



Dear Member,

The League of Kansas Municipalities is pleased to present a preferred partner, the National League of Cities (NLC) Service Line Warranty Program, administered by Utility Service Partners, Inc. (USP). Offered at no cost to League members, the program educates homeowners about their service line responsibilities and offers affordable protection from unanticipated service line repair costs. Homeowners in participating cities are eligible to purchase low-cost repair service plans for broken or leaking outside water and sewer lines, covering up to \$8,500 per occurrence.

Benefits to residents and municipalities include:

- Educates homeowners and reduces local officials' frustration
- No cost for Kansas cities to participate
- Affordable rates for residents
- Increases citizen satisfaction

Important features of the Program:

1. Program pays for the repairs, not your residents
2. Customers are provided with a 24/7/365 repair hotline staffed with live agents
3. All repairs performed to local code by rigorously vetted, licensed and insured local contractors
4. Utility Service Partners is responsible for all aspects of the program, including marketing, billing, customer service, and performing all repairs

Currently 19 Kansas municipalities offer the program, which has saved Kansas homeowners over \$4 million in repair costs over the past three years. The League has chosen to highlight this program because Utility Service Partners, a HomeServe company, has an outstanding national reputation. USP is a BBB Accredited Business with an A+ rating, and they maintain a customer satisfaction rating of 4.8 out of 5 stars. This is the only protection program endorsed by the National League of Cities and multiple state leagues.

We encourage you to consider joining over 600 U.S. cities in adopting the National League of Cities Service Line Warranty Program for your municipality.

Sincerely,

Erik Sartorius
Executive Director
League of Kansas Municipalities