NLC Service Line Warranty Program

by

HomeServe®

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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 **1,300** municipal and utility partnerships
- Job serviced **every 34 seconds**
- Customer savings to date: **over $2 Billion**

* As of January 2023

BBB ACCREDITED BUSINESS

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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)

NLC NATIONAL LEAGUE OF CITIES
CITIES STRONG TOGETHER



Solution for Municipalities and their Residents

Residents

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

Educates residents about their responsibility for exterior lines



Municipality/Utility

Reduces calls to the 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

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

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Optional Energy Products



Interior Electric

- Up to $4,000 per call
- $4,000 annually



Water Heater

- Up to $1,500 per call
- $1,500 annually for repair/replacement



Heating System

- Up to $2,500 per call
- $2,500 annually



Cooling

- Up to $2,500 per call
- $2,500 annually

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/Town
- City/Town utilize funds for important initiatives including:
  - ✓Infrastructure improvements
  - ✓Low-income assistance/community charities
  - ✓Partially offset rate increases



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Current North Carolina partners (25)

- *Charlotte Water*
- *Town of Sharpsburg*
- *Town of Weaverville*
- *Town of Creswell*
- *Town of Snow Hill*
- *City of Whiteville*
- *City of Hendersonville*
- *City of Sanford*
- *City of Albemarle*
- *City of Elizabeth City*
- *Town of Spring Lake*
- *Town of Hope Mills*
- *Tyrrell County Utilities*
- *Town of Mooresville*
- *City of Shelby*
- *City of Creedmoor*
- *Town of Mocksville*
- *City of Eden*
- *Town of Fletcher*
- *Town of Hassell*
- *Cherokee Water & Sewer*
- *South Greene County Water Corporation*
- *Greene County Reg. Water*
- *City of Cherryville*
- *City of Monroe*

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Our Promise:

We will be a trusted steward of your brand and reputation.

Questions?

For more information contact:

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