

NLC Service Line Warranty Program

by



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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



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)

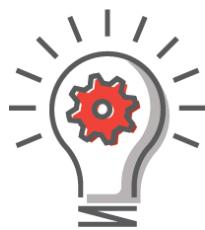


Solution for Utilities and their Residents



Residents

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



Educes 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 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

Outstanding Customer Satisfaction Scores

Post-claim

- 4.8 out of 5 stars*

Reputation.com

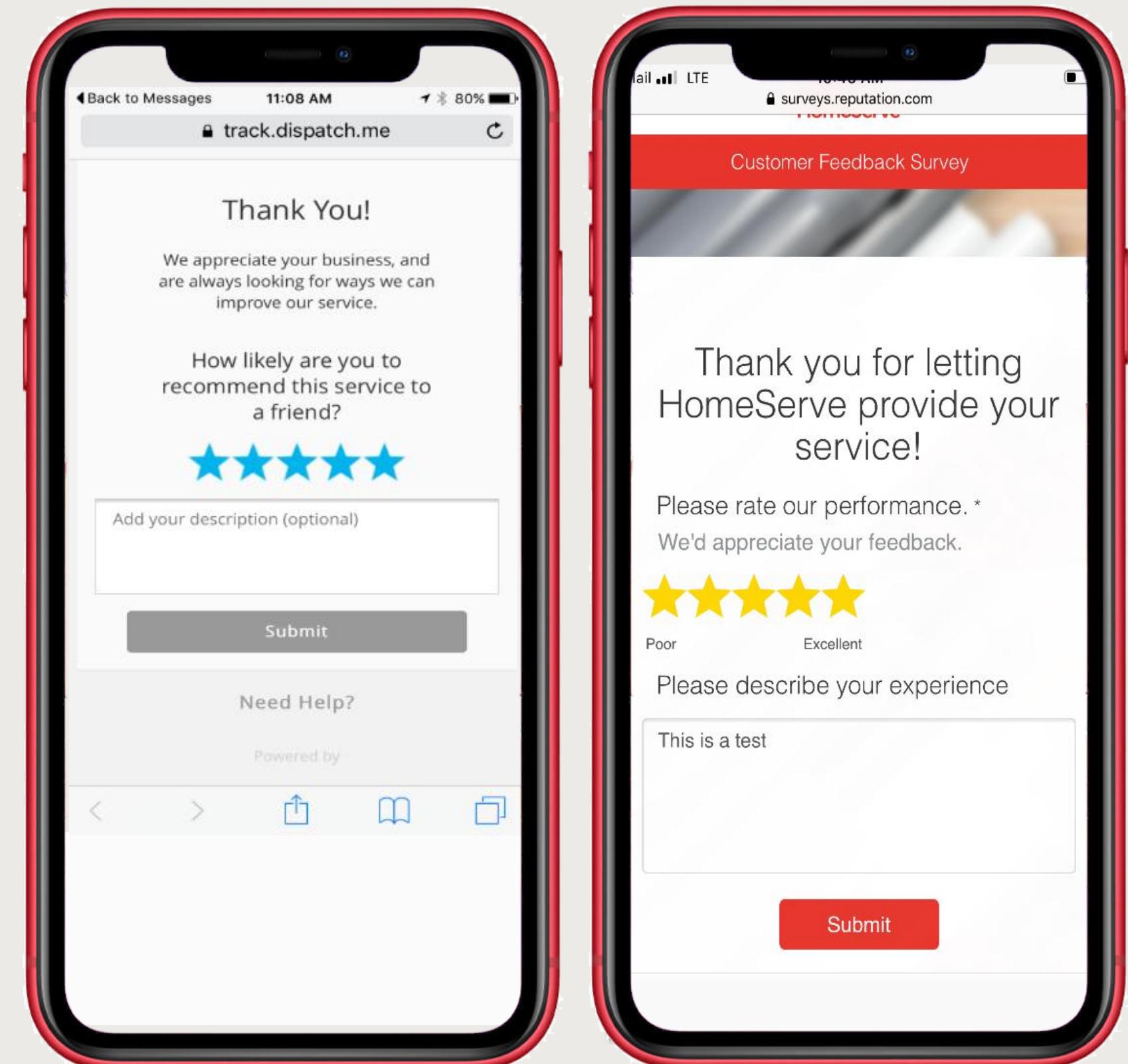
- 4.4 out of 5 stars**

Google

- 4.4 out of 5 stars**

BBB

- 4 out of 5 stars**



Measurement method:

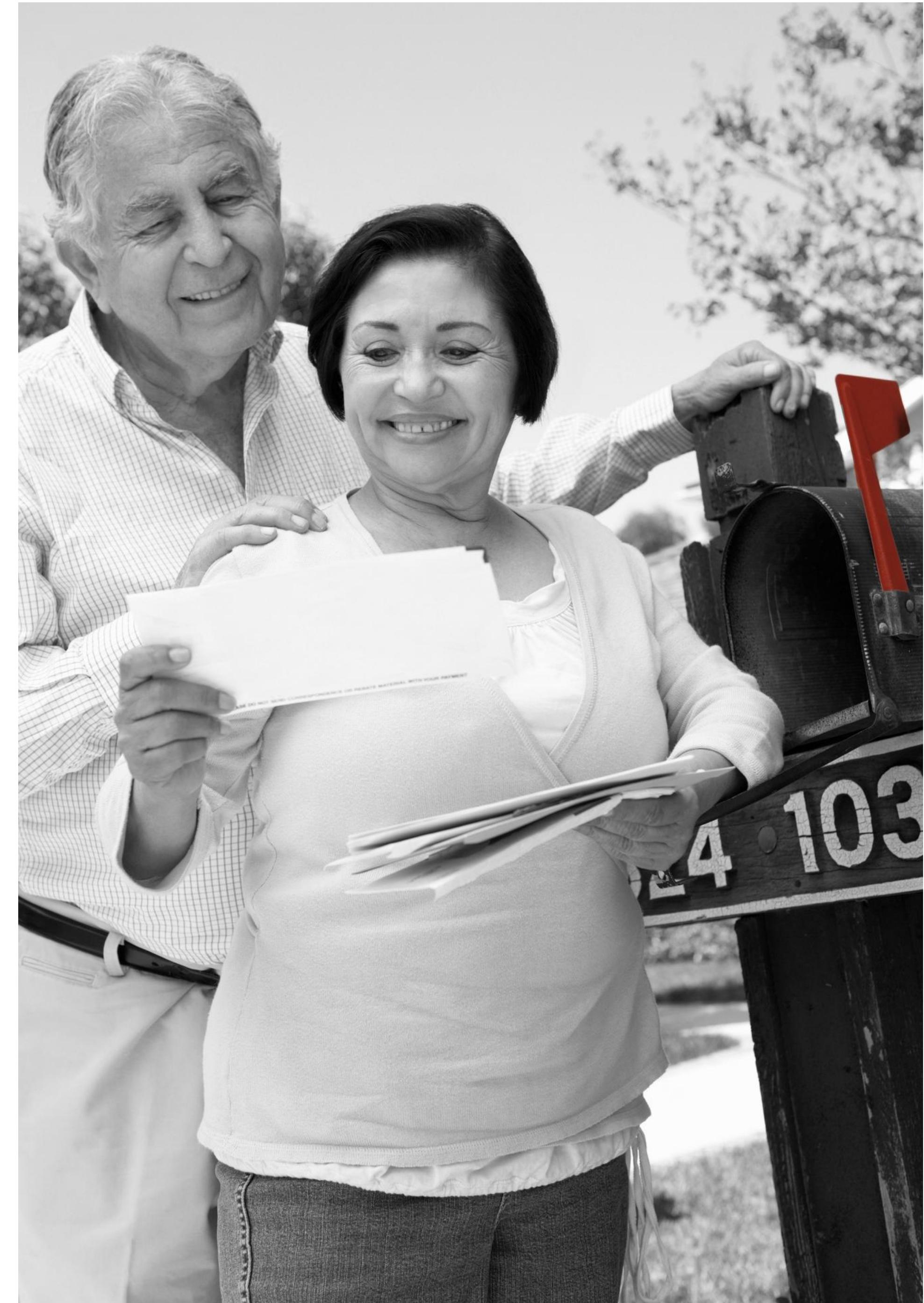
- Post-claim satisfaction survey sent via text message immediately following job completion and then again within a week via email
- In the event of a negative review (1-3 stars), the customer receives a message apologizing for the service not meeting expectations
- Real Time Insights team follows up with 100% of customers providing 1-3 stars to make the situation right

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



CURRENT MINNESOTA PARTNERS (43)

- *City of Edina*
- *City of St Louis Park*
- *City of Columbia Heights*
- *City of St Michael*
- *City of Mounds View*
- *City of Grand Rapids*
- *City of Watertown*
- *City of Olivia*
- *City of Chatfield*
- *City of Le Sueur*
- *City of South St. Paul*
- *City of Barnesville*
- *City of Dilworth*
- *City of Albert Lea*
- *City of Jackson*
- *City of Falcon Heights*
- *City of Mora*
- *City of Perham*
- *City of Hawley*
- *City of Pelican Rapids*
- *City of Arden Hills*
- *City of Granite Falls*
- *City of Lake Crystal*
- *City of Rosemount*
- *City of Waite Park*
- *City of Pipestone*
- *City of Zumbrota*
- *City of Blaine*
- *City of Delavan*
- *City of Loretto*
- *City of New Brighton*
- *City of Iron Junction*
- *City of Vergas*
- *City of Vesta*
- *City of Robbinsdale*
- *City of Lafayette*
- *City of New London*
- *City of Brownsdale*
- *City of Big Lake*
- *New Ulm Public Utilities*
- *Lake Washington Sanitary District*
- *City of New Richland*
- *City of Winthrop*
- *City of Faribault*

Our Promise:

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

Questions?

For more information contact:

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