

# NLC Service Line Warranty Program

by



Overview Presentation for  
Olivehurst Public Utility District



# 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)

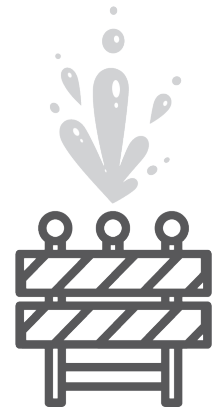


**60%** of homeowners with annual household incomes under \$50,000 a year reported having **\$500 or less or no money set aside** for a home repair emergency. (Harris Poll/HomeServe 2021)





# Solution for Utilities and their Customers



## Customers

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



Educates customers about their responsibility for exterior lines



## Utilities

Reduces calls to the District



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 District to participate

Only Service Line Program endorsed by the National League of Cities



# NLC Service Line Warranty Program

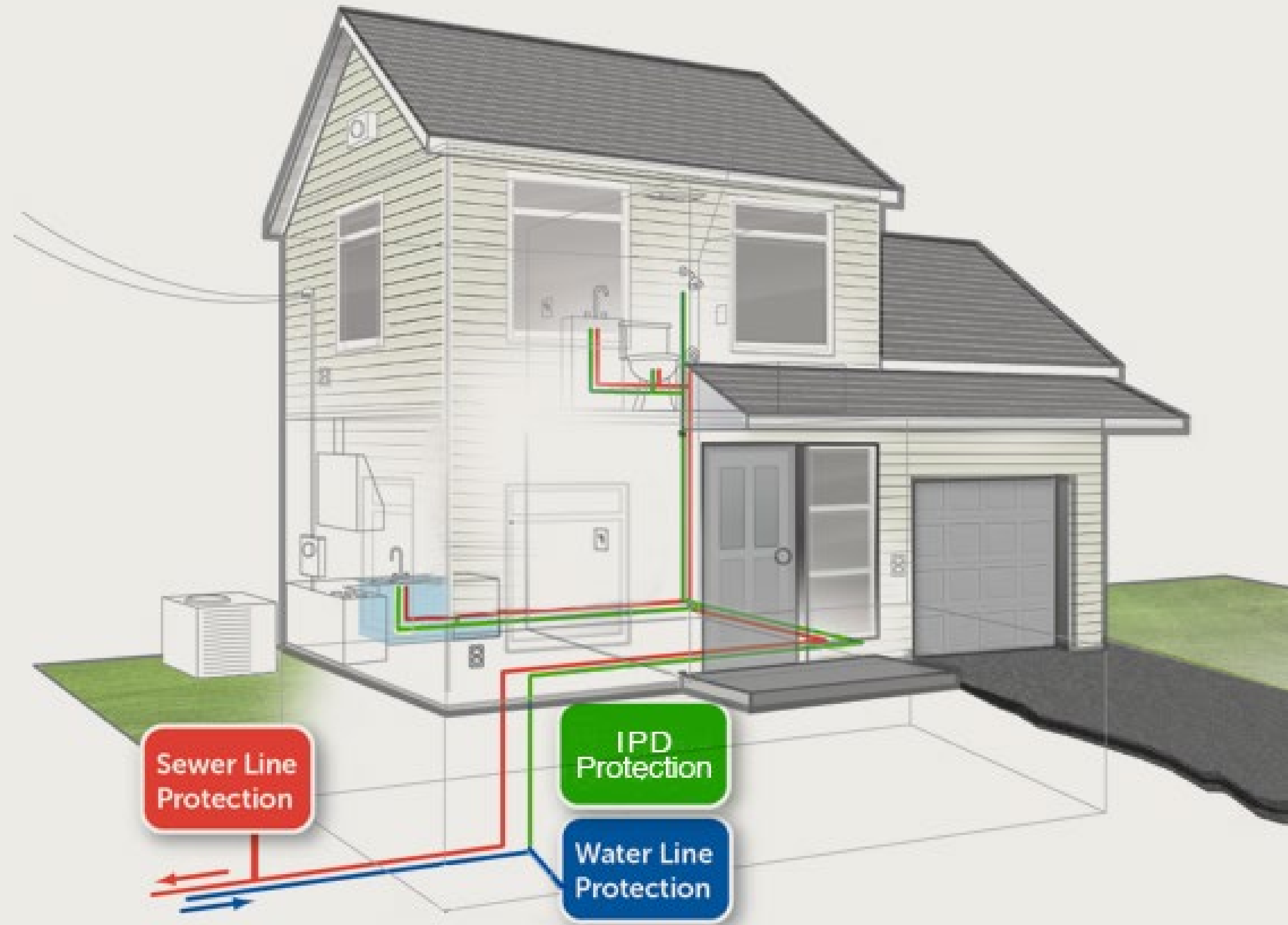
by



Endorsed by



CITIES STRONG TOGETHER





# Optional Homeowner Protection



## External Water Line

Up to \$8,500 per incident to repair/replace broken, cracked, or clogged exterior lines  
\$6.00 per month



## External Sewer Line

Up to \$8,500 per incident to repair/replace broken, cracked, or clogged exterior lines  
\$9.99 per month



## In-home Plumbing & Drain

Up to \$3,000 per incident on all water, sewer, and drain lines inside the home after point of entry  
\$16.49 per month



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

# CURRENT CALIFORNIA PARTICIPANTS (34)

*City of Antioch*  
*City of Chula Vista*  
*City of Claremont*  
*City of Culver City*  
*City of Daly City*  
*City of Duarte*  
*City of Fillmore*  
*City of Fresno*  
*City of Gustine*  
*City of Imperial Beach*  
*City of Laguna Beach*  
*City of La Habra*  
*City of Lemon Grove*  
*City of Los Angeles*  
*City of Rialto*  
*City of San Diego*  
*City of Santa Paula*

*City of Stockton*  
*City of Vallejo*  
*City of West Covina*  
*Town of Yountville*  
*City of Yuba City*  
*Alameda County Water District*  
*California Water Service Company*  
*Contra Costa Water District*  
*Crestline Village Water District*  
*Diablo Water District*  
*East Valley Water District*  
*Golden State Water Company*  
*Great Oaks Water Company*  
*Liberty Utilities Park Water & Apple Valley*  
*San Bernardino Municipal Water District*  
*San Jose Water Company*  
*Woodlands Municipal Water District*





# Questions?

---

For more information contact:

**Bill Coffey**

**Director, Business Development**

Bill.Coffey@homeserveusa.com

503-597-9171

