

# Case Study:

## Waukegan, Illinois



### NLC Service Line Warranty Program Helps Veteran Stay in His Home

Paul T. of Waukegan, Illinois, a 96-year-old World War II and Korean War veteran, was living his retirement years surrounded by his family. He shared his home with the children he had raised there and his grandchild. Having his family around him helped the older veteran address health issues, including asthma and being on oxygen.

#### A BACKUP IN THE BASEMENT

Paul's sewer service line was invaded by roots, choking the line and causing a backup. Paul's unfinished basement filled with six inches of grey water as everything in the home's sewer system ended up in the basement.

Paul's son and grandson had addressed a prior sewage back up with the help of a rented plumber's auger, but nothing they did addressed the current issue. In addition to flooding the basement, the grey water ruined the water heater, leaving the family without hot water.

Fearful for their father's health and worried about the possibility of toxic mold, the family sent Paul to live with a nearby family member as they tried to address the issue – and how they would pay for it.

#### NLC SLWP COMES TO THE RESCUE

Then the National League of Cities (NLC) Service Line Warranty Program (SLWP), administered by Utility Service Partners (USP), a HomeServe Company, stepped in; alerted to the family's troubles, the company sent Rockland Plumbing on an emergency, after-hours call to pump the grey water out of the basement.

“When you have a veteran in a situation like that, your heart goes out to them,” said John Kitzie, CEO of HomeServe. “This is someone who served our country, so it is our great honor to be serving him now.”

In addition to pumping out the basement, Rockland returned a few days later to clean out the sewer line that was the source of the problem and used an auger and cutting tool to cut back the roots.

The company also installed a clean out, digging down six feet by hand, around the natural gas service line, down to the sewer line so they could install it. The clean out



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**John Kitzie**  
CEO, HomeServe



will provide a convenient access point for quick and easy sewer service line cleaning – one the home previously didn't have.

Once the basement was free of water, the NLC SLWP also arranged the installation of a new water heater, restoring hot water to the family's home – all of it without cost to Paul and his family through the HomeServe Cares program.

### HELPING VETERANS IS WHAT WE DO

This isn't the first time the Service Line Warranty Program has come to a veteran's aid – or even the first time the company has helped a veteran whose troubles began with water in the basement.

Another World War II veteran, 87-year-old Edward A. of Lynn, Massachusetts, was faced with record-breaking cold temperatures and no heat after a January Nor'easter flooded his basement with four feet of water. The water flooded Edward's boiler, leaving him without heat at the worst possible time.

However, the NLC Service Line Warranty Program wasn't about to leave Edward out in the cold. The NLC SLWP replaced the boiler at no charge to Edward, leaving him happy and, most importantly, warm.

"I've always known that there are some good people in business out there," Edward said. "It took me quite a while to really grasp that this company was this good."

## Why Offer the NLC Service Line Warranty Program?

### KEY BENEFITS

- Experience from a leading company that has more than 3.6 million customers with 5.6 million service plans through over 550 partner utilities/municipalities
- Commitment to educating homeowners and reducing call volume to the municipality
- Superior, reliable and guaranteed service 24/7/365
- Award-winning in-house call centers in Chattanooga, Tennessee, and Canonsburg, Pennsylvania, with over 400 seats
- Incomparable local contractor management results in consistently achieving 98% post-service satisfaction
- Programs are proven to increase resident satisfaction
- No cost to cities to participate
- Provides cities with an ongoing revenue stream

To learn more about how you can partner with USP to bring peace of mind to your members, [visit www.utilitysp.net](http://www.utilitysp.net).

A core component of our culture is to give back to the communities we serve and as part of this commitment, we offer the HomeServe Cares Program. For more information contact [HomeServeCares@homeserveusa.com](mailto:HomeServeCares@homeserveusa.com).