



Greetings:

The ServLine Leak Protection Program, an Affinity Partner with the North Carolina Rural Water Association and a member of the NRWA Products & Services Portfolio, provides financial protection to utilities for losses from customer water leaks. The program also educates homeowners about their water loss responsibilities and gives utilities an opportunity to provide help for families to manage a large, unexpected expense.

Benefits to utilities include:

- Recapture lost revenue and bad debt associated with water leaks
- Lowers utility costs
- Reduces and simplifies staff workload
- Increases customer satisfaction

Benefits to customers:

- Financial protection from excess water bill
- No deductible
- Affordable rates
- Seamless processing of claims
- Customers are provided with a 24/7/365 hotline with live agents

ServLine is part of HomeServe USA, a leading provider of home repair solutions in North America, with an outstanding national reputation and is A+ rated with the BBB. HomeServe has more than 4.8 million customers across the U.S. and Canada. HomeServe also has long-standing relationships with the National League of Cities and multiple state leagues.

There are 201 rural municipalities and water utilities currently partnered with ServLine that have saved more than \$22 million over the past seven years. The program is supported by the National Rural Water Association and multiple State Rural Water Associations.

For more information, please contact Yara A. Toury from ServLine. She can be reached at [yara.toury@homeserveusa.com](mailto:yara.toury@homeserveusa.com) and 412-952-5973. Their website is [www.servline.com](http://www.servline.com).

Sincerely,

A handwritten signature in black ink, appearing to read 'Brian Grogan', is written over a light blue horizontal line.

Brian Grogan, Executive Director  
North Carolina Rural Water Association