

SLiPP Fact Sheet

SLiPP – Service Line Protection Program

- Financial assistance program to aid eligible residences with water and sewer line repair costs

Eligibility

- Single family/owner-occupied residences, to include homes, duplexes & townhomes, that receive City of Tempe sewer and/or water services

Enrollment

- Began late August 2011
- Enroll online, mail-in, or via phone

Enrollment Fee

- \$12.00

Monthly Fee

- \$12.00/water & sewer coverage
- \$7.00/water only (available only to residences that don't connect with City of Tempe sewer service – e.g., those that have septic systems or connect to sewer service from another municipality)

Fee Payment

- Monthly/enrollment fees included in monthly water utility bill

Program Start Date

- Oct. 1, 2011

Service Call Availability

- For those enrolling prior to Sept. 30, 2011, service call availability begins Nov. 1, 2011
- For those enrolling after Sept. 30, 2011, service call availability begins approximately 20-40 days after enrollment (see Terms & Conditions)

Coverage

- Repair/replacement of sewer and/or water service line (from home to city connection)
- Does not include water/sewer lines inside home or within foundation perimeter
- Does not cover pre-existing conditions, with exception of Orangeburg (bituminous fiber) sewer pipes
- \$5,000 per service line per 12-month period
- If a service is received, subscriber must stay enrolled for 12 months from service provided
- If total repair/replacement costs are greater than \$5,000, homeowner is responsible for any amount over \$5,000

Information/Contact

- www.tempe.gov/slipp
- 480-858-7547 (SLIP)

For specifics, please see the terms and conditions. If there is a conflict between this document and the terms and conditions, the terms and conditions shall control.