

Case Study:

San Diego, California

Repair Service Partnership Benefits City of San Diego and Residents

San Diego was the first city in California to embrace the [National League of Cities \(NLC\) Service Line Warranty Program](#), and, as the City's [Preferred Service Line Warranty Partner](#), the repair service program raises awareness among the City's 250,000 residential water customers about homeowners' service line responsibilities without cost to the city.

A NEED FOR EDUCATION

In the HomeServe Biannual [State of the Home Winter 2018](#) survey, 88 percent of respondents said municipalities should educate homeowners about their water and sewer service line responsibilities. In addition, 13 percent of respondents erroneously thought service lines were the responsibility of their municipality, 11 percent believed their homeowners insurance would cover the repair, and 18 percent didn't know who was responsible for maintaining service lines.

"It's great education for the public at no cost to the government," said Natasha Collura, San Diego Corporate Partnerships and Development.

Just as some residents are unaware of their service line responsibilities, many don't realize what poor shape our national water infrastructure is in, with more than [40 percent](#) of that infrastructure considered poor, very poor or elapsed.

DEDICATED TO SERVICE

The program, administered by Utility Service Partners (USP), a HomeServe company, offers affordable water and sewer service line repair plans to homeowners. In San Diego, more than 8,500 homeowners are enrolled in nearly 11,000 repair service plans. Policyholders have saved more than \$1.2 million in home repair costs. In California, the program boasts 24 partners with more than 190,000 customers. In the last three years, the program has successfully completed 54,000 jobs, saving customers \$28 million, and, nationally, the program has performed 1.2 million repairs, saving policy holders more than \$394 million.

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The program maintains a network of contractors who are licensed and insured, and each contractor and all their employees must pass a background check and drug test. In addition, they must maintain a high customer satisfaction rating and an A rating with the Better Business Bureau.

DELIVERING ON PROMISES

Because the program has been vetted by the NLC, it gave city officials confidence that the program would deliver on its promises. Collura added that having a partnership made the program accountable, allowing the City to maintain a measure of control.

“That’s something we just can’t do with other [emergency home repair plan] companies,” she said. “We feel confident that if something goes wrong – which happens rarely – we can come in to help.”

Program partners may qualify to receive royalty payments that can be applied to anything from general funds to charitable programs. For the City of San Diego, the program made a \$150,000 donation toward the launch of the City’s [Help Two Others San Diego](#) (H2O SD) program.

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).