

City of Washington, IL



we promise



NLC NATIONAL
LEAGUE
OF CITIES
CITIES STRONG TOGETHER

Mike Chambers

724-678-6075

mchambers@utilitysp.net



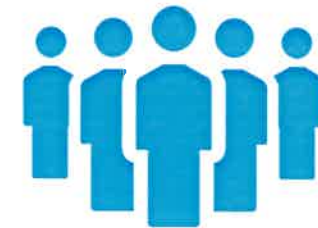
WHY CHOOSE UTILITY SERVICE PARTNERS?



EXPERIENCE



REPUTATION



PARTNERSHIP



**BBB Torch Award for
Marketplace Ethics**

Trust • Performance • Integrity

2013 Winner
Western Pennsylvania Better Business Bureau®



This award underscores one of the primary reasons the National League of Cities selected USP as a partner and extended our agreement for another five years. The organization's 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

PROGRAM BENEFITS

- Only Service Line Program Endorsed by the National League of Cities
- Helps address the public policy issue of aging infrastructure
- No cost for the City to participate
- Ongoing Revenue Stream for the City
- Educates homeowners about their lateral line responsibilities
- Free Public Awareness Campaign
- Peace of Mind - with one toll-free call a reputable plumber is dispatched
- All repairs performed to code by local licensed contractors
- Contractors undergo rigorous vetting process to ensure quality service

OUR SERVICE AND WHAT IT COVERS



SEWER/SEPTIC LATERAL
COVERAGE



WATER/WELL LINE
COVERAGE

Homeowner repair protection for leaking, clogged or broken water and sewer lines from the point of utility connection to the home exterior

Coverage includes:

- Educating homeowners about their service line responsibilities
- Up to \$8,500 coverage per repair incident
- Includes coverage for thawing of frozen external water lines
- No annual or lifetime limits, deductibles, service fees, forms, or paperwork
- 24/7/365 availability
- Repairs made only by licensed, local contractors
- Affordable rates and multiple payment methods

OUR SERVICE AND WHAT IT COVERS




INTERIOR PLUMBING AND DRAINAGE

Homeowner repair protection for in-home water supply lines and in-home sewer lines and all drain lines connected to the main sewer stack that are broken or leaking inside the home after the point of entry

Coverage includes:

- Up to \$3,000 coverage per repair incident.
- Repair of clogged toilets
- Includes coverage for broken or leaking water, sewer, or drain lines under the slab or basement floor
- No annual or lifetime limits, deductibles, service fees, forms, or paperwork
- 24/7/365 availability
- Repairs made only by licensed, local contractors
- Affordable rates and multiple payment methods

MARKETING APPROACH

- No Public Funds are used in marketing, distribution, or administration of the program.
 - Only market by direct mail, no telemarketing
 - Would never mail without your review and approval of marketing material before each and every campaign
 - Limited mailing campaigns per year
 - Consumer friendly marketing
 - Always voluntary for the homeowner
- 
- Consumers can enroll one of three ways:
 - Calling into our toll free number that is provided on the mailing;
 - Returning the bottom of the letter to us in the self addressed stamped envelope provided
 - Visiting our consumer website www.slwofa.com at any time

OVER 650 MUNICIPAL PARTNERS IN 38 STATES



Alabama	Louisiana	Oklahoma
Arkansas	Maryland	Oregon
Arizona	Maine	Pennsylvania
California	Michigan	South Carolina
Colorado	Minnesota	South Dakota
Connecticut	Missouri	Texas
Florida	North Carolina	Utah
Georgia	Nebraska	Virginia
Iowa	New Jersey	Washington
Illinois	New Mexico	West Virginia
Indiana	New York	Wisconsin
Kansas	Nevada	Wyoming
Kentucky	Ohio	

OUR PARTNERSHIPS IN ILLINOIS

Village of Diamond

Village of Minooka

City of East St. Louis

Village of Dupu

Township of Leyden

City of Berwyn

Village of Niles

City of Quincy

Village of Rockton

City of Olney

Village of Hazel Crest

Village of Park Forest

Village of Hampshire

Village of Rickton Park

City of Rochelle

City of Greenville

Village of Franklin Park

City of North Chicago

Village of Maywood

Village of Godfrey

Village of South Chicago heights

City of Sesser

City of Cahokia

Village of Hanover Park

Village of Carbon Cliffe

City of Rock Falls

Village of Westchester

Village of Sauk Village

City of Knoxville

Village of Bellwood

Elgin Township

Elk Grove Township



Q & A

A Commitment to Service

The National League of Cities (NLC) Service Line Warranty Program is committed to freeing homeowners from the expense and inconvenience of home emergency repairs by putting your residents at the heart of everything we do. A core component of our culture is to give back to the communities we serve.



We serve homeowners through these important benefits:

Education for Homeowners

This program educates homeowners on their service line responsibilities to help better prepare the homeowner in the event of a service line emergency. A basic homeowners policy typically does not cover damages to the water line or the sewer line on the homeowner's property.¹

Affordable Coverage

A service line repair can be very costly, ranging from hundreds to upwards of \$3,500.² This can be hard on a homeowner's budget, and most Americans don't have \$500 in emergency savings.³ This program offers homeowners optional, affordable coverage to keep homeowners' service lines up and running in the event of an emergency.

Utilization of Local Area Contractors

This program utilizes only licensed, local contractors to ensure repairs are made to local code, while also keeping dollars in the local economy. Our top-rated network contractors undergo a rigorous vetting process to ensure they represent the NLC Service Line Warranty Program's values, which include community, service and reliability.

Optional Revenue Share

This program features a revenue sharing component at no cost to the city. These funds can be used towards initiatives important to the city, including low-income assistance programs, conservation efforts or infrastructure improvement projects.

Partner Spotlight

Jackson Municipal Utility Authority of New Jersey awarded their 2017 revenue share grants to nine local charities.

To learn more, visit
www.UtilitySP.net/news



¹ What Isn't Covered by Your Homeowner's Insurance?, NATIONAL ASSOCIATION OF INSURANCE COMMISSIONERS (NAIC)
² National average repair costs as of January 2016.
³ Cornfield, Jill. Bankrate Survey: Just 4 in 10 Americans Have Savings They'd Rely on in an Emergency. 12 Jan. 2017, www.bankrate.com/finance/consumer-index/money-pulse-0117.aspx

NLC Service Line
Warranty Program

Administered by
**Utility
Service**
Partners, Inc.
a HomeServe Company

Charitable Giving Program

The NLC Service Line Warranty Program is proud to assist disadvantaged homeowners through our charitable giving program.



Through the years, we have leveraged our existing service infrastructure and financial resources to help customers and non-customers who experienced hazardous service emergencies and did not have the means to cover the repairs.

It is our most significant public commitment to date, with the creation of an initial fund totaling \$500,000 to support the program.

Helping a Young Couple with a Major Repair:

Adam and Jennifer F. loved the first home they bought together – a historic 100-year-old house in a quiet Wichita neighborhood – but they didn't love the sewer line problems that came with it. The NLC Service Line Warranty Program caught wind of this couple's story, including the steep \$7,000 price tag associated with the repairs, and stepped in to help.

To read more, visit: www.utilityspblog.com

For more information contact:

1-866-974-4801 or
partnerships@utilitysp.net
www.UtilitySP.net

COL_18_0606_CTS1P

NLC Service Line
Warranty Program

Administered by



a HomeServe Company

WHY SHOULD OUR CITY offer this program?



Because aging infrastructure impacts private lines, too.

Nationwide a water main breaks every two minutes. The same elements that cause those failures also exist on your residents' private lines: age of lines, deteriorating pipe material, freezing and thawing, ground shifting.*

This program provides an optional — proactive — solution to a problem that is bound to strike your residents at some point in time.



Homeowners believe service line repairs are the city's responsibility.

When private service lines break or leak, many homeowners call the city first and are often surprised – and frustrated – to learn that the city can't help.

Educational marketing about homeowners' responsibility for service lines is a key component of the program.



An unexpected repair expense can be hard on a budget — and peace of mind.

Studies show that most Americans do not have enough savings to cover an emergency repair cost that could be from hundreds to as much as \$3,500 or more. In addition, many can be overwhelmed by having to find a trustworthy contractor.

The program provides affordable repair plans backed by vetted, local-area contractors, keeping dollars in the local economy.

* 2016 survey conducted by the Associated Press-NORC Center for Public Affairs Research

WHY CHOOSE

to partner with the

NLC Service Line Warranty Program?



- ▲ At no cost to the city, the Program offers affordable protection for in-home plumbing and external water and sewer lines that will cover the cost of repairing leaks, breaks and clogs.
- ▲ The program features generous coverage amounts, and there is never a service fee or deductible. There are no annual or lifetime limits — just peace of mind for the homeowner.
- ▲ Contractors dispatched to the homeowner's residence undergo a rigorous background check before being accepted into the network.
- ▲ Contractors are local to the community to help keep money in the local economy.

RECOGNITION & ACKNOWLEDGEMENTS



- ▲ Maintained a customer satisfaction rating of greater than **98%** for more than a decade.
- ▲ **9 of 10** surveyed customers have recommended the program to friends, family and neighbors.
- ▲ Over **97%** of submitted claims are approved.
- ▲ 2014 **Pennsylvania Municipal League** Business/Community Partnership Award recipient.
- ▲ 2013 winner of the Western Pennsylvania **Better Business Bureau** Torch Award for Marketplace Ethics.



**BBB Torch Award for
Marketplace Ethics**
Trust • Performance • Integrity
2013 Winner
Western Pennsylvania Better Business Bureau®



Administered by
**Utility
Service**
Partners, Inc.
a HomeServe Company



NLC Service Line Warranty Program Resident Testimonials

Midwest Region

"I don't know why every city in the U.S. wouldn't offer this protection to its citizens."

– Vickie S., Marshalltown, IA

"The overall service and promptness of the service is highly recommended. I am very satisfied. I'm very happy that such a service existed here, and I will continue to take advantage of all the programs available."

– John E., Rock Falls, IL

"This is a wonderful service in my city, as there are many older homes and the lines are old."

– Paul M., Ottawa, KS

"You people stand by your word and do a great job for me and [my] peace of mind. Thank you."

– Clark Z., Prairie Village, KS

"Excellent service! I recommended SLWofA to my entire community on nextdoor.com."

– David H., Huntington Woods, MI

"I am one of the city council people who voted in favor of the program; have used it myself to good result."

– Chris V., St. Clair Shores, MI

"This service is wonderful. If we had called a plumber on our own we would have had to wait a day or two. This service was COMPLETE in less than four hours."

– Milton N. Columbia Heights, MN

"I was glad I had the warranty because it saved me from paying for a costly sewer line repair."

– Cynthia T., Kansas City, MO

"I was well pleased with the service and recommended the program to family members and friends."

– Joan D., Omaha, NE

"For an age when it's hard to get things fixed right the first time and courteously, this hit the mark!"

– Arva H., Omaha, NE

For more information contact:
1-866-974-4801 or **partnerships@utilitysp.net**



**BBB Torch Award for
Marketplace Ethics**

Trust • Performance • Integrity

2013 Winner
Western Pennsylvania Better Business Bureau®

COL_18_0514_TMW



NATIONAL
LEAGUE
OF CITIES

CITIES STRONG TOGETHER

Administered by



a HomeServe Company



NLC Service Line Warranty Program City Testimonials

"One of the significant selling points for the City Council and staff was the National League of Cities endorsement. NLC did the homework and vetted the program before endorsing it for its member cities. I believe the letter from the City provided a trust factor that is not present through direct solicitation to residents from other warranty companies who send letters that give the appearance of coming from the city. So far the USP/NLC Program has delivered what they said they would to the City of Hutchinson. I would be happy to visit with anyone about the program and our experience here in Hutchinson."

John Deardoff, City Manager, Hutchinson, KS

"The National League of Cities is proud to partner with Utility Service Partners because we've found it to be the most reputable and reliable program. The organization's 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

"The Service Line Warranty Program helps both Phoenix residents and the city government. Revenue from the program goes to core city services like police, fire, parks, libraries and senior centers."

Jon Brodsky, Program Manager, Fit Phoenix
& former Public Information Officer, Phoenix, AZ

"We have had a great experience with them. They have protected a lot of our customers from huge repair bills. They have been timely in repairing lines for our customers."

John Manchester, Mayor, Lewiston, WV

"The response to the program by the Rock Falls residents has been tremendous. Many of our homeowners contacted their insurance agent when they received the program offer in the mail and were shocked to find out that they were not covered by their homeowner's policy for repair [or] replacement of their water and sewer lines. Our program is in its [sixth] year and the participation is still growing. We are very pleased that we can offer the Service Line Warranty Program to our residents of the City of Rock Falls."

Robbin Blackert, City Administrator, Rock Falls, IL



**BBB Torch Award for
Marketplace Ethics**

Trust • Performance • Integrity

2013 Winner
Western Pennsylvania Better Business Bureau®





Overview

Residential property owners may be responsible for the maintenance of the buried water and sewer lines that run between the public (main) connection and the exterior of the home. When these lines break, leak or clog, the homeowner is often surprised to learn that homeowner's insurance does not cover the cost of an often expensive repair.

A homeowner's private lines are subjected to the same elements as the lines that comprise the public infrastructure – ground shifting, tree-root invasion, extreme weather, age and more. While municipalities are responsible for repairs to the public infrastructure, what solution is available to homeowners when the lines on their property fail?

The NLC-endorsed Water and Sewer Line Warranty and In-Home Plumbing Repair Programs educate homeowners about their service line responsibilities while providing an affordable repair coverage option.

Serving your local community

In partnership with NLC



500+

Municipalities and Utilities participating across North America



97%

Claims approval rating



98%+

Customer satisfaction rating



1.2 Million

Repairs performed in the past three years



\$394 Million

in repair costs saved by customers in the past three years



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 graded 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 program is offered at no cost to municipalities and utilities. Join us 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
- ▶ More than 97% of our customers felt better prepared for a service line emergency
- ▶ Timely repairs that help conserve water and reduce ground pollution



USP's consumer brand, Service Line Warranties of America, was the 2013 Winner of the Western Pennsylvania BBB Torch Award for Marketplace Ethics.

About

Utility Service Partners, Inc.



USP's family of companies has been providing utility service line warranty products since 2003. USP, a HomeServe company, is a BBB Accredited Business with an A+ rating and enjoys a customer satisfaction rating of over 98%.

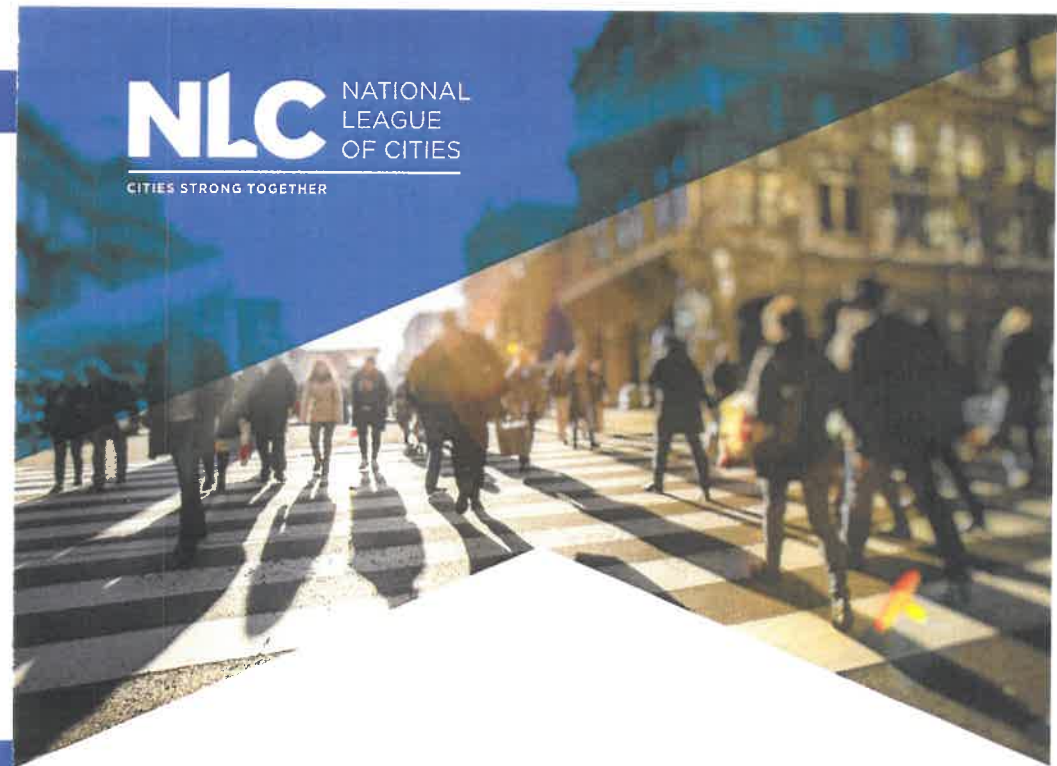
National League of Cities



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 USP at 1-866-974-4801.



National League of Cities Service Line Warranty Program

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