

CONSUMER ALERT

THE OFFICE OF CONSUMER AFFAIRS

County of Summit · The High Point of Ohio



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Akron Residents Mistakenly Receive Letter to Sign Up for Utility Line Warranty

The County of Summit Office of Consumer Affairs would like to announce that it has received dozens of calls from residents in the City of Akron regarding letters from Service Line Warranties of America. Service Line Warranties of America has legitimately contracted with many municipalities throughout the United States in offering insurance on sewer and water lines for homeowners.

The company in this case, inadvertently sent letters to residents of the City of Akron. The company said that these letters were intended to be sent to residents in another city. Akron residents should disregard these letters.

Service Line Warranties of America contracts with city sewer and water departments across the United States, however, the City of Akron has no agreement with this company. "The consumer should always check with the municipality where they reside, whenever they receive such a letter," says Chris Verich, Deputy Director, County of Summit Office of Consumer Affairs.

Some other tips for consumers to consider, in general, when they receive a legitimate offer for a utility line warranty plan:

- Check out the company and its complaint history.
- Do your local utility companies offer a similar service?
- Check with neighbors to see if any of them have had to schedule repairs.
- Ask your utility company what is the age of the lines in your neighborhood and the normal lifespan of such lines?
- What does the warranty cover and more importantly, not cover?
- How long is the coverage good for (start or end)?
- Who do they use to do the repairs and how long will it take?

For more information on utility line warranties or other consumer topics, please contact the Office of Consumer Affairs at 330-643-2879, or visit consumeraffairs.summitoh.net 5/17/17