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Spartanburg Water Announces Partnership with Homeowner Education and Protection Program

SPARTANBURG, SC – Spartanburg Water has partnered with Service Line Warranties of America (SLWA), an independent company, to educate homeowners about their service line responsibilities and introduce optional protection plans for the water and sewer lines that connect their homes to utility systems and interior plumbing and drains.

Many homeowners do not know that repairs to the service lines on their property are their responsibility. In the event of a service line emergency, the homeowner is responsible for sourcing a contractor and covering the associated repair costs. As homes and infrastructure age, repair plans from SLWA provide an optional solution for residents to prepare for such an occurrence.

“Service plans from SLWA not only help cover the cost of the repair; they also provide homeowners with reputable, local contractors who will do the best possible job,” said Tom Rusin, CEO of SLWA’s parent company HomeServe. “We’re pleased to be working with Spartanburg Water and look forward to the opportunity to provide area homeowners with the assistance they need when faced with a home repair emergency.”

The program offered through SLWA is completely voluntary for homeowners, and is provided at no cost to Spartanburg Water. No public funds are used to administer the program, and there is no change in utility service for homeowners who decline to enroll.

SLWA facilitates repairs needed for utility pipes on a homeowner’s property and interior plumbing and drains, which are not covered by Spartanburg Water and are often excluded from basic homeowners’ insurance policies for normal wear-and-tear. Once the covered repair is completed, SLWA pays the contractor directly up to the benefit amount.



Homeowners with a plan who have a service line issue can call the SLWA 24-hour hotline to schedule a repair. SLWA will then dispatch to the home a local, reliable contractor. The plans feature no service fees or deductibles on covered repairs, and the repair work is guaranteed for one year.

For more information, please contact SLWA at 866-922-9006 or visit slwfa.com.

ABOUT SPARTANBURG WATER: Spartanburg Water, an industry leading utility, is comprised of Spartanburg Water System and Spartanburg Sanitary Sewer District. It serves a population of more than 200,000 within Spartanburg County, as well as others in parts of Greenville, Union and Cherokee counties. With the help of its dedicated team of almost 300 employees, each day it produces an average of 25 million gallons of drinking water and cleans 12 million gallons of reclaimed water for its customers and community. For more information on Spartanburg Water's water quality efforts, visit us at spartanburgwater.org.

ABOUT SLWA

Service Line Warranties of America (SLWA) is part of HomeServe, a leading provider of home repair solutions serving over 4.6 million homeowners across North America since 2003. SLWA specializes in utility line protection plans provided through more than 1,350 leading city, municipal and utility partners across North America.

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