

How do I enroll?

- A. Call 1-508-775-0063, or
- B. Fill out and return the form below:

1. Fill in Name & Address Information.

Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

Address of Covered Property:

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Plan-holder's mailing address (if different from above)

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

2. Select Payment Option.

- No Payment Now- please bill my payments with my quarterly water bills
- Full Payment- Use a credit card or enclose a check or money order in full amount  
Please make payable to: Hyannis Water System

For current rates, please contact the office or check the Service Fees posted on our website: [www.townofbarnstable.us/watersupply](http://www.townofbarnstable.us/watersupply)

*Important Note-*  
Your cancelled check will be your only receipt, verification of enrollment, and acceptance of the terms of the plan. Please keep the accompanying *The Linebacker*® Plan brochure as your description of plan enrollment. Don't forget to insert your check or money order if paying by those options.

3. Mail or drop off to:  
Hyannis Water System  
P.O. Box 326, 47 Old Yarmouth Road  
Hyannis, MA 02601

*For Office Use Only:*

Service Address \_\_\_\_\_

Town \_\_\_\_\_

Previous Work Order \_\_\_\_\_

Next Bill Date \_\_\_\_\_

Customer Acct # \_\_\_\_\_

Address Book # \_\_\_\_\_

Date \_\_\_\_\_ Check# \_\_\_\_\_

Where can I get more information?

For current rates and more information on the *Linebacker*® Repair Plan, please contact:



Town of Barnstable  
Water Supply Division  
Hyannis Water System  
47 Old Yarmouth Road  
Hyannis, MA 02601-0326  
(508) 775-0063  
[www.town.barnstable.ma.us/watersupply](http://www.town.barnstable.ma.us/watersupply)



Hyannis Water System  
47 Old Yarmouth Road  
Hyannis, MA 02601-0326  
(508) 775-0063

The Linebacker®  
Service Line Repair  
Plan for Residential  
Customers



Without the Linebacker® Repair Plan, any leaks on customer-owned equipment is your responsibility to repair or replace, including locating and scheduling a reliable service contractor

Are you prepared to handle a leak in your water service line?

What you can do. What you can do.

Town of Barnstable, MA

Sources  
<http://www.harriswatermainandsewers.com/news/article/locate-and-repair-a-water-main-leak-or-water-line-break-a-how-to-guide>  
The Linebacker®

**The Service Line Repair Plan  
KEY TERMS AND CONDITIONS**

**THIS PLAN** Includes all parts, material, and labor required to repair or replace leaking water service lines, curb valves and customer shutoff (cellar) valves, located before the water meter; repair or replace non-functioning or damaged curb boxes, curb box covers; for customers who have outside meter pits, includes the repair or replacement of leaking or non-functioning meter pit valves, and non-functioning or damaged meter pits, and meter pit covers. Hyannis Water System or its agent will determine whether to repair or replace any covered parts. Repair or replacement includes excavation, as requires, in the area of repair or replacement. Also includes the cost of water service shutoff/turn on by Hyannis Water System, and the restoration of paving and soil (including filling, loaming and seeding) in areas disturbed by excavation.

**EXCLUSIONS** Does not include repairs or any work specifically and solely for the purpose of increasing water pressure or flow to the premises. Does not include any parts not specifically identified as covered. Items such as pressure reducing valves, booster pumps, stop & waste valves, lawn and/or fire sprinkler systems, etc. are not included in The Plan. Does not cover repair of any leaks inside the premises beyond (downstream) of the customer shutoff (cellar) valve, located before the water meter. Does not cover preexisting damages, new service installations, relocation or alteration of existing water service lines, repairs, and/or replacements parts damaged directly or indirectly as a result of you or any other party working or excavating on your property or in the vicinity of the water service line or its associated parts. Does not cover damages cause by earthquake, hurricane, volcanic eruption, flooding, main break, landslide, natural disaster, civil disobedience, riot, or war. Does not cover improperly installed pipes and appurtenances.

**PLAN ELIGIBILITY** You must own or have a written legal responsibility and authority to provide maintenance for the water service line (and associated parts) to a residential dwelling served by Hyannis Water System. You must own the property traversed by the water service line, or you must show proof of a valid Right of Access that permits access for the repair and/or replacement of the water service line if it crosses any intervening property. Service line can be no greater than two (2) inches in diameter and must conform to the design standards of Hyannis Water System's Rules and Regulations. Hyannis Water System reserves the right to deny plan coverage for any reason.

Separate Plans are required for each additional service connection and/or service line at a premises. Plans are not transferable.

**ENROLLMENT** If you pay by check/money order, your repair plan begins within ten days after your check/money order and enrollment form have been received by the Hyannis Water System and your check has been cleared by your bank. If you elect to have the charges added to your quarterly water bill, your plan begins on the date of the first quarterly bill following your authorization of the plan. Any partial payments towards your water bill will be applied to Linebacker first. Hyannis Water System reserves the right to make an on-site inspection of your service line and associated parts to ensure that they are in proper operating condition before accepting any responsibility under The Plan.

**CANCELLATION/TERMINATION** You may cancel this repair plan at any time by notifying Hyannis Water System in writing or by calling 1-508-775-0063. Customers paying on their quarterly bill are not eligible for any refund upon cancellation.

HYANNIS WATER SYSTEM MAY ALSO TERMINATE THIS REPAIR PLAN FOR NON-PAYMENT OF THE FEE AND RESERVES THE RIGHT TO TERMINATE THIS PLAN IF HYANNIS WATER SYSTEM DETERMINES THAT 1.The service line or its associated parts do not conform to the standards listed in the Rules and Regulations of Hyannis Water System. 2. There are unsafe working conditions at the site that the property owner or person responsible for the service line refuses to correct. 3. The property owner or person responsible for the service line does not allow or permit the servicing or replacement of any parts necessary to maintain, repair, or replace the parts covered.

**LIMITATIONS** Hyannis Water System will not be held liable for any incidental or consequential damages, including water damage caused by leaks. Hyannis Water System will also not be held liable for any damages caused to you or your property unless such damage is the direct result of negligence of Hyannis Water System or its agents.

All work in relation to this repair plan must be performed by Hyannis Water System or our authorized contractor. This Plan will not pay for any labor or parts costs for repair or replacement of any items performed by any unauthorized parties or any water damage caused by leaks.

All repair work completed under this repair plan is guaranteed for a period of one (1) year for failures or defects in material or workmanship.

**RENEWALS** The repair plan will be automatically renewed upon its anniversary date. If you elect to add the charges to your water bill, one-fourth (1/4) of the annual fee for Linebacker will be added to your next quarterly water bill, and all subsequent water bills. Information contained in this brochure is accurate as of 02/18/15. Hyannis Water System reserves the right to change the items covered or price of the plan without prior notice.

Terms and Conditions are Available in Large print upon Request.

The Linebacker® is a registered trademark of  
New England Water Utility Services, Inc.



**Did you know?**

- Each year customers just like you call the Hyannis Water System to report leaking water service lines.
- Many of these callers don't know that they own the water service line from their property line to their house, and are responsible for its repair and maintenance.
- Most homeowner's insurance policies don't cover the cost of repairing or replacing water service lines...and, even if covered, there is usually a large deductible that first has to be paid by the homeowner.
- Locating, scheduling, and overseeing repair contractors can be a problem for homeowners.
- Costs to repair or replace water service lines can be \$2,000 or more.

**What do I do if there is a leak in my water service line?**

- Call Hyannis Water System to shut off your water supply.
- Locate & hire an excavator/contractor to dig up your leaking line.
- Locate and hire a plumber to repair/replace the pipe.
- Repair/replace the defective curb valve or curb box.
- Repair the dug up pavement and your lawn.
- Pay up to \$2,000 or more for this repair work.
- Call Hyannis Water System to turn your water back on.

Or... Because you have *Linebacker®*, make one call... and we take care of everything for you!

**How does water get to my house from the water main?**

- A service line tap is drilled into our water main and connected with "the corporation", an on/off valve.
- This Hyannis Water System-owned service line runs from the tap to the "curb valve" at your property line.
- The curb valve is the on/off valve for your water service.
- The curb box is the cylindrical iron box with a cover that provides access to the curb valve.
- The customer-owned service line runs from the curb valve to your home.
- The customer shut off valve is the main (cellar) valve that shuts off or turns on water into the home. It is located before the water meter.
- The water meter in your cellar, owned by the Hyannis Water System, records the amount of water you use in the home.

