

Case Study: Independence, Missouri

NLC Membership and NLC Service Line Warranty Partnership – Synergistic Tools for Cities

When cities with over 10,000 households partner with the National League of Cities (NLC) Service Line Warranty Program (SLWP), **the program pays their National League of Cities (NLC) membership dues for three years.** Cities that take advantage of this offer benefit from a range of resources to help build better communities.

PARTNERSHIPS ARE IMPORTANT TO MUNICIPALITIES

NLC believes in partnerships, coalitions and collaborations to strengthen cities, and it partners with key private sector and non-profit organizations to offer programs that save municipalities and their residents time and money. From an easy-to-use grant database to municipal financing options, NLC partner programs are relevant to the everyday needs of members and their constituents.

The NLC Service Line Warranty Program is one such partnership. The program educates homeowners about their service line responsibilities and helps them avoid the out-of-pocket expense for unanticipated, and potentially costly, service line repairs and replacements. Program benefits include:

- No cost for cities to participate
- Affordable plans for residents
- Reduces local officials' frustration
- Increases citizen satisfaction

Additionally, the program generates an ongoing, sustainable source of revenue for partner municipalities and stimulates the local economy by using fully vetted local contractors to complete the repairs.

Both NLC membership and SLWP participation have provided us with new tools to better serve the people of Independence. We would recommend both wholeheartedly.

Mark Randall,
Assistant City Manager

ONE CITY'S PERSPECTIVE ON BENEFITS

The City of Independence, Missouri, has partnered with the NLC Service Line Warranty Program and has taken advantage of the free-NLC-dues offer. Assistant City Manager Mark Randall offered some insights about the benefits of the program to his city.

The City of Independence has been a member of the NLC for many years. Our Mayor, Eileen Weir, previously served as a member of the NLC Federal Advocacy Committee for Community and Economic Development. Our elected officials and staff have found NLC membership invaluable for networking, continuing education, and advocacy.

Through our NLC membership, we learned about the NLC Service Line Warranty Program, and our interest grew as we heard good things about the program from our state municipal league, officials in neighboring communities and staff members who had become familiar with the program. It became obvious that our City would likewise benefit from participation.

Participation in the NLC Service Line Warranty Program has brought numerous benefits to the City, including increased revenues and reduced cost to participate in NLC itself. The program also provides us with a new way to serve our customers by offering them a new option for protecting themselves against major unplanned expenses resulting from service line problems. Many of our citizens have signed up for the program, and a number have already had occasion to use it and have been pleased with the service.

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