



Town of Emmitsburg

Mayor Donald N. Briggs

Board of Commissioners
Timothy O'Donnell, *President*
Clifford Sweeney, *Vice President*
Glenn Blanchard, *Treasurer*
Joseph Ritz III
Elizabeth Buckman

Town Manager
Cathy Willets

Town Clerk
Madeline Shaw

TOWN MEETING AGENDA December 5, 2017 – 7:30 p.m.

- 1. CALL TO ORDER**
- 2. PLEDGE OF ALLEGIANCE**
- 3. FUTURE MEETINGS**

Town Council Meeting: January 8th @ 7:30 p.m.

4. MEETING ITEMS

A. APPROVE MINUTES: NOVEMBER 6, 2017

B. POLICE REPORT

C. TOWN MANAGER'S REPORT

D. TOWN PLANNER'S REPORT

E. COMMISSIONER COMMENTS

F. MAYOR'S COMMENTS

G. PUBLIC COMMENTS

H. ADMINISTRATIVE BUSINESS (DETAILS ATTACHED)

- I. National Interscholastic Cycling Association (NICA) Update.
- II. Premier of Emmitsburg Multi-User Trail Promotional Videos.

I. CONSENT AGENDA: NONE

J. TREASURER REPORT

K. PLANNING COMMISSION REPORT

L. AGENDA ITEMS (DETAILS ATTACHED)

- I. Resolution Adopting the Frederick County Hazard Mitigation Plan.
- II. Update on Lagoon Storage Operations at the Waste Water Treatment Plant.
- III. National League of Cities Service Line Warranty Program for Consideration.

M. SET AGENDA FOR NEXT MEETING: JANUARY 8, 2017

- 5. SIGN APPROVED TEXT AMENDMENTS AND/OR RESOLUTIONS**
- 6. ADJOURN**

A. APPROVE MINUTES: NOVEMBER 6, 2017

**MINUTES
TOWN MEETING
NOVEMBER 6, 2017 – 7:30 P.M.
Emmitsburg Town Office**

Present: Mayor Donald Briggs; Commissioners: Glenn Blanchard, Elizabeth Buckman, Joseph Ritz III, Clifford Sweeney, and Tim O'Donnell, President. **Staff Present:** Cathy Willets, Town Manager; Madeline Shaw, Town Clerk; Amy Naill, Code Enforcement Officer; and Susan Cipperly, Town Planner. **Others Present:** Deputy Ben Whitehouse.

I. Call to Order

Commissioner Tim O'Donnell, President of the Board of Commissioners, called the November 6, 2017 Town Meeting to order at 7:30 p.m. Pledge of Allegiance was recited. Upcoming meetings were announced.

Note: Commissioner Sweeney arrived at 7:39 P.M.

Note: Agenda rearranged in courtesy of guest speaker Dr. Timothy Trainor.

Agenda #1- Guest Speaker: President Timothy Trainor, Mount St. Mary's (MSM) University: Mayor Briggs introduced Dr. Timothy Trainor, President of MSM's University. Dr. Trainor thanked Mayor Briggs for the introduction and reviewed the positive things occurring at Mount St. Mary's. He mentioned some projects he hopes to pursue with the Emmitsburg community to include better offsite student housing, more student volunteer projects, an urgent care medical office, a multi-user trail linking MSM to the Town, and clearer communication with the Town of Emmitsburg. The Board asked Dr. Trainor about the request for proposals (RFPs) for the urgent care facility and if the local medical offices have been considered. The RFPs are still in the early stages and no research has been done yet. The Board thanked Dr. Trainor for MSM's role in the community.

Approval of Minutes

- The Minutes of the October 2, 2017 Town Meeting were approved as presented. Motion by Commissioner Sweeney, second by Commissioner Ritz III. Vote: Motion carries 5-0 in Favor.
- The Minutes of the October 16, 2017 Service Line Warranty Meeting were approved as presented. Motion by Commissioner Buckman, second by Commissioner Sweeney. Vote: Motion carries 5-0 in Favor.

Police Report:

Deputy Whitehouse presented the police report from October 2017 (exhibit attached). Deputy Whitehouse mentioned the deputies have updated their police report format and will continue to tweak it. The stats in the police report were reviewed. There was a damaged stop sign, which the individuals who caused the damage were caught and charged. The Deputies assisted with several events to include Halloween festivities, the Vigilant Hose Open House, and the Red Helmet ride. The majority of traffic warnings were issued at the new right turn-only signs located at the intersection of East Lincoln Avenue and South Seton Avenue. The Deputy explained the new sign appears to be making a difference. The Board requested crash stats for Jamison Avenue onto Main Street.

Town Managers Report:

Cathy Willets, Town Manager, presented the Town Manager's Report from September 2017 (exhibit attached). Ms. Willets mentioned staff had three new street light conduit problems in regards to the State Highway Administration (SHA) sidewalk project within the last month. The emergency warning siren was tested and found to be in good order. Currently Rainbow Lake is 0.1 inch below the spillway. The wells are 11.75 feet below their May 2011 optimal levels. In September 2017 2.05 inches of participation were received. The majority of the water (41.4%) treated was wild water. Town staff recommends reviewing infrastructure updates soon to prevent wild water. There were no spills of untreated sewerage, and the WWTP did not exceed its design in September. The January 2018 Town Meeting will be January 8th due to the holidays. The Board asked if the rainfall was causing increased turbidity. The rain is causing some turbidity, but the algae control system is helping.

Town Planners Report:

Susan Cipperly, Town Planner, presented the Town Planner's Report from September 2017 (exhibit attached). Ms. Cipperly mentioned the SHA projects are ongoing. The Dog Park fence should be installed by mid-November 2017. The Emmitt Garden dead pine trees should be removed soon by Potomac Edison. The Town is waiting for a response on the flood plain permit for the Emmitt Garden's Playground. GIS data is being collected for the Town maps. The Planning Commission is reviewing permitting policies for room rentals and bed and breakfasts in private homes.

- Commissioner Buckman: She inquired about pockets of street missing where the SHA projects are. Ms. Willets requested concerned residents contact the Town who will relay the information to the SHA. She asked about having an open/close sign for the yard waste drop off on Saturday's. The Town will look into it. The Turkey Trot will be Thursday September 23rd at 8:00 A.M. in Community Park.
- Commissioner Ritz III: No comments.
- Commissioner Sweeney: He thanked the community for their help during the Halloween festivities.
- Commissioner Blanchard: He thanked residents for donating to the food bank, but asked residents to be aware of the expiration dates on food. He also mentioned there will be a Veterans Day celebration November 11th at 11:00 a.m.
- Commissioner O'Donnell: He asked about trees along Main Street. Ms. Willets explained SHA ultimately determines the outcome of the trees because it's an SHA project. He requested SHA review the street lines in the construction zones because of poor visibility. He thanked the Boy Scouts for painting fire hydrants. He mentioned the National Interscholastic Cycling Association (NICA) cycling organization is considering holding a conference in Emmitsburg.

Mayor's Comments:

Mayor Briggs attended numerous meetings in October 2017. Mayor Briggs mentioned he gave several speeches at various events to include the National Fallen Fire Fighters Memorial Weekend, Presidential Inauguration of Mount St. Mary's new President Dr. Timothy Trainor, and the Frederick County Fire Museum Wall of Honor dedication. He attended the National Fire Heritage Board Meeting, Seton Center Job Fair, Frederick County MML Chapter Meeting, the ESP 5K Run at MSM, and numerous other meetings. He had a DVM television station interview. He is still working on adding an additional TransIt bus stop to northern Frederick County and the Community Park swimming pool will have the concrete shell poured in November. Commissioner O'Donnell congratulated Mayor Briggs on winning the 2017 Theodore Roosevelt award for sustainable activities in Emmitsburg.

Public Comments:

Eric Sloane, 500 East Main Street- Mr. Sloane explained he is concerned with the trucks speeding through Town and proficient lighting along East Main Street near the SHA Flat Run Bridge. *Rick Young, 3 Adams Avenue*- Mr. Young asked about the National League of Cities Service Line Warranty Program and what it includes. Town staff gave Mr. Young a folder with information on the program. *Dianne Walbrecker, 535 West Main Street* - Ms. Walbrecker stated the street light outside her home is still flickering. She expressed a desire to get more involved in the Emmitsburg Green Team. She commended Mayor Briggs for reaching out to Ellicott City after the floods as he was the only town to reach out to Ellicott City. She commended the Board for their hard work and asked about the Town's emergency operations plans, which is being brought to the Board in January 2018.

Administrative Business:

- Proclamation of Municipal Government Works Month: Cathy Willets, Town Manager, read the Proclamation of Municipal Government Works Month for the Board. She explained the Town passes this proclamation each November to help educate citizens and enhance the quality of life in Emmitsburg.
Motion: To accept the proclamation as presented. Motion by Commissioner Blanchard, second by Commissioner Buckman. Vote: Motion carries 5-0 in Favor.
- Admin Business: Presentation of Open Meetings Act Updates: Madeline Shaw, Town Clerk, presented the Open Meetings Act (OMA) updates. Ms. Shaw gave a brief presentation on what the Open Meetings Act is, a statute that requires public business is conducted openly and publicly with adequate notice. Ms. Shaw explained when the OMA applies, common violations, and disciplinary actions. Also, effective October 2017 each public body must designate at least one employee, officer, or member to receive OMA training or the public body cannot meet in a closed session. The Town must retain in-house records showing a

designation has been made and training has occurred within 90 days of designation. Ms. Shaw concluded by suggesting making the Town Meetings more open by having specific agenda times (e.g. 7:45-8:00 p.m.). The Board requested staff ask about hosting the class in the Emmitsburg area. The Board tabled the designation of an individual for a later date after Board members receive training.

Consent Agenda:

The Board acknowledge the resignation of Brian Neville from the Citizen's Advisory Committee and appointed Frank Davis to the Planning Commission for a term of 01/02/2018 – 07/02/2022. Vote: Motion carries 5-0 in Favor. Motion by Commissioner Ritz III, second by Commissioner Blanchard.

Treasurer's Report:

Commissioner Blanchard presented the Treasure's Report for October 2017 (exhibit attached). Commissioner Blanchard mentioned the operating balance forward is \$5,475,217. Commissioner Ritz III asked about the status of the outstanding invoices for the street light conduit damage from the SHA sidewalk project. The Town is working with the town attorney on the invoices.

Planning Commission Report:

Commissioner Sweeney presented the Planning Commission Report from October 2017. The Commission is currently reviewing information on short term home rentals in private homes.

II. Agenda Items

Agenda #2- Catoclin-Ettes, Inc. Request for April 2018 6K Fundraiser Race: Kristin Miller, Chair of the Catoclin-Ettes Inc. explained the organization is trying to find ways to raise more funds and get more students involved in the program. One of the ideas was to host a 6K race in Emmitsburg. The proposed dates are April 21, 2018 or April 14, 2018. She explained, if approved, they would try and reduce the amount of time spent on the main roads by using alleys and back roads. Commissioner Sweeney recommend hosting the 6K race on Community Heritage Day in June. Ms. Miller liked the idea of a June race. The Board discussed logistics and best practices for the race. The Board did not take a vote because Ms. Miller will need to discuss the June date modification with her team. The item will be voted on at a later Town Meeting once the Catoclin-ettes Inc. contacts the Town with a final date.

Agenda #3- Update on MS-4 Permit: Susan Cipperly, Town Planner, presented the updates on the Municipal Separate Storm Sewer Systems (MS-4) permit. Ms. Cipperly reviewed the background on the permit. She explained the Town is required to report its actions at the end of 2017 to show it is pursuing compliance. The permit is a point system. Some items the Town is receiving points for are selling compost bins, having a Green Team, completing the Emmitsburg Comprehensive Plan, and offering free literature to residents on stormwater management (to name a few). Future items are having Town staff take MDE's Responsible Personnel Certification, collaborating with Frederick County on construction management practices, providing a summary of storm water pond maintenance, documenting good housekeeping practices, and verifying a pollution prevention plan (to name a few). The Board does not need to take any action at this time, but Ms. Willets explained the Town may need to hire engineers in the next phase of compliance.

Agenda #4- Holiday Parking for December- Meter Parking: Cathy Willets, Town Manager, presented the holiday parking agenda item. Ms. Willets explained the Board usually offers free metered parking during the holidays, and any funds put in the meters during that time are donated to a local organization. Town staff recommends free metered parking from Friday December 15, 2017 through Tuesday January 2, 2017.
Motion: Motion to accept free metered parking between December 15, 2017 to January 2, 2017 with the funds going towards Community Heritage Day. Motion by Commissioner Sweeney, second by Commissioner Ritz III.
Vote: Motion carries 5-0 in Favor.

Commissioner O'Donnell mentioned the Frederick County Planning Commission is reviewing its bicycling and pedestrian comprehensive plan, and the Maryland State Highway Department of Natural Resources Maryland Pedestrian Bike and Pedestrian Trail Plan has voted to make an Emmitsburg trail connection to the C&O Canal a priority item. Commissioner O'Donnell would like to see a connection made to Emmitsburg because of the benefits to the community. He requested consent from the Board on endorsing a trail connecting Emmitsburg. The Board agreed the item is something they would like to see happen.

Set Agenda Items for December 5, 2017 Town Meeting

1. Resolution Adopting the Frederick County Hazard Mitigation Plan.
2. Update on Lagoon Storage Operations at the Waste Water Treatment Plant.
3. National League of Cities Service Line Warranty Program for Consideration.
4. Admin Business: National Interscholastic Cycling Association (NICA) Update.
5. Admin Business: Premier of Emmitsburg Multi-User Trail Promotional Videos.

III. Sign Approved Text Amendments and/or Resolutions

IV. Adjournment

With no further business, the November 6, 2017 Town Meeting was adjourned at 9:45 p.m. Motion by Commissioner Blanchard, second by Commissioner Ritz III.

Respectfully submitted,

Madeline Shaw, Town Clerk
Approved:

draft

B. POLICE REPORT: Presentation by deputies at the meeting.

C. TOWN MANAGER’S REPORT

**Town Manager’s Report
October 2017
Prepared by Cathy Willets**

Streets:

- Staff repaired and put up solar lights on the Welcome to Emmitsburg sign.
- Staff swept streets on East and West Main St.
- Staff installed right turn only signs on East and West Lincoln at S. Seton Ave.
- Staff installed two new stop signs and posts at E. Lincoln @ Chesapeake Ave. that were stolen.
- Staff repaired street light in front of 332 East Main St. (wiring bad).
- Staff put three new street light poles and fixtures up on East Main St.

Sidewalk and Bridge Project:

- Staff repaired curb boxes on East Main St. for sidewalk project.
- Staff repaired water line to 104 West Main St. that contractor struck during sidewalk project.
- Staff worked with town contractor to repair damaged street light conduit and wiring in several different areas of East Main St. due to damage caused by sidewalk contractor.

Parks:

- Staff mowed, trimmed, weed killed in parks.
- Staff continued installing new board fence along Community park road.
- Staff conducted monthly maintenance checks in parks, playgrounds, walking trail equipment, ballfields, roads, fences, pavilions, etc.
- Staff pulled weeds, weed killed and put mulch in around playground equipment in Memorial Park.
- Staff placed stickers on all pet waste stations reminding people to only take two bags per pet.
- Staff trimmed trees along Community Park walking trail behind ballfield #3 and at parking lot to ballfield #3.
- Contractor removed two dead trees in Memorial park under the direction of DNR
- Staff removed a few trees from the dog park to clear for fence installation.
- Contractor installed pipe at pool to divert water away from area so pool contractor can pour new concrete shell.

Water:

- Rainbow Lake is at the spillway level of 16.6 feet.
- The roughing filters are being backwashed between 3-6 times a day and the DE filters are being done 3-4 times per week. (algae changes from brown to green LG sonic adapts to whatever is predominant)
- Well levels (optimum level was determined to be May 2011). Well #1 and #2 being used sparingly. Well #3 “most important” well.

	<u>May 2011</u>	<u>October 2017</u>	<u>Change</u>
○ Well #1:	35’	34’	+1
○ Well #2:	8’	11’	-3
○ Well #3:	12	42’	-30
○ Well #4:	108’	122’	-14
○ Well #5:	10’	25’	-15

- Water production and consumption. We produced an average of 274,964 GPD. We consumed an

average of 243,368 GPD. The difference is "Backwash Water" ... (20.90%).

- 47.0% of this water came from wells.
- 4.9% of this water came from Mt. St. Mary's.
- 48.1% of this water came from Rainbow Lake.

We purchased 437,050 gallons of water from MSM this month.

Wastewater:

- We received about 5.65" of precipitation this month (the average is 3.39").
 - We have a precipitation **SURPLUS** of 4.65" over the last six months. The average precipitation for the period from May 1 through October 31 is 24.6". We have received 29.35" for that period.

Wastewater Treatment:

- We treated an average of 377,000 GPD (consumed 243,368 GPD) which means that 35.5% of the wastewater treated this month was "wild water".
- We had no spills of untreated sewerage in the month of October.
- We did exceed the plant's design capacity four days in the month of October due to two rain events:
 - 10/09 880,000 GPD 10/11 989,000 GPD 10/29 1,129,000 GPD
 - 11/30 914,000 GPD

Trash: Trash pickup will remain Mondays for the remainder of the month of December except for Christmas. Trash will be picked up on Tuesday, December 26, 2017.

Meetings Attended:

10/02 Attended Town Meeting
10/02 Met with Mayor, Staff, EOT personnel at WWTP to review operations for the lagoon storage
10/03 Met with Mayor to go over town projects
10/04 Attended staff meeting with water/sewer staff
10/05 Met with Pastor Talcott and Town Planner regarding possible development
10/05 Attended meeting with SHA, Romano Construction, and staff regarding brick for sidewalk project
10/10 Met with auditors
10/10 Met with Sgt. Benner to discuss municipal infractions
10/11 Met with HR consultant
10/12 Attended sidewalk progress meeting with SHA, Romano Const and staff
10/16 Attended Public Hearing
10/17 Met with auditors
10/17 Met with Dir. Of PW and Water & Sewer Supt. Re: operations
10/19 Met with Mayor
10/24 Attended a department head meeting with staff
10/24 Met with Mayor
10/24 Met with Water & Sewer Supervisors to review maintenance operations
10/25 Met with Mayor to review emergency operations plan
10/27 Met with Mayor
10/30 Met with pool contractor and staff regarding progress
10/31 Attended 1st quarter water review meeting with staff
10/31 Met with Mayor to update on pool

Noteworthy:

- Late notices for September 2017 quarterly water/sewer bill were down by 70 notices. Staff believes it is a result of changing the due date till the 5th.
- Deputies caught people that stole stop signs and posts.
- Contractor completed blacktopping the water line ditch on North Seton Ave.
- Boy Scouts painted some fire hydrants around Town.

PARKING ENFORCEMENT REPORT
October 2017

Overtime Parking	87
Restricted Parking Zone	3
Street Sweeping	6
Parked in Crosswalk	
Parked on Sidewalk	
Parked Blocking Road	
Parked by Fire Hydrant	
Parked on Highway	
Failure to Park between Lines	
Other Violation	
Left Side Parking	1
Meter Money	\$784.13 (sidewalk project)
Parking Permits	
Meter Bag Rental	
Parking Ticket Money	\$370.00
Funerals	1
Total:	\$1,154.13

D. TOWN PLANNER'S REPORT

**Town Planner's Report
October 2017
Prepared by Susan H. Cipperly, AICP**

1. **Planning Commission meeting 10/30:** Prepared and presented powerpoint regarding the issue of short-term, transient rental activity, such as marketed and reserved via Airbnb and HomeAway.
PC members conducted a useful and productive discussion. More research will take place on this topic. Conferred with Town attorney on this topic.
2. **Flat Run Bridge:** Coordinated with State Highway Administration (SHA) re meetings, questions. Met with contractors, town staff, SHA for progress meetings. SHA Meeting 10/26.
3. **Sidewalk Project:** Met with town staff, SHA, and contractors in Emmitsburg as needed. Fielded questions/complaints from residents along the work route and forwarded them to SHA project manager. Provide info to parking enforcement and office manager regarding daily need to be designated No Parking. Provided wording for website, facebook and Ch. 99.
Sent e-mails to business community as needed
4. **Community Legacy:** Completed and submitted Oct. 1 Quarterly Reports for FY2017: Project 00303, Facade & Restoration program; and Project 00416 Square Rehabilitation. Completed and submitted FY2016 quarterly report for Project 00221 Façade & Restoration program.
5. **Sustainable Communities program:** Awaiting confirmation of extension of Town's participation in the program.
6. **Dog Park** – Scheduling of work date to install fencing. (Commenced 11/16/2017).
7. **Emmit Gardens Play Area.** Awaiting word from MDE re floodplain permit. Also need to complete Town floodplain permit once State review is complete.
8. **Permits:**
 - Provided follow-up info to applicant and Frederick County for short-term lodging Change of Use and Use and Occupancy permit application.
 - Commented on Frederick County fill/grading permit for property next to 507 E Main.
after meeting with DPW staff on site.
 - Need to follow up on permit enforcement situations in progress, together with Frederick County permits office.
 - McDonald's upgrade inquiries re permits. (Interior and exterior, and menu boards).

9. **Business.**

- Attended EBPA Board meeting. Finished business address/phone/email list with A. Naill, in response to request from Frederick County Economic Development. Will also be useful for EBPA map/brochure update.
- Completed Economic Development questionnaire from Frederick County.
- Met with potential developer of vacant lot on Creamery Road (w C. Willets)

Upcoming projects/activity as of November 2017 - Planning and Zoning:

GIS Water/sewer mapping with ALWI consultants per contract, followed by input of data.

MS-4 (Municipal Separate Storm Sewer System) permit report for 2016 and 2017 completed before December 30, 2017, describing activities the Town has undertaken to date relative to stormwater permit requirements. Next phase of MS-4 involves development of projects that will give the town credits toward reducing the impacts of impervious surfaces relative to stormwater runoff, pollution, groundwater recharge. This is a major project. Updated Town Board on Nov. 6.

Emmit Gardens playground MDE application has been approved. Permit will be sent by end of November. Town permit application will be completed once we receive the MDE permit.

Board of Appeals: Contact new alternate regarding training requirements and arrange BOA meeting to undertake reorganization, since there have been new members appointed.

Enforcement: There are several enforcement issues that have been backlogged due to other activity taking precedence. Need to follow up with property owners and Frederick County regarding violations.

Ordinance amendments and revisions: There are topics that have arisen that indicate a need to update sections of the ordinance to reflect newer practices and uses, and to assure that the ordinance meets current legal standards relative to items such as sign regulation, short-term rentals, etc. Continue working on short-term rental solution research and revisit with Planning Commission in January.

Emmit Gardens trees: Follow up with Potomac Edison regarding one dead White Pine tree located between the utility lines and Flat Run, on town land, to see whether PE would remove it.

Community Legacy: Process agreements with CL projects approved by MHT, and any requests for reimbursement resulting after completion of work.

E. COMMISSIONER COMMENTS

F. MAYOR'S COMMENTS

Meetings Attended:

November 1, met with town manager
November 2, met with town manager
November 6, Town meeting
November 6, met with town manager
November 7, met with town manager
November 8, met with town manager
November 8, Mother Seton School Mayors presentation to 4th grade
November 8, met with officer and staff of MSMU ROTC program at the Mount
November 13, contacted MML on open meetings. Class to be held in Frederick County. Working on it with Middletown Burgess.
November 15, met with town manager
November 27, met with town manager
November 28, met with town manager
November 28, conference call with Town manager/planner and Commissioner O'Donnell
November 30, met with town manager
November 30, press conference with county executive, announcement of trial, one day a week, midday, transit shuttle to and from Frederick City.

Upcoming Meetings:

December 1, meeting with town manager
December 1, Mother Seton School tree decorating
December 2, Mother Seton School Breakfast with Santa
December 4, Town Tree Lighting and Evening of Christmas Spirit
December 5, AM meeting with Mount Chief of Staff
December 5, Town Meeting
December 6, MML – Frederick chapter- legislative dinner, Delaplaine Visual Arts Center
December 8, Emmitsburg Elementary School decorates tree
December 12, 8am – 10am FCAR legislative meeting breakfast at Dutchess Daughter

Project Updates:

- *Pool:* Concrete was poured before thanksgiving. Still in settling phase. Back filling, electrical and plumbing work will be done prior to stopping work for the winter. EDC: May 2018, to be open for next summer season.
- *Dog Park:* Fencing is up. Possibility of opening the dog park late winter, early spring.
- *Square Revitalization and downtown sidewalk project:* Completed connection to Brookfield and Pembroke subdivisions. Working on North Seton and commencing with work in the square. EDC: June 2018.
- *Flat Run Bridge:* Work is continuing. East Main has been restriped. EDC: fall 2019.

G. PUBLIC COMMENTS

H. ADMINISTRATIVE BUSINESS

I. National Interscholastic Cycling Association (NICA) Update: Presentation by Commissioner O'Donnell.

II. Premier of Emmitsburg Multi-User Trail Promotional Videos: Presentation by Commissioner O'Donnell.

I. CONSENT AGENDA

I. None

J. TREASURER REPORT

**Town of Emmitsburg
 CASH ACTIVITY as of November 28, 2017**

\$5,447,997	Cash Balance November 1, 2017
201,291	Deposits
<u>-356,636</u>	Withdrawals
\$5,292,652	Operating Balance Forward

Amount	Vendor Name	Description	Check Date	Check #
\$127,662	Make N Waves	Draw # 3 - Completion of Pool Shell	11.15.17	37700
20,561	MD Dept of Budget & Mgmt	Oct 17 Health Insurance	11.01.17	37651
11,669	UGI Energy Services	Sep 17 Solar Field 2	11.15.17	37705
10,036	UGI Energy Services	Sep 17 Solar Field 1	11.15.17	37705
6,579	Republic Services	Nov 17 Residential Waste Services	11.15.17	37692
6,382	Parkson Corporation	Pump Air Lift	11.08.17	37685
5,030	Core & Main	Antenna Bottom	11.01.17	37643
4,961	Frederick Co DUSWM	Oct 17 Tipping Fees	11.08.17	37674
4,699	Capital Tristate	Poles & Heads	11.01.17	37641
4,324	Curtis Engine & Equipment	Generator Services	11.01.17	37644

Ck dates 11.01.17 to 11.28.17

K. PLANNING COMMISSION REPORT: Presentation at the meeting.

L. AGENDA ITEMS:

- I. Resolution Adopting the Frederick County Hazard Mitigation Plan:**
Presentation at meeting by Dennis Dudley, Director of Emergency Preparedness, Frederick County.

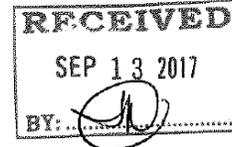


FREDERICK COUNTY GOVERNMENT

DIVISION OF EMERGENCY MANAGEMENT
Department of Emergency Preparedness

Jan H. Gardner
County Executive

John (Jack) E. Markey, Director
Dennis Dudley, Director



September 7, 2017

Donald Briggs
Town of Emmitsburg
300A South Seton Ave.
Emmitsburg, MD 21727

Dear Mr. Briggs:

Enclosed is a copy of the 2016 Frederick County Hazard Mitigation Plan Update that was developed by county and local jurisdiction staff with the assistance of Dewberry and Davis, LLC. This plan is being sent to your attention as you are the governing official or designated representative for your municipality in the development of this plan.

This plan has been approved by the Maryland Emergency Management Agency and the Federal Emergency Management Agency pending adoption of the plan by each jurisdiction participating in the plan. The County Council voted to formally adopt the plan on April 18, 2017.

If this plan update is not formally adopted, your jurisdiction may be ineligible for federal mitigation funds. Therefore, a resolution of adopting the plan update should be scheduled for your jurisdiction. Once adopted please email a copy of the signed adoption resolution to EM@FrederickCountyMD.gov or fax to 301-600-6026. If you have any questions or would like me to attend your public meeting, please contact me at the email above or at 301-600-1746.

Sincerely

Dennis Dudley
Director
Department of Emergency Preparedness

Enclosure

CC: Cathy Willets

**A RESOLUTION ADOPTING THE
FREDERICK COUNTY HAZARD MITIGATION PLAN**

BE IT RESOLVED, ENACTED AND ORDAINED, this 5th day of December 2017, by the Mayor and Board of Commissioners of the Town of Emmitsburg, Maryland, pursuant to the authority granted to them by the laws of Maryland and the Charter of the Town of Emmitsburg, do

WHEREAS, the Disaster Mitigation Act of 2000, as amended, requires that local governments, develop, adopt, and update natural hazard mitigation plans in order to receive certain federal assistance, and

WHEREAS, a Hazard Mitigation Planning Committee (HMPC), composed of various county agencies and representatives from Frederick County, the City of Frederick and the towns of Brunswick, Burkittsville, Emmitsburg, Middletown, Mount Airy, Myersville, New Market, Rosemont, Thurmont, Woodsboro, and Walkersville was convened in order to study the risks from and vulnerabilities to natural hazards, and to make recommendations for mitigating the effects of such hazards on Frederick County and its municipalities; and

WHEREAS, a request for proposals was issued to hire an experienced consulting firm to work with the HMPC to update a comprehensive hazard mitigation plan for Frederick County; and

WHEREAS, the efforts of the HMPC members and the consulting firm of Dewberry, in consultation with members of the county's public, private and non-profit sectors, have resulted in an update of the Frederick County Hazard Mitigation Plan including the Town of Emmitsburg.

NOW THEREFORE, BE IT RESOLVED by the Mayor and Board of Commissioners of Emmitsburg, Maryland that the Frederick County Hazard Mitigation Plan dated May 2016 is hereby approved and adopted by the Town of Emmitsburg. A copy of the plan is attached to this resolution.

PASSED this 5th day of December, 2017

by a vote of _____ for, _____ against, _____ absent, and _____ abstain.

ATTEST:

EMMITSBURG BOARD OF COMMISSIONERS:

Madeline Shaw, Town Clerk

Timothy O'Donnell, President

MAYOR

_____APPROVED _____VETOED

this _____ day of _____, 2017.

Donald N. Briggs, Mayor

AGENDA ITEMS CONTINUED:

II. Update on Lagoon Storage Operations at the Waste Water Treatment Plant:
Presentation at meeting by Town staff and contractor representative.

LAGOON STORAGE UPDATE
WASTEWATER TREATMENT PLANT
Winter 2017- Fall 2018

Winter Inbound Loads (December 15, 2017 – February 28, 2018)

- Inbound loads may begin on December 15th
- During this time we will have drivers gravity discharging material into the lagoon under the “top cap”
- Trucks loaded or empty will not migrate through town as they have in the past
- Nothing will be hauled out during this time period

We don't plan any fall cleanout this year. We will be doing some work down at the lagoon to get prepared for the winter. The work will be things like setting up truck unloading stations that will extended under the “top cap”.

***Please note the 2017 MDA land application regulations state that the “winter ban” on nutrient application runs from 12/15/17 – 2/28/18. The 2018 regulation currently states that the “winter ban” on nutrient application run from 11/15/18 – 2/28/19*

Spring cleanout (March 1st – May 1st)

- Consist of 12 hauling days during the timeframe of March 1st & May 1st each year.
- The hours of operations for cleanout events will be 6:00a – 6:30p
- Every attempt will be made to remove the material from the as early as possible in March while the ambient temperatures are still cool/cold.
- During this time there will be field operators onsite at the lagoon loading tankers with material to be hauled offsite to farms for land application.
- These operators will be operating pumps and managing load hoses.
- Any mixing will be done under the “top cap” to minimize odors
- Material will be pumped from under the “top cap” and loaded directly into tankers
- It's our intent to remove as much material as possible in these 12 hauling days.
- Any material left in the lagoon after the 12 spring hauling days will be removed in the fall when the ambient temperature cools down and fall land application ground becomes available.
- Trucks loaded or empty will not migrate through town as they have in the past.

Fall cleanout (after October 1st)

- Will consist of 12 hauling days
- The hours of operations for cleanout events will be 6:00a – 6:30p
- Every attempt will be made to remove the material from the lagoon as late as possible in the fall to allow the ambient temperatures to cool. The timing will vary yearly as the nutrient management regulations dictate.
- During this time there will be field operators onsite at the lagoon loading tankers with material to be hauled offsite to farms for land application.
- These operators will be operating pumps and managing load hoses.
- Any mixing will be done under the “top cap” to minimize odors

- Material will be pumped from under the “top cap” and loaded directly into tankers
- It’s our intent to remove as much material as possible in these 12 hauling days.
- Any material left in the lagoon after the 12 Fall hauling days will be removed next spring as the nutrient management regulations dictate and spring land application ground becomes available.
- Trucks loaded or empty will not migrate through town as they have in the past

AGENDA ITEMS CONTINUED:

**III. National League of Cities Service Line Warranty Program for
Consideration:** Presentation at meeting by Town staff.

**National League of Cities (NLC) Service Line Warranty Program
*Presentation Highlights***

Town Meeting Highlights: July 10, 2017

Presentation by Ashley Shiwarski with Utility Service Partners, Inc.

Partnership: Maryland Municipal League (MML) and National League of Cities (NLC)

Why offer this program:

1. According to Nationwide, a water main breaks every two minutes.
2. The most common problems our residents face with pipes are age, deterioration, freezing/thawing, and ground shifting. Most homeowners believe service line repairs are the Town's responsibility, but most often they are the homeowners responsibility.
3. This warranty program educates homeowners on their service line responsibility.
4. The NLC Service Line Warranty Program handles all aspects of the program including marketing, billing, customer service, contractor management, and completion of all repairs to local code.
5. An unexpected repair can be hard on a budget. Studies show that most residents do not have enough savings to cover an emergency repair cost that could range from hundreds to as much as \$3,500+. It can also be difficult to find a reputable and timely contractor while managing daily responsibilities.
6. This program offers affordable repair plans, backed by vetted local-area contractors who go through a rigorous background check.
7. The program offers three levels of service: water line, sewer line, and interior plumbing.
8. The program is completely voluntary.

How the program works:

- A participating resident would simply call a toll free number and a local, licensed contractor would call them within one hour and be at their home within 24 hours to make repairs.
- No paper-work to complete.
- Support available 24/7, 365 days a year

Other Info:

- There is no cost for the Town to offer the warranty program to residents.
- Revenue stream: The Town can choose to receive .50 cents per month, per paid warranty contract, to be used however the Town sees fit. If Town opted not to receive the .50 cents revenue stream, then the cost of program would be reduced by .50 cents to each homeowner.

- The Town would have access to an online portal that lets the Town know who is enrolled in each product, the claims filed, and the resident satisfaction survey results.

Customer Care:

- If there are any problems reported by residents, NLC will follow-up with the contractor to ensure work is being completed up to the NLC standards.
- No minimum participation is required (even if only one person participates).
- The program is strictly residential. Apartment buildings would be eligible as long as the property owner gives approval.
- Service is available to anyone regardless of length of line, depth of line, or age of line and the pricing would be the same; the only deterrence would be if the resident's line is not working at the time of enrollment, however NLC does not inspect the line before enrollment.

Coverage Included:

- *Outside water and sewer coverage includes:*
 - Educating homeowners about their service line responsibilities.
 - Up to \$8500 coverage per repair incident.
 - No annual or lifetime limits, deductibles, service fees, forms or paperwork.
 - 24/7/365 availability.
 - Affordable rates and multiple payment methods.
 - Homeowners repair protection for leaking, clogged, or broken water and sewer lines from the point of utility connection to the home exterior.
- *Interior Plumbing and Drainage coverage includes:*
 - Homeowners repair protection for in-home water supply lines and in-home sewer lines and all drain lines connected to the main sewer stack that are broken or leaking inside the home after the point of entry.
 - Up to \$3,000 coverage per repair incident.
 - Repair of clogged toilets.
 - No annual or lifetime limits, deductibles, service fees, forms or paperwork.
 - 24/7/365 availability.
 - Affordable rates and multiple payment methods.

Pricing:

- External water line coverage (\$5.75/month)
- External service line coverage (\$7.75/month)
- In-home plumbing (\$9.99/month).
- If a resident signs-up to pay annually, a \$5 per product discount is applied to their account, and the resident will not be locked into a year contract.

Marketing Approach:

- Limited mailings per year.
- Letter mailed on town letterhead signed by Mayor.
- The Town reviews letter before it is sent. No letters are sent without prior Town approval.
- The program would only be solicited to residents once during the spring, fall and winter seasons (3 times/year). Each mailing campaign would focus on only one product so residents would not get confused between the three warranties.

Conclusion of July 10, 2017 Town Meeting: The Board decided to review the information thoroughly and make a motion in the next Town Meeting.

Town Meeting Highlights: August 7, 2017

Presentation by Ashley Shiwarski with Utility Service Partners, Inc.

Commissioner Comments:

- **Commissioner O'Donnell** was Concerned about only one local plumber being used for service calls.
 - Ashley stated that NLC tries to get 2-3 plumbers locally and the organization already has some licensed plumbers in Thurmont. In addition to the previously mentioned requirements, they must agree to call any residents within one hour and be at their home within 24 hours when a complaint is filed. She said some of these requirements often deter local businesses from participating.
 - Town can be as involved in the contractor selection process as desired. Local contractors are determined through a background check, drug screening, licensing check and a Better Business Bureau check.
 - His Better Business Bureau reviews on the NLC show some miscommunication complaints and dissatisfaction with contractors.
 - Concerned with endorsing one single insurance organization.
 - Stewardship in relation to the revenue stream.
- **Commissioner Buckman** inquired about other Maryland municipalities.
 - There are currently 12 participating.
 - Town Manager Willets stated that currently the Towns of Thurmont and Taneytown participate. Taneytown is very new in the process so no input. Thurmont stated they initially shared similar concerns with Commissioner O'Donnell; however, they worked through the problems and their residents seem to like the program.
- **Commissioner Ritz** stated his apprehension for the program because of resident frustration over the most recent lagoon storage contract.
 - He also asked about terracotta piping and Ms. Shiwarski mentioned that most of the piping the organization works with is terra cotta.

- **Commissioner Sweeney** estimated 70% or more of the Town would benefit from this program because most cannot afford these types of repairs.
 - He supported the program.
 - The program is strictly voluntary and can be cancelled at any time and it is a month to month program.

Rental properties/multiple dwelling units in buildings: Ms. Shiwarski stated a property owner can purchase the program as long as there is one service line, and the landlords seem to favor the program because it gives them piece of mind and helps cover service line costs.

Conclusion of August 7, 2017 Town Meeting: The Board decided to bring the topic back at a public hearing on October 16, 2017.

- Overall Concerns brought up by Commissioners:
 - Endorsing one company over another.
 - Liability.

Public Hearing Highlights: October 16, 2017

Presentation by Rob Meston, Regional Water Team Manager with National League of Cities

- Mr. Meston gave a similar presentation as Ms. Shiwarski did at the previous two meetings.
- Commissioner Buckman inquired about a program offered through Frederick County that may help with these repairs.
- Concerns from the board as are as follows:
 - Endorsing one company
 - Liability
 - Agreement
 - Marketing Letter
 - Frederick County Emergency Housing Rehabilitation Program
- Town Board directed Town staff to look into these items.

Staff findings through Town Attorney and Town of Thurmont:

- Endorsement
 - *John Clapp* – “I do not find any law which would prohibit the Town from endorsing this product or program. It is also my view that endorsing this particular product or program would not create any binding precedent that would require the Town to endorse other products or programs in the future. I also agree that it would be beneficial to inform the public about their responsibilities with regard to water and sewer lines on their property.”

- Liability
 - *John Clapp* – “An issue which I believe should be considered is the potential liability of the Town for endorsing a product or program which is not under the Town's control. I cannot find any law in Maryland which makes a person who endorses a product liable if that product is defective and causes injury or damage. In the event that the plumber or other person who goes onto property to make repairs causes injury or damage to property, the question arises whether the injured party could file suit against the Town because of the Town's endorsement.”
 - “In fact, it states that the Town has "selected" this company to provide a warranty program. In the event that something goes wrong when the plumber this company selects to make repairs, that property owner may very well look to the Town for compensation for those damages.”
 - “The Agreement does provide that this company will indemnify and hold the Town harmless against any such liability, and that is good. Assuming the company remains in business and has the assets (or insurance) to indemnify the Town, this relieves the Town of any adverse effects other than the necessity of defending a lawsuit.”
 - *Town of Thurmont position* – The work is being performed on private lines, on private property, and by third party contractors, therefore the town is not incurring liability.

Agreement

- *John Clapp* – “As for the Agreement itself, the first Whereas clause says that the laterals between the main line and the connection on the property are the responsibility of the property owners. I do not believe this is correct. The Town is obligated for the laterals from the main to the property line, and the property owner is responsible for the laterals from the property line into the house.”
 - Paragraph 2: It states that the Town is granting them a "non-exclusive" license. Because it is "non-exclusive", this suggests that the Town could grant other similar licenses to other companies, i.e., this is "non-exclusive" to them. At the end, however, it states that the Town will not grant a similar license to other competing companies. Thus, it is NOT a "non-exclusive" license - it is an "exclusive" license.
 - Paragraph 10: I would suggest adding language to state that not only does the law of Maryland apply but jurisdiction and venue of any legal action will be in Frederick County. Otherwise, because they are a Pennsylvania company, they may be able to file suit in federal court - possibly even Pennsylvania.

Letter

- *John Clapp* – “I would suggest some clarifying language to inform the recipient that this is not a Town-sponsored program and is sent by the Town for informational purposes only. It should clarify that this company is an independent company, not affiliated with the Town in any way, and that the Town assumes no responsibility or liability for the products being offered by them. This is briefly mentioned at the end of the letter, but this frequently is overlooked as "the fine print". I would suggest having this type of language highlighted - perhaps in a separate text box in bold print. “
 - “I am not suggesting either way that this program is good or not good or that it should or should not be pursued. These are simply my comments regarding what I have read.”
- *Town of Thurmont position* – Jim Humerick (Chief Admin Officer - Town of Thurmont) Initial letter sent on town letterhead with Mayor Kinnard’s signature. This caused some hardship and misunderstandings and a lot of phone calls. Subsequent letters have been sent on Town letter head but signed by a representative of the company (see letter).
 - *The Town of Thurmont has partnered with SLWA to offer its eligible residents protection for repairs to their sewer service line. This voluntary service line repair program from SLWA provides repair coverage for your exterior sewer line with no deductible or annual cap. This program provides a 24-hour emergency hotline, 365 days a year.*

Frederick County Emergency Housing Rehabilitation Program

- Only applies if a homeowner was income-qualified and there were funds available in the loan or grant program at the time of the need. Sewer and water line repairs would be covered under the program. As a follow-up to our conversation, the Emergency Rehab loan program is a zero interest, deferred loan up to \$15,000, repayable upon sale or transfer of the property, and there is a lien placed on the property in the amount of the loan. Their Senior Rehab grant program would not need to be paid back and is also up to \$15,000.
- Loans may be applied for every two years and a household of two must have gross income below \$44,150 to qualify. Grants may be applied for every five years and a household of two must have gross income below \$26,500, and at least one of the homeowners must be over 55 years old.



Response Requested

<<MR. SAMPLE A SAMPLE>>
 <<MAIL_ADDRESS1>>
 <<MAIL_ADDRESS2>>
 <<MAIL_CITY, ST ZIP>>

Date:	<<X/17>>
Response Requested:	Within 30 Days

**** Reminder: Please Reply By <<Month X, XXXX>> ****

Dear <<Sample A. Sample>>,

Recently we wrote to you about sewer service line coverage available to eligible Thurmont homeowners. Many have decided to accept this coverage and we'd like to provide you with another opportunity to do so.

Because you have not responded, we are writing again to remind you about Exterior Sewer/Septic Line Coverage from Service Line Warranties of America (SLWA) and your responsibility regarding the exterior sewer service line on your property.

The sewer service line buried underground on your property is subjected to the same elements that can cause our public service lines to decay—age, ground shifting, root invasion, fluctuating temperatures and more. This line can break down without warning, leaving you responsible for the cost of repair or replacement. Replacement of this line can be expensive—costing you thousands of dollars in unforeseen expenses—and that can be hard on a budget.

The Town of Thurmont has partnered with SLWA to offer its eligible residents protection for repairs to their sewer service line. This voluntary service line repair program from SLWA provides repair coverage for your exterior sewer line with no deductible or annual cap. This program provides a 24-hour emergency hotline, 365 days a year.

- Benefit Amount:** \$8,500 per service call with as many service calls as you need for covered repairs
- Monthly Rate:** \$7.75
- Property Address:** <<Serv_Address1>>
<<Serv_Address2>>
- City:** <<Serv_City>>

*** * * Important * * ***

Take action to help protect the buried sewer line on your property. Complete and return the enclosed form or call 1-844-257-8795 to accept this *optional* coverage. Coverage begins 30 days after your enrollment is processed. During this 30-day period you can decide if coverage is right for you. This program is managed by SLWA, and no public funds were used for the mailing of this letter.

For fastest processing, please visit www.slwofa.com.

Please respond within 30 days.

Sincerely,



John Kitzie
Chief Operating Officer / SLWA

Utility Service Partners Private Label, Inc., known as Service Line Warranties of America ("SLWA"), with corporate offices located at 11 Grandview Circle, Suite 100, Canonsburg, PA 15317, is an *independent company separate from the Town of Thurmont* and offers this optional service plan as an authorized representative of the service contract provider, North American Warranty, Inc., 175 West Jackson Blvd., Chicago, IL 60604. Your choice of whether to participate in this service plan will not affect the price, availability or terms of service you have with your local utility or municipality.

ACCEPTANCE FORM

<<Mailcode_xxxx>>

For fastest processing, please visit www.slwofa.com.



Please correct name and address information below, if necessary, before submitting.

<<Mr. Sample A. Sample>>
<<Serv_Address1>>
<<Serv_Address2>>
<<Serv_City, ST Zip>>

Please mark your selection:

- Yes, please enroll me in the Exterior Sewer/Septic Line Coverage for just \$7.75 per month.
- Yes, please enroll me in the Exterior Sewer/Septic Line Coverage for \$93.00 per year.

By signing below, I agree to the terms on the reverse side, understand there are limitations and exclusions, and meet the eligibility requirements for this coverage. SLWA will invoice me based on my selection above.

Signature (required): _____

E-mail: _____

To protect your privacy, we do not share your information except to deliver this service.

Phone: _____



S17_BP_xxx S17_BP_xxx_Sl

F17_BP_Thurmont_MD_SSL_561.indd 1

8/26/17 1:16 PM

Flat size: 8.5" x 14"
 Finished Size: 8.5" x 3.5"
 Fold: Roll Fold (Folds at 5.5" then 5.5", then 3")
 Color: 1/1; K / K
 Finishing: 1 horizontal printed perf line + fold to final size
 Barcodes: set at 3/16" from bottom of page

** Important Information Regarding Your Sewer Line **

This letter is to inform you that any necessary repairs to the sewer line that runs between your home and the public utility connection are the responsibility of the homeowner. Your property at <<Serv_Address1>> is not covered with Exterior Sewer/Septic Line Coverage from Service Line Warranties of America (SLWA).

Important Questions & Answers

What am I responsible for?

As a homeowner, you are responsible for your exterior sewer/septic line. If the service line beyond the property boundary to the main connection is also the responsibility of the homeowner, then it will be covered up to the benefit amount.

Does my homeowners insurance cover this?

Most basic homeowners insurance policies do not cover repair or replacement due to normal wear and tear of the sewer/septic line.

Who is eligible for coverage?

An owner of both a residential home permanently secured to the ground and the land it is located on may be eligible for coverage. Recreational vehicles or homes on wheels and properties used for commercial purposes are not eligible for coverage. Your property is not eligible if you are aware of any pre-existing conditions, defects or deficiencies with your exterior sewer/septic line, or have had any roots removed from your exterior sewer/septic line prior to enrollment. If you live in a development community with a condominium, co-op or homeowners association, your exterior sewer/septic line may not be an individual homeowner's responsibility, so please check with your association before accepting this coverage. If you live in a multi-family structure and do not own the entire structure, it will be your responsibility to provide Service Line Warranties of America (SLWA) with a signed release from all other homeowners for any work which may affect their portion of the structure.

What should I know about this coverage?

What's covered: Coverage provides, up to the benefit amount, for the covered cost to repair or replace a leaking or permanently blocked sewer line, for which you have sole responsibility, that takes wastewater away from the exit point within your home up to your utility's responsibility, or septic line that takes wastewater away from the exit point within your home up to the point of connection to the septic tank on your property, that is damaged due to normal wear and tear, not accident or negligence.

Not covered: Septic tanks; leach fields; grinder pumps; lift stations, or any non-conforming drain line, such as a basement or storm drain; repairs to any line that branches off the main line; lines that provide service to multiple properties or secondary buildings; any materials that have been deemed by law to be defective; consequential or incidental damages, including any damages necessary to reasonably access the repair area; correction or upgrade where no operational failure has occurred; repairs to any shared parts of the system or those you are not solely responsible for; accidents and

damage or negligence caused by you, others or unusual circumstances, including natural disasters; and repair or replacement of any part of your sewer/septic line that is not expressly stated to be covered. To see full Terms and Conditions with complete coverage and exclusion details prior to enrolling call 1-844-257-8795 or go to www.slwatere.com.

When can I make a service call?

Your plan starts 30 days after your form is processed. You can make a service call immediately after your plan starts. During the initial 30-day review period you will receive the Terms and Conditions to help you decide if coverage is right for you. Upon renewal/reactivation, (if applicable) you can make a service call immediately.

What is the cancellation policy?

You can let us know during your review period that you no longer want this coverage and will receive a refund of any monies paid. You may also cancel within 30 days of your start date for a full refund less any claims paid (where applicable); cancellations after the first 30 days of your coverage will be effective at the end of the then-current billing month, and you will be entitled to a pro-rata refund less any claims paid (where applicable). You may also contact SLWA to cancel if you find your utility or municipality provides similar coverage to you at no charge, and you will receive a refund less any claims paid (where applicable).

What is the term of my service agreement?

Your coverage is based on an annual contract. For E-Z Pay/Direct Pay, credit card or debit card customers: regardless of the payment frequency you select, your service agreement will be automatically renewed annually on the same payment terms you selected at the then-current renewal price.

What is E-Z Pay/Direct Pay?

E-Z Pay/Direct Pay is a paperless and stress-free way to pay for your coverage. Payments are automatically debited from the bank/checking account of your choice as your payment becomes due, at no additional cost.

What quality of repair can I expect?

Local, licensed and insured plumbers perform all covered repairs, which are guaranteed against defects in materials and workmanship for one year.

Who is SLWA?

SLWA is an independent company, separate from your city, local utility or municipality, providing emergency home repair services and protection solutions to homeowners across the U.S. If you would prefer not to receive solicitations from SLWA, please call 1-844-257-8795.

M. SET AGENDA FOR NEXT MEETING: JANUARY 8, 2017

I.

II.

III.

IV.