

NLC Service Line Warranty Program

by



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 **1,200** municipal and utility partnerships
- Job serviced **every 34 seconds**
- Customer savings to date: **over \$2 Billion**

* As of January 2023



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)



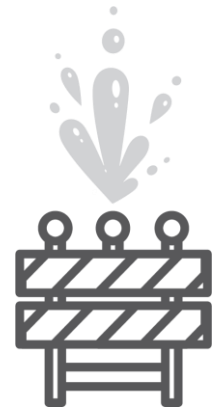
56% of Americans can't cover a **\$1,000** emergency expense with savings. (Bankrate 2022)



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)



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



CURRENT FLORIDA PARTNERS (31)

- *Town of Havana*
- ***City of Hallandale Beach***
- *City of Riviera Beach*
- *City of Lake Wales*
- *Village of Pinecrest*
- *City of Longwood*
- *City of Sanford*
- *Town of Pembroke Park*
- *City of Mary Esther*
- *City of Dania Beach*
- *City of N. Miami Beach*
- *City of Miramar*
- *City of Pompano Beach*
- *Town of Eatonville*
- *City of Winter Haven*
- *City of Valparaiso*
- *City of Opa locka*
- *City of Mount Dora*
- *City of Lauderdale Lakes*
- *City of Deerfield Beach*
- *City of Lake Worth Beach*
- *City of Wildwood*
- *City of Haines City*
- *Village of Biscayne Park*
- *City of Miami Springs*
- *Town of Hilliard*
- *City of Bowling Green*
- *City of Punta Gorda*
- *Village of Indiantown*
- *City of Fellsmere*
- *City of Arcadia*

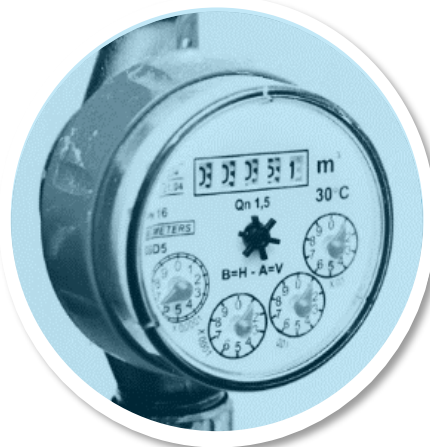
What We Cover



EXTERNAL SEWER LINE COVERAGE

Up to \$8,500 coverage per incident to repair/replace broken, cracked or clogged exterior lines

\$7.53/per month



EXTERNAL WATER LINE COVERAGE

Up to \$8,500 coverage per incident to repair/replace broken, cracked or clogged exterior lines

\$5.53/per month



Toll-free emergency number available
24 hours a day, 365 days a year



Guaranteed repairs



Locally based, fully licensed and vetted contractors



Quality control to ensure exceptional customer experience



No annual or lifetime limits, deductibles, service fees, forms or paperwork



No pre-inspection required

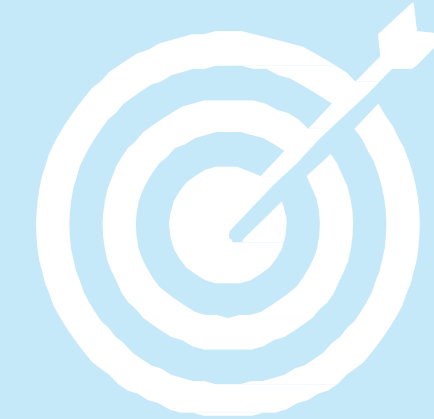
Partnership Overview as of October 2024



56 customers covered for an emergency home repair



72 total policies among Hallandale Beach Residents



\$531 Avg. Cost per Claim



43 covered repairs completed



\$22,869 saved by customers in Hallandale Beach!



4.8/5 customer satisfaction score

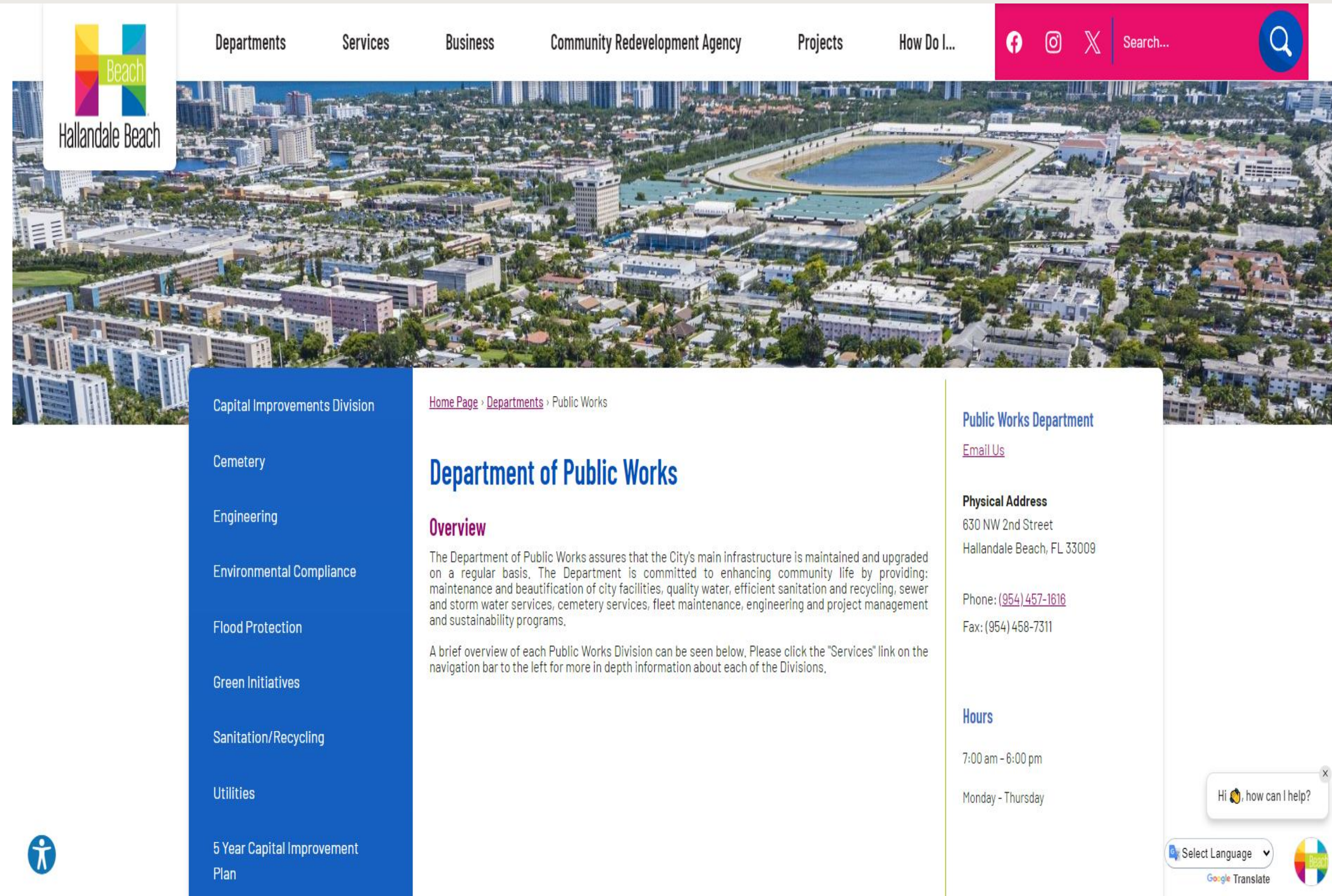
NLC Service Line Relaunch 2025

Next Steps:

Collaborate on mailer that will be sent to residents informing them of the program

Work on spreading awareness in addition to the mail campaigns (Updating city website, social media posts, etc)

Set up call with city staff to reeducate them on the program and answer any questions



Thank you
for your partnership!

