



NLC Service Line Warranty Program



Why is the National League of Cities involved in this initiative?

- The **National League of Cities** is dedicated to building better communities
- The **NLC Savings and Solutions Program** helps with this effort
- Aging infrastructure in older cities/environment
- Education and Awareness
- Promotes Local Economy
- Creates Jobs and Apprenticeship Programs
- Provides Annual Low-Income Assistance for for Citizens



Challenges for 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 / leaking lines waste thousands of gallons of water

- And present an environmental hazard

Common misconceptions

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



Examples of Local Government Participation

Los Angeles, CA	San Diego, CA	Phoenix, AZ
Tulsa, OK	Las Vegas, NV	Arlington, TX
Atlanta, GA	Mesa, AZ	Tucson, AZ
Kansas City, MO	Salt Lake City, UT	El Paso, TX
Montgomery, AL	North Las Vegas, NV	Fort Lauderdale, FL
Newark, NJ	Louisville, KY	Lewisville, TX
Baltimore, MD	Reno/Tahoe, NV	Birmingham, AL



City of Baltimore Case Study



143,000
Marketable
Households

35,671
Customers
Covered

62,805
Active
Policies

44,150
Repairs
Completed

\$24.3M
Customer
Savings

4.75/5
Customer
Satisfaction

“With all this combined - competitive coverage and rates, outstanding customer service and being able to give back to our residents - HomeServe is an excellent partner for us.”

Shonte' Eldridge
Baltimore City's Deputy
Chief of Operations

Plans offered

- Water service line
- Sewer/septic line
- Water heater
- HVAC
- Interior electrics
- Interior plumbing & drainage

Key Milestones

2014

HomeServe & Baltimore partnership begins



2018

Completed over 20K repair jobs



2016

Completed over 5K repair jobs



2021

Saved residents over \$24M since the program began



“The ServLine Leak Protection Program has created a win-win situation for El Paso Water and our customers as they now receive financial protection and peace of mind. If they should experience a water leak, they are covered.

The utility is now recapturing lost water revenue, reducing bad debt and easing the staff workload.

Our customers agree with our decision to implement this program, as we have a 96% participation rate, along with increased customer satisfaction. I am so glad we partnered with HomeServe and ServLine.”

Marcela Navarette
Vice President
El Paso Water





“The NLC Service Line Program has been a huge success for the City of Los Angeles and our homeowners. The program hasn’t had any hiccups, the company has done everything they said they would do (and more), and I have even enrolled as a customer for my own home.

My former District 15 boss, Councilmember Joe Buscaino, served as the NLC president for a one-year term and was always hearing incredible success stories while visiting with other council members around the country and attending various conferences.”

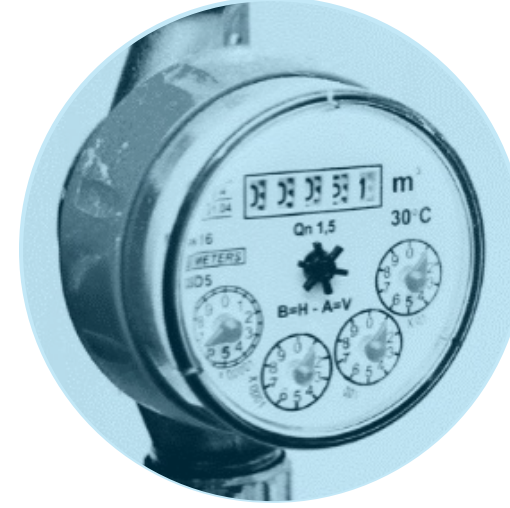
Jacob Haik
City of Los Angeles
LAWA
Director of Sustainability



What We Cover...



SEWER LATERAL



WATER LINE



IN-HOME PLUMBING

- Everything is customizable to the city's needs!
- Exterior water and sewer line – up to \$8,500 coverage per incident for repair/replacement of leaking, clogged or broken lines from the point of utility connection to the home exterior
- **New Leak Protection Program** (50 cents to \$1 per month and covers up to \$2,500 in water loss on bill)
- No annual or lifetime limits, deductibles, service fees, forms or paperwork
- 24/7/365 availability
- Repairs made only by licensed, local area contractors (can use MWBE if preferred)

Core Features that Deliver Peace of Mind



Toll-free emergency number members can call 24 hours a day, 365 days a year



Locally-based, fully-licensed, qualified and vetted contractors dispatched to the customer's emergency



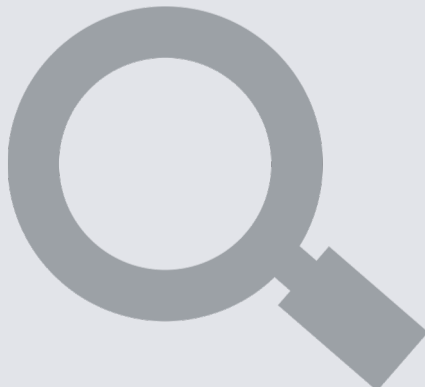
No deductibles, no call-out fees or forms to fill in at the completion of the job



Quality control measures to ensure exceptional customer experience



Guaranteed repairs



No pre-inspection before joining

Re-Cap of Program Highlights

- **Over \$2 Billion** spent on homeowner repairs/replacements in past five years
- Over **1300 U.S. Cities Participating**
- **Free education/awareness** and innovative options for homeowners to mitigate risk of service line failures
- Allows citizens to **future-proof** their **lateral line risk**
- Automatically replaces **lead lines** whenever they are discovered during **any** repair or replacement
- Annual, Ongoing Low-Income Homeowner Funding Source
- ServLine Leak Protection Program
- HomeServe Cares Program





For more information contact...

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