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Clarence E. Anthony

Dear City Official,

As part of its commitment to local leadership, the National League of Cities (NLC) is proud to partner with the NLC Service Line Warranty Program (SLWP) by HomeServe to offer NLC Members an important solution for educating and protecting homeowners. This partnership is built on our joint commitment to strengthening cities and driving innovative solutions for local governments.

The Program is valuable to municipalities because it helps to educate homeowners about their service line responsibilities and provides optional, affordable protection from unanticipated service line repair costs. Homeowners in participating municipalities 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 cities to participate
- Revenue share component to help drive dollars back to the city
- Affordable rates for residents
- Increases citizen satisfaction

Important features of the program:

- Program pays for the repairs, not your residents
- Customers are provided with a 24/7/365 repair hotline staffed with live agents
- All repairs performed to local code by rigorously vetted, licensed, and insured local area contractors
- Encompasses all aspects of administration – educational outreach, billing, customer service, repairs, customer satisfaction measurement, and partner reporting

As part of NLC's due diligence in partnering with the NLC SLWP, we want to share with you what NLC members are saying about their experiences with the Program:

Vince Williams, the current Mayor of Union City, GA, is very appreciative of the program. "Union City has offered the SLWP to our residents since 2011. This has been a huge opportunity for a lot of folks; small business owners, the residents, and certainly the city. It goes without saying that if you don't do it, you will regret it."

NLC is working to bring you programs that provide solutions backed by superior service. We are here to help cities participate and ensure the program works for you. I strongly encourage you to consider the NLC SLWP for your city.

For more information, please contact Bill Eller, Vice President of Business Development for HomeServe, at 917-584-6586 or [Bill.Eller@homeserveusa.com](mailto:Bill.Eller@homeserveusa.com), or visit the NLC SLWP page on our [website](#).

Sincerely,



Clarence Anthony  
CEO and Executive Director  
National League of Cities