

SANITARY SEWER SERVICE LINE WARRANTY PROGRAM

Utility Service Partners, Inc. (USP)/Service Line Warranties of America (SLWA) is a private company that provides **optional** sewer service line warranties to homeowners for the portion of their sewer line that is the responsibility of the homeowner (see [public versus private boundary](#)), and cannot be repaired by City crews if they break or fail. The City is working with SLWA to make homeowners aware of the responsibility they have for sewer lines on their property, as well as to provide a discount on the warranty program during the promotional period. This is an **optional** and **voluntary** program for homeowners in the City of Madison.

This is **NOT** a City program, but rather SLWA is a program partner. As such, SLWA is solely responsible for the administration and service of the warranty programs. Please visit the SLWA website, www.SLWofA.com, or call 1-855-261-9830 (toll free) to sign up or get more details about the program. The City and SLWA have also provided a document of [Frequently Asked Questions](#) about the program.

Governments, multiple state municipal leagues, and over 175 municipalities are program partners with SLWA. SLWA has been a member of the Better Business Bureau since 2003 and has an A+ rating. SLWA is also approved to operate in Wisconsin by the Office of Insurance Commissioner.

