



*Building Peace of Mind, One Community at a Time*



## City of Toronto, Environmental and Infrastructure Committee

### Presentation

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**Service Line Warranties of Canada**





# OVERVIEW

*Building Peace of Mind, One Community at a Time*



- Partnerships with over 900 municipalities/utilities
- Over four million North American homeowners enrolled
- \$454 million in customer repair cost saved over the last 3 years
- No cost to the City of Toronto
- Revenue component available for the municipality
- Repairs are done using local, licensed bonded and insured contractors





# PARTNERSHIPS

*Building Peace of Mind, One Community at a Time*



- 64 Municipal partners in Ontario, including the cities of Ottawa, Windsor, Hamilton, Region of Peel and Utilities Kingston
- Corporate Partner with the Association of Municipalities of Ontario and the Federation of Canadian Municipalities
- Won interlocal RFP issued by City of Hamilton in 2014





# FULLY INDEMNIFIED

*Building Peace of Mind, One Community at a Time*



- 98% Customer Satisfaction Rates in other cities
- Optional for homeowners for a low monthly fee
- All marketing, enrollment, billing and claims administered by SLWC
- City only agreeing to a co-branded marketing agreement
- A+ rating with the Better Business Bureau
- Provides piece of mind to your constituents

