



NLC Service Line Warranty Program



Building Peace of Mind, One Community at a Time

Who Is USP



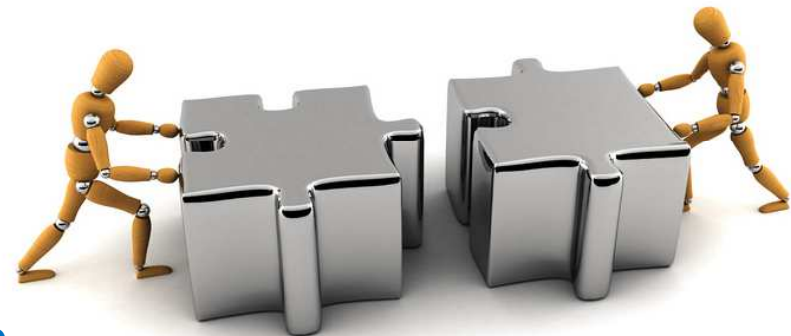
- **Headquartered in Canonsburg, PA,** Utility Service Partners, Inc. (USP) is one of the largest independent providers of service line warranties in North America with a portfolio of over 400,000 products in the U.S.
- **USP is a portfolio company** of Macquarie Capital, part of Macquarie Group Limited, one of the world's largest owners and managers of utility and infrastructure assets with over \$300 billion in assets under management worldwide
- **USP is proud to have been selected as an NLC Enterprise Programs Partner**



USP Qualifications



- **USP was formed in September 2003** to purchase Columbia Service Partners from Columbia Energy
- **USP has pioneered partnerships** with city/municipal governments and utilities to provide utility line warranties to their customers
- **USP's management team has a deep** rooted understanding of brand management, customer service, and relationship management having developed the utility service line warranty program at CNG in the mid-1990s



NLC Service Line Warranty Program Products



External water line and sewer line warranties

- Provide repairs on broken or leaking outside water or sewer lines typically not covered by homeowners insurance
- No restrictions on the number of repairs performed— full benefit of coverage provided on every repair
- Low monthly cost – NO deductibles or service fees



Benefits to City



NLC Service Line Warranty Program provides your constituents with a value-added program to address sewer and water line problems that are not the responsibility of city

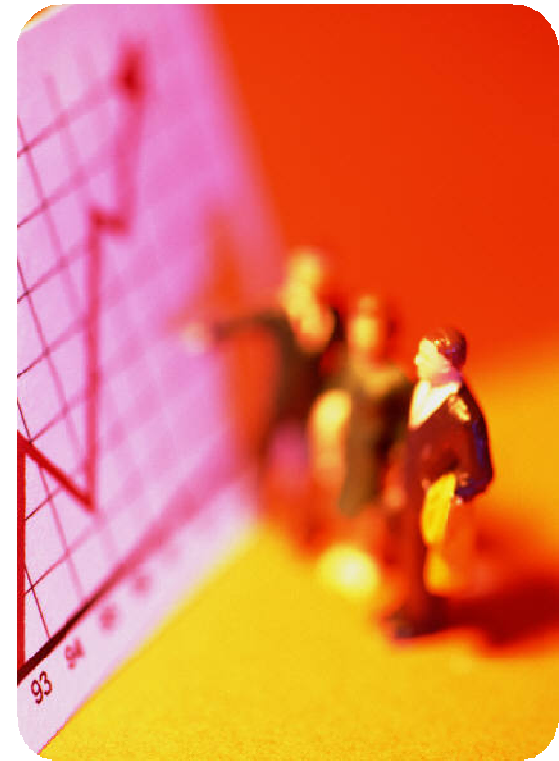
- Peace of mind for your residents
- Fewer citizen complaints
- Affordable rates for residents
- All repairs performed to local code



Benefits to City



- Service from trusted contractors
- 24/7 customer service
- NO COST for the city to participate
- Easy implementation
- Generates revenue for your city



Benefits to Citizen



- **Cost-Effective** – Eliminates potentially high financial hardship/burden on citizens
- **Peace of Mind** – Easy access to repair hotline dispatchers 24/7, year round
- **Convenient** – No need to examine contractors and bids; only local, certified repair professionals dispatched
- **Service Satisfaction** – Over 9 out of 10 customers would recommend us to a friend or relative



What Citizens Are Saying...



- "I recently had a huge problem with my sewer line and I cannot begin to express how helpful it was to have this coverage. It gets increasingly difficult to keep up with repairs. Having the warranty made it easy."

– Marsha B., New Brighton, PA

- "After my recent home fire, it was very comforting to contact SLW and be told that my line would be immediately repaired. The fast service was truly appreciated, and I highly recommend your service - I have already recommended SLW to all my family and friends."

– James H., Charleston, WV



What Citizens Are Saying...



"I want to thank you for the wonderful, professional job that you did to repair my water line. I want to tell everyone about it and tell them to call you and sign-up! Thank you and I will be your customer for as long as I live."

– Linda P., Ringgold, GA



Program Testimonial



A PARTNERSHIP WITH BECKLEY, WEST VIRGINIA

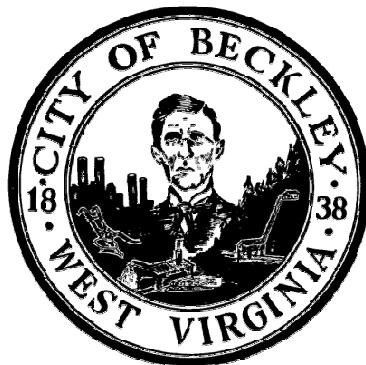
■ *On USP's turnkey solution:*

"Working with USP is really easy. They take care of everything — marketing, billing, and customer service. All we had to do was review and approve the letter to customers."

■ *First campaign results:*

"We were delighted with the response from our citizens...providing a service to our residents which helps them avoid costly repairs, that's something they really appreciate."

– *Beckley Mayor Emmett Pugh*



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