



Save money, save time
and enjoy peace of mind
when you are prepared
with LineCare Plus!



Are you prepared for a water or sewer line emergency?

No one likes being caught off guard, especially when it means paying more than you need to for unexpected repairs. That's why I urge you to take a moment to learn about LineCare PlusSM, a water and sewer line protection program being offered through our subsidiary, Utility Service Affiliates, Inc., that could save you thousands of dollars, headaches and worries.

As a homeowner, you own the water and sewer line that runs from the street, on your property line, into your home. Should there be a leak on your water line or a blockage on your sewer line, it's your responsibility to pay for those repairs. That can wreak havoc on your wallet because a typical water line replacement can range from \$2,000 to \$5,000 or higher and sewer repairs can cost even more. And don't forget about the frustration and time spent finding qualified help to quickly locate the problem, excavate the site, repair, replace or unclog the line, and restore the property. With LineCare PlusSM, proven and reliable professionals handle all repairs promptly, neatly and completely. Plus, we use state-of-the-art water line routing technology that enables our crews to hone in on the exact location of the leaking line...often without digging up your entire lawn.

Water and sewer line breaks happen frequently and are not covered by most homeowner policies.

You might be surprised to learn that most homeowner policies don't cover water line breaks or clogs on your sewer line. That's why we began offering the LineCareSM Water Line Maintenance Plan, and LineCareSM Sewer Line Maintenance, collectively known as "LineCare PlusSM", as a service to our customers. LineCare Plus provides complete coverage for your water and sewer service line **for up to \$20,000**.

Middlesex Water has provided quality water service to customers for over a century and is committed to serving you – 24 hours a day, seven days a week. As a LineCare Plus customer, should your water or sewer line leak or break, it's our problem not yours. In short, **LineCare Plus provides reliable and practical protection for your water and sewer service line for about \$13 per month** (plus applicable sales tax).

The LineCare Plus Plan Includes:

- Emergency service representatives on call around the clock.
- Licensed professionals who will handle repairs quickly and completely.
- Annual savings of up to \$20,000 in unexpected repairs.
(Up to two service calls per year for individual water or sewer plans, or up to four service calls per year for LineCare Plus.)
- No negotiating with contractors or plumbers. PLUS...No Deductible!
- Registration is easy and affordable!



Don't delay. Learn more about our water and sewer maintenance plan terms and conditions on the back of this letter and keep this letter for future reference. Call us **TOLL-FREE at 800-729-4030 with questions**, or return your completed application to LineCare Program, 1500 Ronson Road, Iselin, NJ 08830. **You have the option to choose either Water Line protection only, Sewer Line protection only, or both under LineCare Plus.** No one should have to deal with the aggravation, expense and mess of water and sewer line repairs. And now you don't have to! Enjoy peace of mind and take the stress and worry out of water and sewer line emergencies.

Sincerely,

A handwritten signature in cursive that reads 'Dennis W. Doll'.

Dennis W. Doll
President, Middlesex Water Company



ON-LINE SERVICE APPLICATION

Be Prepared in a Water and/or Sewer Emergency!

APPLY TODAY!

- YES, I WANT TO PROTECT BOTH MY WATER AND SEWER LINE ANNUALLY UNDER LINECARE PLUS AND ENJOY BIG SAVINGS ON BOTH WATER AND SEWER FOR \$156.00 + NJ STATE SALES TAX.**
- YES, I WANT ANNUAL WATER LINE PROTECTION ONLY FOR \$60.00 + NJSTATE SALES TAX.**
- YES, I WANT ANNUAL SEWER LINE PROTECTION ONLY FOR \$120.00 + NJ STATE SALES TAX.**

By signing this application, I agree to all terms and conditions of the LineCare Plan as described on page 3. Upon receipt of your application, USA reserves the right to conduct an inspection of your water and/or sewer line. After the inspection is complete, you will receive an acknowledgment letter indicating whether your application has been accepted or denied.

Signature: _____

Phone No.: _____

Address: _____

Please check: Single Family Multi-family Unit # _____

Email Address: _____

PAYMENT OPTIONS

- I PREFER TO PAY MY ANNUAL LINECARE FEE BY CHECK. I HAVE ENCLOSED A CHECK OR MONEY ORDER MADE PAYABLE TO UTILITY SERVICE AFFILIATES, INC. IN THE ENCLOSED POSTAGE PAID ENVELOPE.
- I PREFER TO PAY FOR LINECARE CHARGE/S ON MY MIDDLESEX WATER ACCOUNT. PLEASE BILL MY MIDDLESEX WATER ACCOUNT QUARTERLY.
- I PREFER TO PAY FOR LINECARE BY: VISA® MASTERCARD®

CARD # _____ - _____ - _____ - _____

EXP. DATE _____

PRINT NAME AS IT APPEARS ON CARD _____

DATE _____

KEY TERMS AND CONDITIONS OF YOUR LINECARE PROTECTION PLAN

The LineCare Protection Plan is being offered by Utility Service Affiliates, Inc. ("USA" or the "Company"), a subsidiary of Middlesex Water Company ("Middlesex"). This agreement is between USA and You, a subscriber in (the "Plan.")

COVERAGE

The LineCare Water Line Protection Plan covers all parts, material and labor required to repair or replace a leaking water service line and customer shut off valve (i.e. first inside shut off valve) for up to \$5,000 per occurrence or up to two service calls per year for a total of up to \$10,000 annual coverage per covered plan.

The LineCare Sewer Line Protection Plan covers the repair of a leaking sewer lateral or the removal of sewer blockages that occur in the sewer lateral that runs from the building foundation, to the beginning of your sewer utility's responsibility for up to \$5,000 per occurrence or up to two service calls per year for a total of up to \$10,000 annual coverage per covered plan.

Under both Plans, USA or its agents will determine whether to repair or replace any covered parts. Repair or replacement includes excavation, as required, in the area of repair or replacement. USA reserves the right to choose the materials and/or parts to be utilized; however, all such materials and/or parts, and all work performed, will comply with all relevant and applicable laws, regulations, codes and standards. Under both plans, coverage also includes the cost of the restoration of sidewalks, asphalt driveways and grass in areas disturbed by excavation. Lawn restoration consists of top soil and seed only and is limited to only the area disturbed in the repair or replacement process. Restoration costs are included in the \$5000.00 coverage limit per occurrence,

Water Line Protection Service Calls – The Company will dispatch an authorized service representative to investigate your water service call. If the repair is determined to be covered by the Plan, the water service call will be paid by the Plan. If the repair is not covered by the Plan, the customer will be responsible for paying the plumber directly and for all related uncovered repair costs.

Sewer Line Protection Service Calls – The Company will dispatch an authorized service representative to investigate your sewer service call. Service call fees are assessed per visit. If the repair is determined to be covered by the Plan, the sewer service call will be paid by the Plan. If the repair is not covered by the Plan, the customer will be responsible for paying the plumber directly and for all related uncovered repair costs.

EXCLUSIONS

Coverage under the Water Line Protection Plan is limited to the water service line from the limit of the utility's responsibility up to and including the customer's shut-off valve. Coverage under the Sewer Line Protection Plan is limited to the service line from the limit of the utility's responsibility up to the foundation of the home. Coverage does not include any parts not specifically identified as covered. Items such as pressure-reducing valves, booster pumps, lawn and/or fire sprinkler systems, meter pits, septic systems, private well lines and ejection pump lines, landscaping (trees, shrubbery) decorative stones and sidewalk and driveway paving stones are not included in Plan coverage. USA will replant existing trees and shrubbery disturbed in the repair or restoration process but will not replace such landscaping. The Water Line Protection Plan will cover the water service line from the street into your house up to the shut off valve, but not beyond. The Plan does not cover the repair and replacement of any finished or unfinished walls or surfaces which must be removed or opened in order to access and repair the water service line inside the premises.

The Plan does not cover the restoration of tiled, Linoleum, carpeted or hardwood floors where the service line repair operations may damage the floor in houses that sit on concrete slabs. Extent of restoration on concrete slabs will be limited to the 4' x 4' area needed to repair or replace the incoming water service.

The above plans do not cover pre-existing damages or conditions (including low pressure or flow-related conditions), relocation or alteration of existing water service lines and/or replacement of parts damaged directly or indirectly as a result of You or any other party working or excavating on your property or in the vicinity of the water or sewer service line or its associated parts. The above plans do not cover damages caused by earthquake, hurricane, landslide, natural disaster, civil disobedience, riot or war. The above plans do not cover improperly installed pipes and appurtenances.

The Water Line Protection Plan does not cover curb or valve box maintenance or repair. The LineCare Sewer Protection Plan does not cover the repair or maintenance of external sewer line clean outs.

ELIGIBILITY

To be eligible for coverage under the respective Plans, you must own the water service line (and associated parts) and/or the sewer line which serves a residential dwelling and these lines must meet certain inspection criteria.

The water service line must be a standard line that is no greater than 1-1/2 inches in diameter. The sewer line must be a standard line that is no greater than 6 inches 1in diameter and both lines must conform to applicable plumbing codes. USA reserves the right to perform an inspection of your water and/or sewer line and to deny Plan coverage for any reason.

Separate Plan coverage is required for each additional service connection and/or service line at a premise. Plans are not transferable. The above plans are not available in all areas.

BEGINNING OF COVERAGE AND BILLING

Once we receive your application and preferred payment method, we reserve the right to make an on-site inspection of your water and/or sewer line and associated parts to ensure that they are in proper operating condition before accepting any responsibility under the Plan you will receive an acceptance or denial letter indicating whether your application has been accepted or denied and an accompanying explanation. Letters of acceptance will indicate the start and end date of plan coverage. The initial term of service shall be one year from the start date. After the first year, and for each subsequent year, the Plan will be automatically renewed annually unless terminated by you or the Company.

DENIAL OF PLAN PARTICIPATION

USA reserves the right (based on inspection, pre-existing conditions and/or other conditional criteria) to accept or deny your application in the LineCare or LineCare Plus plan. If your application has been denied, you will receive an acknowledgment letter indicating the reason/s for denial. If your application has not been formally accepted and acknowledged within 90 days of registration, you should consider your application for participation in the LineCare and LineCare Plus program to have been denied.

CANCELLATION/TERMINATION

You may cancel the Plan at any time by notifying USA, in writing, at 1500 Ronson Road, Iselin, New Jersey 08830. Coverage will continue until the end of the period for which you have paid. There will be no refund for payments made under the Plan.

The Company may also terminate the Plan for non-payment of the fee and reserves the right to terminate the plan agreement if USA determines that:

- 1) The water or sewer line or its associated parts do not conform to applicable plumbing codes;
- 2) There are unsafe working conditions at the site;
- 3) The property owner does not allow or permit the servicing or replacement of any parts necessary to maintain the parts covered.

LIMITATIONS

USA will not be liable for any incidental or consequential damages, including, but not limited to water damage caused by leaks. USA will not be liable for any damages caused to you or your property unless such damage is the direct result of negligence of USA or its agents.

USA or its authorized contractor must perform all work in relation to the above Plans and will not pay for any labor or parts costs for the repair or replacement of any covered items performed by any unauthorized parties.

REPORTING A LEAK OR BREAK ON YOUR WATER AND/OR SEWER LINE

Depending on which plan you choose, if you suspect a leak or break to your water service line, and/or a leak, break or blockage on your sewer line, call the toll-free number (800) 729-4030 to report the problem. USA will have a representative contact you to investigate the source of the problem and begin the repairs normally within 24 hours of your initial call. However, USA will not be responsible for delays beyond its reasonable control.

CHANGES IN MONTHLY CHARGES, TERMS AND CONDITIONS

The charges for the above Plans, and any other terms and conditions applicable, may be changed by USA at any time upon at least 30 days prior written notice (which may be in the form of a bill insert or other written notification). The payment of applicable charges by the customers, or a request for service under the Plan, after receiving such notice of a change in the charges or other terms and conditions will be deemed to be assent by the customer to the changes(s) in the charges, terms or conditions. If You do not wish to continue with the Plan under such revised charges, terms or conditions, You may simply terminate participation under the Plan at any time upon written notice to USA.

LIMITATION OF LIABILITY

The liability, if any, of USA, its affiliated companies, their employees, agents and contractors to the customer or to any other person for damages resulting from the provision of or failure to provide service under the Plan, or from any fault, failure, defect or deficiency in any service, labor, material, work or product furnished in connection with the Plan, shall be limited to an annual amount not to exceed \$10,000 and, in the event you choose both water and sewer line protection, the amount shall not exceed \$20,000. In no event, however, shall USA, its affiliate companies, their employees, agents and contractors have any liability for special, indirect, incidental or consequential damages resulting from the provision of or failure to provide service under this Plan, or from any fault, failure, defect or deficiency in any service, labor, material, work or product furnished in connection with the Plan. These limitations of and exclusions from liability shall apply regardless of whether a claim or remedy is sought in contract, tort (including negligence and strict liability) or otherwise.

The Plan is not an insurance contract or policy. Depending upon your chosen coverage, the Plan provides for the repair of leaks/breaks to your customer-owned water line and/or sewer line due to normal wear and tear. This contract constitutes the entire agreement between Utility Service Affiliates, Inc. and You, and there are no other promises or conditions in any other agreement whether written or oral.

Utility Service Affiliates, Inc.
LineCare Program
1500 Ronson Road
Iselin, New Jersey 08830
(800) 729-4030