

NLC Service Line Warranty Program

by



NLC Service Line Warranty Program by HomeServe



Offering services for over 20 years



4.8 out of 5 stars customer satisfaction



Program endorsed since 2010

“The National League of Cities is proud to partner with this highly reputable and reliable program. Their exemplary record of customer service and transparency is what has driven the success of this partnership over the years.”

Clarence Anthony, Executive Director
National League of Cities



HomeServe Key Statistics*

- Over **4.8 million** customers
- Over **8.5 million** policies
- Over **1,200** municipal and utility partnerships
- Job serviced **every 34 seconds**
- Customer savings to date: **over \$2 Billion**

* As of January 2023



Aging Infrastructure

Challenging for cities and homeowners

Lateral lines are subjected to the same elements as public lines

- Ground shifting, fluctuating temperatures, tree root penetration, corrosion, and more

Out of sight, out of mind

- Water and sewer lines located outside, usually underground

Failed lines waste thousands of gallons of water

- Presents a potential environmental hazard

Common homeowner misconceptions

- City is responsible for maintenance of the water and sewer lines on their property
- Repairs are covered by their homeowner's policy



Homeowners are unprepared for emergencies and expect solutions from the city/utility



78% of homeowners believe the utility provider should educate them on repairs and preventative measures. (Ipsos Public Affairs/HomeServe 2019)



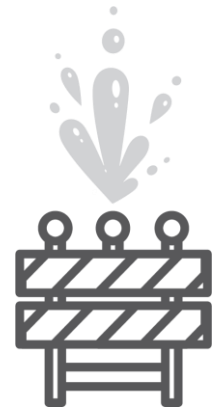
56% of Americans can't cover a **\$1,000** emergency expense with savings. (Bankrate 2022)



60% of homeowners with annual household incomes under \$50,000 a year reported **having \$500 or less or no money set aside** for a home repair emergency. (Harris Poll/HomeServe 2021)



Solution for Cities and their Residents



Residents

Optional low-cost protection against potentially expensive water, sewer, plumbing repairs



Educates residents about their responsibility for exterior lines



Municipalities/Utilities



Reduces calls to the Municipality/Utility



Timely repairs reduce water loss from line breaks - use of local contractors infuses money into the local economy



Turnkey program - provides marketing, billing, claims, customer service



No cost for the municipality/utility to participate

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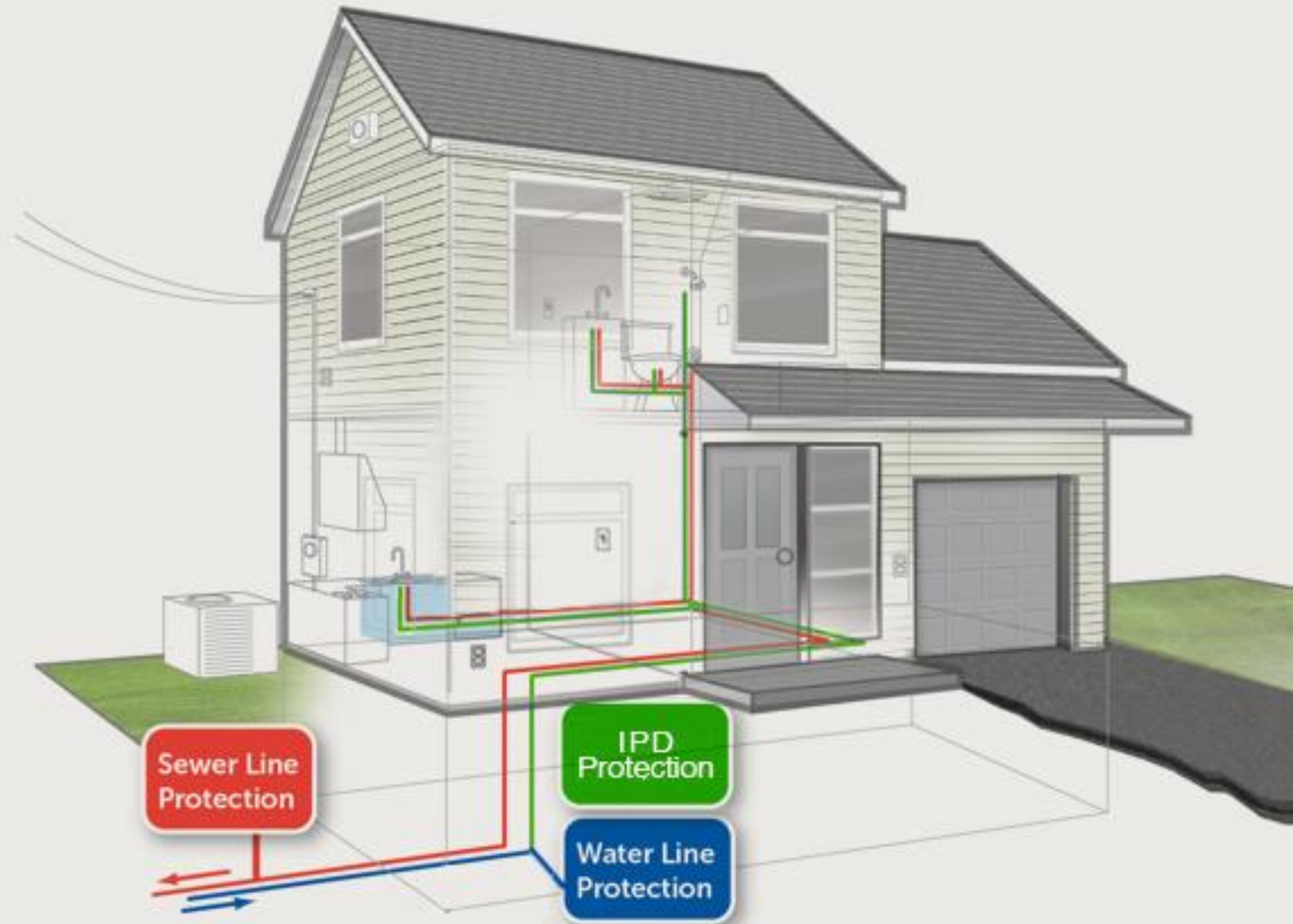
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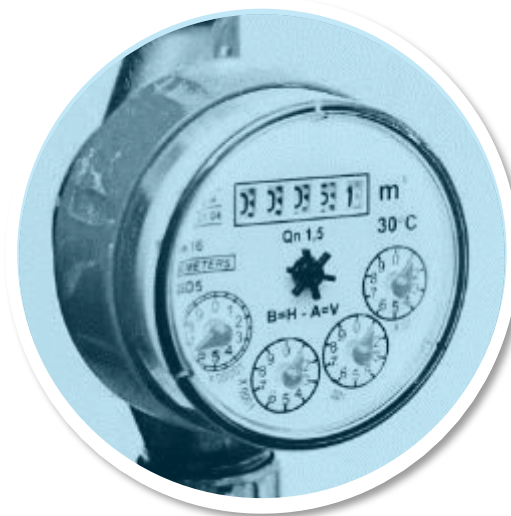
Endorsed by



CITIES STRONG TOGETHER



Optional Homeowner Protection



External Water Line

Up to \$8,500 per incident to repair/replace broken, cracked, or clogged exterior lines



External Sewer Line

Up to \$8,500 per incident to repair/replace broken, cracked, or clogged exterior lines



In-home Plumbing & Drain

Up to \$3,000 per incident on all water, sewer, and drain lines inside the home after point of entry



No annual or lifetime limits, deductibles, service fees, forms, or paperwork



No pre-inspection - 30 day waiting period



Homeowner opt in or out at any time - no penalty



Locally based, fully licensed and vetted contractors



Toll-free emergency number available 24 hours a day, 365 days a year



Guaranteed repairs

Homeowner Education

- No public funds used in marketing, distribution, or administration of the program
- Direct mail only – Limited to 3 mailing campaigns per year
- Partner must review and approve marketing material before each and every campaign
- Marketing clearly states city does not provide program and is voluntary for homeowner
- Easy enrollment options – consumer choice of mail, phone or web

Revenue Share

- Non-tax revenue share for the City
- Cities utilize funds for important initiatives including:
 - ✓ Infrastructure improvements
 - ✓ Low-income assistance/community charities
 - ✓ Partially offset rate increases



Illinois Partners

City of Rockford	City of Sesser	City of Berwyn	City of Pinckneyville
City of North Chicago	Village of Davis Junction	City of Galesburg	Village of Diamond
City of Quincy	City of Oregon	Village of Streamwood	City of Kankakee
Village of Carbon Cliff	City of Silvis	Village of Hazel Crest	Township of Elgin
City of Rock Falls	Village of Maywood	City of Lincoln	Village of Park Forest
Village of Hanover Park	Village of Hampton	South Chicago Heights	Village of Minooka
Village of Richton Park	Village of Sauk Village	City of Greenville	Village of Joy
City of East St. Louis	Township of Leyden	Village of Cahokia	City of Galva
Village of Dupo	Village of Broadview	City of Knoxville	Village of Edgewood
Village of Rockton	Township of Elk Grove	Village of Franklin Park	City of Rochelle
City of Olney	Village of Bellwood	Village of Hampshire	Village of Hammond



Questions?

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