



210 East Broadway Street
PO Box 165
Eagle Grove, Iowa 50533

Phone (515) 448-4343
Fax (515) 448-3761
eaglegroveiowa.org

To: Eagle Grove Residents

Statement on Service Line Plans

The City of Eagle Grove Utilities receives a number of inquiries throughout the year from residents who have received a mailing regarding their private water and sewer service lines. We want to make sure our customers understand that these mailings come from a private firm **not affiliated in any way with the City of Eagle Grove Utilities**, and the City neither endorses nor discourages the use of any particular provider of service line protection plans.

Here are some things to keep in mind when considering the need for a service line protection plan:

- In Eagle Grove, property owners actually own their water and sewer service lines from the building all the way to the main in the street; and are also responsible for repairing any breaks. This is the practice in nearly all Iowa communities.
- There is no "right" or "wrong" answer on whether a service protection plan makes sense for you. Think about your personal tolerance for risk, and consider whether the cost of the coverage is worth it to you.
- Whether selecting a plumber, an accountant, or a service line protection provider, it is always worthwhile to research the firm to ensure that you are comfortable with their business approach. You may even want to get quotes from more than one company to make sure you're getting a fair deal.
- You may also want to check with your property insurance provider to see if you already have coverage for service lines. Most policies do not include this as a standard type of coverage, but some might.

If you have any questions or concerns, please do not hesitate to give us a call at 515-448-4343