

of Florida

ORLANDO UTILITIES COMMISSION IN-HOME  
PLUMBING PROTECTION PROGRAM TERMS AND  
CONDITIONS

**1. What Is This Agreement?**

This is an Agreement ("Agreement") between American Water Resources of Florida, Inc. ("AWRF") and the person named in the confirmation letter ("Confirmation Letter") that came with this Agreement ("You" or "Your"). It requires AWRF to pay for certain repairs to the property named in the Confirmation Letter ("Your Home"). It is not an insurance contract. Please read it and keep it. AWRF's obligations under this Agreement are backed by the full faith and credit of AWRF.

**Certain repairs and events are not covered by this Agreement. Please refer to the exclusions listed in Section 7 of this Agreement.**

**SECTION 26 OF THIS AGREEMENT REQUIRES THAT DISPUTES BE RESOLVED INDIVIDUALLY IN ARBITRATION OR SMALL CLAIMS COURT. IN ARBITRATION, THERE IS NO JUDGE OR JURY AND THERE IS LESS DISCOVERY AND APPELLATE REVIEW THAN IN COURT.**

**2. When Does Your Protection Start?**

AWRF will pay for covered repairs on or after the effective date stated in the Confirmation Letter ("Effective Date"), which will be thirty (30) days after AWRF processes Your enrollment ("Enrollment Date"). If You do not cancel this Agreement before the Effective Date, You will have accepted its terms and conditions.

**3. When Does Your Protection Stop?**

AWRF will not pay for any repairs if You or AWRF have cancelled this Agreement. The initial term of the Agreement is one year (365 days) from the Enrollment Date. The Agreement will automatically renew at the end of the current term for an additional one year period unless You or AWRF have cancelled this Agreement.

**4. What Homes Are Protected?**

AWRF will only pay for repairs under this Agreement if:

- **You own Your Home; and**
- **Your Home is occupied; and**
- **Your Home is used for residential purposes only; and**
- **You are responsible for maintaining Your Home's Supply System and Drainage System; and**
- **You are not 30 days or more past due on any amount owed to AWRF or its independent contractors.**

If at any time You are not eligible for protection, AWRF will not pay for any repairs under this Agreement. If You have another service or insurance contract that gives You the same benefits as this Agreement, You may cancel this Agreement.

**5. What Lines or Systems Are Protected?**

**A. Your "Supply System"**

Your Supply System is Your permanent internal pipes from the outlet side of Your water meter (if Your water meter is inside Your Home) or the main shut-off valve inside Your Home (if Your water meter is outside Your Home) to the shut-off valve at each fixture and appliance inside Your Home. It does not include Your Home's fixtures or appliances.

**B. Your "Drainage System"**

Your Drainage System is Your permanent internal drains and pipes from Your Home's fixtures or appliances to the point where they exit Your Home. It does not include Your Home's fixtures or appliances.

**6. What Repairs Are Covered?**

Subject to the terms and conditions of this Agreement, AWRF will pay to repair (A) leaks or breaks to Your Supply System; and/or (B) clogs or blockages to Your Drainage System if they: (1) occurred on or after the Effective Date; and (2) resulted from normal wear and usage.

**7. What Repairs Are Not Covered?**

AWRF will **not** pay for any of the following:

- **Repairing anything caused by You or any third parties.**
- **Repairing anything in any home that is unoccupied due to renovation, remediation or construction.**
- **Repairing anything caused by natural acts or disasters, such as earthquakes, floods, landslides, or sinkholes.**
- **Repairing anything caused by defective materials, such as material that has been the subject of a recall or class action litigation (e.g. polybutylene or Kitec plumbing).**
- **Repairing anything caused by improper design or installation of Your Sewer Line.**
- **Repairing any fixtures or appliances, such as toilets, faucets, showerheads, diverters, dispensers or supply tube lines.**
- **Repairing any non-conforming drain line, such as a basement or storm drain system, connected to Your Drainage System.**
- **Repairing any clog or blockage of Your Supply System.**
- **Repairing any leak or break of Your Drainage System if there is no clog or blockage.**
- **Thawing any frozen section of Your Supply System or Drainage System.**
- **Repairing any section of water or wastewater lines that is attached to Your Supply System or Drainage System and owned by a third party.**

- **Repairing any devices connected to Your Supply System or Drainage System, such as backflow preventers, pressure-reducing valves, lift stations, pumps, garbage disposals or grinders.**

- **Costs associated with opening and closing any portion of Your Home's foundation or slab to access any section of Your Supply System or Drainage System.**

- **Repairing any portion of Your Supply System extending outside Your Home, such as lines and pipes to outdoor faucets, sprinkler systems, and pools.**

- **Repairing any portion of Your Drainage System extending outside Your Home.**

- **Repairing anything required by any local, state or federal agency inspection, unless otherwise covered by this Agreement.**

- **Repairing any openings made in walls, ceilings or surfaces inside Your Home for AWRF's independent contractor to access Your Supply System or Drainage System.**

- **Moving any items such as furnishings to access Your Supply System or Drainage System.**

- **Moving any inside meters at the time of repair, unless required by local code.**

- **Moving any working or non-leaking Supply System or working or non-blocked Drainage System lines.**

- **Updating any non-leaking Supply System or any unblocked Drainage System lines to meet code, law or ordinance requirements.**

- **Repairing, replacing or cleaning any portion of Your Home or its contents that are damaged by leaks or breaks to Your Supply System and clogs or blockages of Your Drainage System.**

- **Remediating or cleaning any hazardous substance or pollutant, such as mold or asbestos.**

- **Paying any costs caused by a leak or break in Your Supply System or clog or blockage of Your Drainage System, such as lost water costs, relocation costs, storage costs or temporary residence costs.**

- **Paying any damages caused by a leak or break in Your Supply System or clog or blockage of Your Drainage System, such as lost time, lost use of Your Home or its contents or any damages due to any special circumstances or conditions.**

**8. What Is Your Protection Limit?**

AWRF will pay up to \$1,500 per occurrence to repair Your Supply System or Drainage System.

**9. Can You Exceed Your Protection Limit?**

If repair costs will exceed the applicable protection limit, You will be notified before the work is performed. You will be responsible for any costs in excess of your protection limit.

**10. How Can You Get Service?**

If there is a leak or break to Your Supply System or a clog or blockage of Your Drainage System, You may contact AWRF toll-free at 1-877-320-4624. If You do, AWRF will dispatch an approved independent contractor to Your Home for repairs covered under this Agreement. AWRF's independent contractor will obtain any necessary permits before work begins.

**11. Can AWRF Get A Second Opinion?**

AWRF may get a second opinion from an independent contractor of its choosing. If it does, it will apply the cost of obtaining the second opinion toward Your protection limit.

**12. Can You Hire Your Own Contractor?**

AWRF will not pay any costs incurred, or fix any repairs made, by You or any contractor You hire.

**13. Must You Cooperate With AWRF?**

You must cooperate with AWRF and its independent contractors, for example by: (a) providing additional information or documentation that AWRF may need; and (b) obtaining permission for AWRF's independent contractor to access property You do not own.

**14. Is There A Service Fee?**

There is no service fee applicable for repairs to Your Supply System or Drainage System.

**15. Is There An Annual Fee?**

You must pay AWRF an annual program fee ("Program Fee") for each term of this Agreement. The Program Fee is stated on Your Confirmation Letter and on Your enrollment form(s). AWRF may change the Program Fee as set forth below.

**16. How Are Your Payments Made?**

Your Program Fee will be charged to Your OUC bill in periodic installments. You must pay the periodic installments of Your Program Fee with your OUC bill payments.

**17. When Will AWRF Collect Taxes?**

You must pay all applicable state and local taxes when You pay Your Program Fee.

**18. When Will You Get A Refund?**

You will receive a refund of all Program Fees paid by You if You cancel this Agreement: (a) before the Effective Date; or (b) after the Effective Date **and** prove You were never eligible for protection and never received repair services. If You cancel this Agreement before the Effective Date and AWRF does not issue a refund to You within 30 days of cancellation, an amount equal to 10% of the refund amount will be added to the amount You are owed per month.

**19. Is This The Whole Agreement?**

This Agreement, Your Confirmation Letter and Your enrollment form(s) are the entire agreement between You and AWRF. They supersede and replace any prior agreements and understandings between You and AWRF concerning their subject matter.

**20. Are These Headings Part Of This Agreement?**

The headings are not a part of this Agreement. They are for convenience only.

**21. Can This Agreement Be Severed?**

If a court or agency of competent jurisdiction finds any provision of this Agreement to be unenforceable, the remaining provisions will remain in full force and effect.

**22. Can This Agreement Be Changed?**

You may not change the terms and conditions of this Agreement. AWRF may change the terms and conditions of this Agreement. AWRF will give You written notice of changes in a manner consistent with applicable law, including on Your bill, with Your bill, by mail or by email. If You do not like the changes, You may cancel this Agreement. If you do not cancel this Agreement, the change will become effective 30 days after AWRF sends You notice. The current terms and conditions can be viewed on AWRF's website at [www.AWRUSA.com/OUC](http://www.AWRUSA.com/OUC).

**23. Can This Agreement Be Cancelled?**

You may cancel this Agreement at any time by calling AWRF toll-free at 1-877-320-4624 or by mailing notice to AWRF at 1420 Discovery Parkway, Alton, Illinois 62002. Your cancellation will be effective on the last day of Your current billing period. AWRF may cancel this Agreement: (1) upon 60 days' written notice to You for any reason; or (2) without notice to You if You are ineligible for protection, are 30 days or more past due on any amount owed to AWRF or its independent contractors, or misrepresented any material facts when You entered into or requested service under this Agreement. AWRF's notice of cancellation is effective when sent.

**24. Can This Agreement Be Transferred?**

If You sell Your Home, You may transfer this Agreement to the purchaser of the Home within 15 days of the date of the sale of the Home. To transfer this Agreement, call AWRF toll-free at 1-877-320-4624. Except as set forth above, You may not transfer this Agreement to another home or another person. AWRF may assign this Agreement to a third party.

**25. What Warranties Does AWRF Make?**

AWRF warrants that covered repairs made by its independent contractors will comply with applicable plumbing codes and manufacturer's specifications and be free from defects in material and workmanship for one year from the date of the repair; provided, however, that this warranty does not apply to Drainage System clearings (e.g. snaking a drainage system). The exclusive remedy for this warranty is that AWRF's independent contractors will, at AWRF's option, fix or replace the repair or material. AWRF makes no other express warranties in this Agreement. To the extent permitted by applicable law, AWRF disclaims any implied or statutory warranties other than the implied warranty of good faith and fair dealing. To the extent permitted by applicable law, the duration of any implied or statutory warranty is limited to the duration of this express warranty. These limitations and disclaimers shall survive the cancellation of this Agreement. This limited warranty gives you specific legal rights. You may have other rights that vary from state to state.

**26. How Will Disputes Be Resolved?**

**A. Arbitration.** Any Dispute between You and AWRF shall be resolved by binding arbitration. In arbitration, there is no judge or jury and there is less discovery and appellate review than in court.

**B. Definitions.** This arbitration provision shall be broadly interpreted. "Dispute" means any claim or controversy arising from or relating to Your relationship with AWRF, for example any: (1) claims for relief or theories of liability, whether based in contract, tort, statute or otherwise; (2) claims that arose before this Agreement; and (3) claims that arise after the cancellation or expiration of this Agreement. "Dispute" does not, however, include any issues relating to the scope or validity of this arbitration provision. As used in this arbitration provision, "You" means You and any intended or unintended beneficiaries of this Agreement and "AWRF" means AWRF and any of its predecessors, successors, assigns, parents, subsidiaries, affiliates and independent contractors, and each of their officers, directors, employees and agents.

**C. Right to Sue in Small Claims Court.**

Notwithstanding anything in this arbitration provision to the contrary, either You or AWRF may bring an individual action in small claims court if the amount claimed is within the jurisdiction of that court.

**D. Right to Reject this Arbitration Provision or Changes to this Arbitration Provision.**

Notwithstanding anything in the Agreement to the contrary, You may reject this arbitration provision or future changes to this arbitration provision. To do so, You must send AWRF written notice by certified mail postmarked no later than thirty (30) days after Your first receipt of an arbitration provision (if rejecting the arbitration provision) or notice of the change (if rejecting changes to the arbitration provision) to 1420 Discovery Parkway, Alton, Illinois, 62002, Attention: Legal Department. Your decision will not adversely affect Your relationship with or service from AWRF. If You previously notified AWRF of Your decision, You need not do so again.

**E. Procedures for Arbitration.** This arbitration provision is governed by the Federal Arbitration Act. Arbitrations shall be administered by the American Arbitration Association ("AAA") pursuant to its Commercial Arbitration Rules and Supplementary Procedures for Consumer Related Disputes (collectively the "AAA Rules") as modified by the version of this arbitration provision that is in effect when notice of a Dispute is given. The AAA Rules can be obtained from the AAA by visiting its website (www.adr.org) or calling its toll-free number (1-800-778-7879). If there is a conflict between this arbitration provision and the rest of this Agreement, this arbitration provision will govern. If there is a conflict between this arbitration provision and the AAA Rules, this arbitration provision will govern. If the AAA will not administer an arbitration in accordance with this arbitration provision, You and AWRF will agree on (or if necessary petition a court of appropriate jurisdiction to appoint) an arbitration organization that will do so. Unless You and AWRF agree otherwise, any arbitration hearing will take place in the county where Your Home is located. The arbitrator will issue a reasoned written decision that explains the essential findings and conclusions. The arbitrator's award may be entered in any court of appropriate jurisdiction.

**F. Right to Arbitral Fees and Costs.** If You claim more than \$10,000, the payment of the AAA's fees and costs will be governed by the AAA Rules. If You do not claim more than \$10,000, AWRF will advance or reimburse the AAA's fees and costs. However, if the arbitrator finds that Your Dispute was frivolous or brought for an improper purpose, the payment of the AAA's fees and costs will be governed by the AAA Rules and You will reimburse AWRF for all fees and costs that were Your obligation to pay under the AAA Rules.

**G. Right to Attorneys' Fees and Costs.** You may hire an attorney to represent You. You are responsible for Your attorneys' fees and costs. You may recover them from AWRF to the same extent as in court.

**H. Waiver of Class Actions. YOU AND AWRF WAIVE THE RIGHT TO PROSECUTE OR PARTICIPATE IN A CLASS ACTION, COLLECTIVE ACTION, OR OTHER REPRESENTATIVE ACTION. YOU AND AWRF MAY SEEK RELIEF ONLY ON BEHALF OF THEMSELVES AND ONLY TO THE EXTENT NECESSARY TO REMEDY THEIR INDIVIDUAL CLAIMS.**

**I. Waiver of Jury Trials. WHETHER IN ARBITRATION OR COURT, YOU AND AWRF WAIVE THE RIGHT TO A TRIAL BY JURY TO THE FULLEST EXTENT ALLOWED BY LAW.**

**J. Survival.** This arbitration provision shall survive the cancellation or expiration of the Agreement.

#### **27. What Liability Does AWRF Have?**

To the extent permitted by applicable law, You agree that AWRF, its parents, its successors, its affiliates, its independent contractors, and its and their officers, directors, employees, affiliates, agents and contractors shall not be liable to You or any third party for: (1) any actual losses or direct damages in excess of \$1,000; or (2) any amount of any form of indirect, special, punitive, incidental or consequential losses or damages, including those caused by any fault, failure, delay or defect in providing services under this Agreement. These limitations and waivers shall apply to all claims and all theories of liability and shall survive the cancellation of this Agreement.

#### **28. How Can You Contact AWRF?**

AWRF's goal is to give You the best possible customer service. If You have any questions or complaints, please call AWRF toll-free at 1-877-320-4624, mail AWRF at 1420 Discovery Parkway, Alton, Illinois, 62002, or visit AWRF's website at [www.AWRUSA.com/OC](http://www.AWRUSA.com/OC). Telephone calls may be recorded and/or monitored.

#### **29. Will Your Information Remain Private?**

To the extent permitted by applicable law, AWRF may obtain Your name, address, telephone number and any other pertinent information from Your water utility. AWRF may share it with others in order to provide services under this Agreement.

#### **30. What Law Governs This Agreement?**

The law of the State of Florida shall govern this Agreement and any dispute between You and AWRF. Additional terms and conditions specific to some states are set forth below. If they apply and conflict with the terms and conditions above, the following terms and conditions control.

**NOTICE:** The rate charged for this contract is not regulated by the Florida Office of Insurance Regulation.

**This Agreement may not provide protection free of charge during the period that the Home is listed for sale.**