



National League of Cities Service Line Warranty Program

Building Peace of Mind, One Community at a Time

*Educating
homeowners
about their service
line responsibilities
while providing an
affordable solution
for repairs.*



www.utilitysp.net



Serving your local community

Overview

Offered at no cost to the municipality, the National League of Cities (NLC) Service Line Warranty Program, administered by Utility Service Partners, Inc., is an important tool for educating homeowners about their responsibility for the lateral service lines on their property. With more than 190 municipal and utility relationships, the NLC Service Line Warranty Program also offers a solution, with a proven track record of providing affordable, dependable service line repair protection, giving homeowners *and* municipal leaders peace of mind.

The National League of Cities Service Line Warranty Program helps homeowners save thousands of dollars in expensive utility line repair costs while addressing the community's aging infrastructure. The NLC Service Line Warranty products offer affordable coverage for buried, external water and sewer lines from the utility connection point to the home (including the portion buried under concrete slabs).



“ It gives me peace of mind as an elected official that this program can be offered to the citizens. It gives citizens peace of mind because they have a program with local, reliable contractors from where they can get the service. The city has peace of mind because it gets our local economy going as well as revenue and income to help others. ”

*Felicia A. Moore,
City Council Member
Atlanta, GA*

Frequently Asked Questions



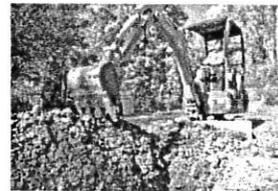
■ What will the warranty program cost the city and homeowners?

There is absolutely no cost to the city for this warranty program and homeowner participation is completely voluntary. For a small monthly fee, homeowners can protect the buried utility service lines on

their property. The NLC Service Line Warranty Program provides generous coverage with no deductibles, service fees or annual/lifetime limits.

■ How does the program work?

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.



■ What happens when a homeowner experiences a service line break or leak on their property?

One call to the NLC Service Line Warranty Program's toll-free number and a local, licensed contractor will be dispatched to quickly make repairs. There is no paper-work to complete; just one call for claims processing – available 24/7, 365 days a year. All contractors are local to the community served, which keeps dollars in your local economy.



■ Why is the warranty program important?

The American Society of Civil Engineers labeled the nation's infrastructure a D+ in 2013 and it's no surprise! Many people believe that water and sewer lines will last hundreds of years without failing, but the truth is, there are many reasons other than

life expectancy of the pipes that can contribute to infrastructure failure - such as tree-root intrusion, rust and weather.

With the NLC Service Line Warranty Program, normal wear and tear, ground shifting, root-intrusion, and much more are covered.

Quick Facts

The NLC Service Line Warranty Program is offered at no cost to municipalities and utilities. Join us today and enjoy these program features:

- The only utility line warranty program endorsed by National League of Cities
- Educates homeowners about their service line responsibilities
- Service from licensed, local contractors keeps dollars in the local economy
- Low claim denial rates – more than 97% of all claims are typically approved
- Customer satisfaction rates over 95%
- Timely repairs that help conserve water and reduce ground contamination

About

Utility Service Partners, Inc.



USP's family of companies have been providing utility service line warranty products since 1998. USP has an A+ Better Business Bureau Rating and enjoys a customer satisfaction rating of over 95%.

National League of Cities



The National League of Cities is dedicated to helping city leaders build better communities, and serves as a resource and advocate for 19,000 cities, towns and villages, representing more than 218 million Americans.

Make a Difference in Your Community

To learn more about the NLC Service Line Warranty Program, visit NLC's website at www.nlc.org or contact 1-866-974-4801.

www.utilitysp.net | partnerships@utilitysp.net | 1-866-974-4801



NLC Service Line Warranty Program Highlights

- ✦ Nearly 200 cities participating nationwide
- ✦ No cost to or liability for the city to participate
- ✦ Healthy, ongoing annual revenue stream for city
- ✦ Educates homeowners about their lateral line responsibilities
- ✦ The **only** utility line warranty program endorsed by the National League of Cities
- ✦ Utility Service Partners handles all marketing and management of the program
- ✦ 24/7/365 bilingual customer service
- ✦ All repairs performed to city code by local, licensed contractors
- ✦ Reduces calls from residents to City Hall for lateral water and sewer line issues
- ✦ Homeowner billed by NLC Service Line Warranty Program
- ✦ USP is a North Central Texas Council of Governments (NCTCG) Shared Services Program Partner
- ✦ City provides residents an affordable solution that covers cost of repairs to water and sewer lines for which the homeowner is responsible
- ✦ Saved more than 60,000 homeowners across the country over \$45 million in utility line repair costs
- ✦ Public funds are **not** used in the marketing, distribution or administration of the NLC Service Line Warranty Program
- ✦ The NLC Service Line Warranty Program must be supported by the city into which it is being introduced before any warranty offer letters are mailed to homeowners in the community.

Participating Cities (Sample of nearly 200)

Large

Atlanta, GA
Madison, WI
Phoenix, AZ
San Diego, CA

Small

Dayton, OH
Edgewood, CO
Franklin Park, IL
Overland Park, KS



BBB Torch Award for Marketplace Ethics

Trust • Performance • Integrity

2013 Winner
Western Pennsylvania Better Business Bureau

NLC Service Line Warranty Program Benefits

NLC Service Line Warranty Program

City

Provides non-tax revenue stream without any investment

Reduces calls to City/Public Works when a homeowner's line fails

Contractors undergo rigorous vetting process to ensure repairs meet city code

Reduces costs associated with sending public works to residents' homes to assess lateral line issues

Keeps money in the local economy by using contractors in the metro area

Contractors must be current with insurance and required licenses

Residents

Affordable utility line repair solution for families on a budget

Educates homeowners about their service line responsibilities

Prevents aggravation of having to find a reliable, reputable plumber

Peace of mind – with one toll-free call a plumber is dispatched

Keeps money in the homeowner's pocket; without warranty repairs cost \$1,300-\$4,000+

No service fees or deductibles, paperwork or forms to complete

Accolades & Accomplishments

✦ Accredited Better Business Bureau member with A+ rating for over 10 years

✦ 2013 Western Pennsylvania Better Business Bureau Torch Award winner for Marketplace Ethics

✦ More than 97% of all submitted claims are approved

✦ A customer satisfaction rating that has exceeded 95% for more than a decade

✦ 9 of 10 customers surveyed have recommended the program to friends, family and neighbors