

NLC NATIONAL LEAGUE OF CITIES
CITIES STRONG TOGETHER

NLC Service Line Warranty Program:
Benefits to Cities & Residents

Administered by
Utility Service Partners
A Member Company

NLC Service Line Warranty Program

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NLC Savings & Solutions Programs

The NLC Service Line Warranty Program is one of seven Savings & Solutions Programs that are offered through corporate partnerships

NLC launched its partnership with Utility Service Partners in 2010, 600+ municipalities currently participate

37 Missouri municipalities currently participate

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Our service and what it covers

SEWER LATERAL COVERAGE

WATER LINE COVERAGE

IN-HOME PLUMBING COVERAGE

- Exterior water and sewer – up to \$8,500 coverage per incident for repair/replacement of leaking, clogged or broken lines from the point of utility connection to the home exterior
- In-home plumbing - up to \$3,000 per incident on all water, sewer, and drain lines inside the home after the point of entry

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Core product features

- Toll-free emergency number members can call 24 hours a day, 365 days a year
- Locally-based, fully-licensed, qualified and vetted contractors dispatched to the customer's emergency
- No deductibles, no call-out fees or forms to fill in at the completion of the job
- Quality control measures to ensure exceptional customer experience
- Guaranteed repairs
- No pre-inspection before joining

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Factors to consider

Changing Demographics	Financial Shock	Aging Infrastructure
<ul style="list-style-type: none"> ✓ Aging population - 87% of adults 65+ express the desire to "age in place" - access to trustworthy contractors is a major factor ✓ Millennials are 40% of population - they are becoming homeowners and value convenience and money saving ideas 	<ul style="list-style-type: none"> ✓ Any unplanned expense or loss of income - experienced by 60% of the population every year ✓ 48% of homeowners have had a home repair emergency in the last 12 months ✓ 40% of Americans can't afford a \$400 emergency expense 	<ul style="list-style-type: none"> ✓ Homeowners are often unaware of their private-side service line responsibilities - education is needed ✓ In Missouri, infrastructure upgrades over the next 20 years are estimated at \$8.5 billion for drinking water, and \$9.6 billion for wastewater

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Solutions for municipalities and the homeowners they serve



- Over 2.4 million U.S. families served by the program
- Saved homeowners over \$232 million in service line repair costs in the last three years
- We perform a repair every 49 seconds

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Missouri partners and customer data




- City of Lebanon
- Village of Airport Drive
- City of Billings
- City of Hurley
- City of Wayneville
- City of Embury City
- City of Monett
- City of Calhoun
- City of Jonesburg
- City of La Monte
- Village of Centertown
- City of Milledale
- City of Lawson
- City of Moscow Mills
- City of Winchester
- City of Canton
- City of Sella Vista
- City of Adrian
- City of Wellington
- City of Edgerton
- City of Lake Township
- City of Town and Country
- City of Lexington
- City of Smithville
- City of Grandview
- City of University City
- City of Kansas City
- City of Independence
- City of Raytown
- City of Sunset Hills
- City of Pine Lawn
- City of Odessa
- City of Pleasant Hill
- City of Grain Valley
- City of Osage Beach
- City of Moberly

- Over 32,000 Missouri residents currently enrolled in the program
- Over 4,300 water, sewer and IPD repair jobs over the last three years, saving Missouri homeowners over \$2.5 million

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Case Study: City of Grandview – Mayor Leonard Jones

- 1,357 City of Grandview homeowners currently participating
- Total savings since August 2016 - \$120,000
- Non-tax revenue from the program is placed into in a general fund that goes back into the community



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Why should you offer this program?

EDUCATION

BECAUSE homeowners believe service line repairs are the City's responsibility.



FINANCIAL RELIEF

BECAUSE an unforeseen repair expense could be hard on a budget.




SAFETY/CONVENIENCE

BECAUSE without a referral, your citizens may use inferior contractors.



FUNDING

BECAUSE the City can further help its residents by generating funds for important programs.



CUSTOMER SERVICE

BECAUSE your homeowners deserve the very best customer experience.



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Questions?

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For more information contact...

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