



MEMO / NOTE DE SERVICE

To / Destinataire Mayor and Council

From / Expéditeur General Manager, Infrastructure and Water Services

Subject / Objet Service Line Warranties of Canada – Agreement Termination Date: December 9, 2024

The purpose of this memorandum is to provide an update to the Mayor and Members of Council concerning the status of the Agreement between the City and Service Line Warranties of Canada (SLWC). This update follows the discussion about the potential termination of the agreement for convenience. [Council approved a motion](#) on October 25, 2023 which directed staff to renegotiate the agreement to prohibit further direct mail to residents and to improve communications around this agreement. Staff also received a direction to advise Council prior to the launch of any advertising and to complete a customer service evaluation on an annual basis.

In 2020, the City of Ottawa entered into an Agreement with SLWC to provide optional protection plans for homeowners, covering repair and replacements costs for their private water and sewer services. This initiative aimed to address the lack of available warranty programs and enhance homeowner awareness of their responsibilities for these services. The Agreement was then extended in 2022 until September 2027.

Since entering into the 2020 Agreement with SLWC and the extension in 2022, there has been significant growth in the warranty services and insurance industry, offering homeowners a diverse range of options to assist with the costs associated with the repair and replacement of the private portion of water and sewer services. Consequently, staff are executing the clause in the Agreement to terminate with written notice of 30 calendar days. SLWC have been provided with written notice today.

However, with no agreement in place, SLWC may communicate directly with residents without input from the City. It is important to note that the use of the City logo or corporate endorsement by SLWC will no longer be authorized.

Termination of the Agreement is not to be construed as a reflection of the services offered by SLWC. Termination of the Agreement will not impact existing policies, as the policy contracts remain solely between the resident and SLWC, meaning residents can continue to rely on the terms and conditions of their contract. Residents should direct any questions regarding terms and conditions, enrollment, billing, or payment to SLWC.

Staff will release a public service announcement with this information and will update information on the City's website as well as through 3-1-1. Residents are encouraged to visit Ottawa.ca for

more information regarding the [termination](#) of the Agreement between the City and SLWC. Additionally, we recommend residents review the updated [information](#) regarding their responsibilities and options as homeowners concerning their portion of water service and sewer/septic lines.

Respectfully,

A handwritten signature in black ink that reads "Tammy Rose". The signature is fluid and cursive, with the first name "Tammy" and the last name "Rose" clearly distinguishable.

Tammy Rose
General Manager
Infrastructure and Water Services Department

cc. Senior Leadership Team
Infrastructure and Water Services Leadership Team
Director, Public Information and Media Relations