or shrubs or repairing private paved/concrete surfaces. This is outlined in the terms & conditions sent to the customer.

What building codes will you adhere to?

If the line is broken and leaking, USP will repair or replace the leaking portion of the line according to the current code. However, USP is not responsible for bringing working lines up to code that are not in need of repair.

## CUSTOMER SERVICE

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Will a citizen have a long hold time when reporting a claim?

No. Repair calls receive the highest priority and are answered 24/7. Repair calls are connected to a live agent through a voice recognition unit (VRU).

Will the customer always get a live operator when they call?

Yes. Customers are directed to select to speak with either a service or claims agent and will then be directed to a live Agent.

What is the claims process?

Program participants call a toll-free USP number to file a claim. USP selects the contractor, who is required to contact the customer within one hour of receiving the job to schedule a time to begin the repairs. Typically, repairs are completed within 24 hours. Emergencies receive priority handling.

## CONTRACTORS

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Who performs the repair work?

USP retains *local*, professional plumbers to perform all the service line repair work.

How selective are you when choosing contractors to conduct repairs?

USP only selects contractors who share our commitment to excellence in customer service. Scorecards are maintained for each contractor, tracking the customer satisfaction rating for work performed. Customer feedback is shared with our contractors and any contractor with a low customer satisfaction rating is removed from the network.

## NLC Service Line Warranty Program

### Franklin Park

Found this to be the best program out there. Covers rodding. No problems so far. Will get back to me with number that have used it.

### Quincy

Found to be best program out there. They have nothing to do with running of program. NLC sent letters to residents and all dealings are done directly through NLC.

### Orland Hills

Program has been in place approximately 1-1/2 years. 13 – 14% of the homes signed up for it. NLC submitted letter to person in charge of program and he made changes to fit town. Letter went out under his signature so the residents knew the Village was in approval of the program. NLC did all the mailings and also deal directly with the homeowner. Have had 3 or 4 use the service, and all have been pleased. Also, Orland Hills asked that local plumbers be used. They gave NLC a list of plumbers to contact and they set it up so those plumbers would be called to do the work.