



Greetings:

As part of its commitment to local leadership, the Pennsylvania Municipal League is proud to endorse the NLC Service Line Warranty Program by HomeServe. This program offers League Members an important solution for educating and protecting homeowners. The decision to partner with HomeServe is built on our joint commitment to strengthening municipalities and driving innovative solutions for our 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. Furthermore, many homeowners are not aware that they are responsible for these expenses. 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.

Additional benefits to residents and municipalities include:

- No cost for municipalities to participate
- Revenue share component to help drive dollars back to the municipalities
- Affordable rates for residents
- The 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

To further illustrate these benefits, I want to share with you what some Pennsylvania residents are saying about their experiences with HomeServe and the program:

*“Immediate attention provided and work order accomplished in a timely manner.”* – A. Martocci, Bala Cynwyd, PA

*“This was one of the easiest repairs I have had since owning my home. HomeServe was responsive and the plumbing company they contracted was incredible. They responded immediately and sent out patient, competent and respectful repairmen to do the job. They continued to communicate with me via telephone AND text until the job was completed. They provided e-mailed pictures required for the home inspection and a detailed receipt. I wish I had known about this company before.”* – J. Leon, Merion Station, PA

Fifty-four Pennsylvania municipalities and utilities currently offer the program, which has saved Pennsylvania homeowners more than \$16 million in repair costs in just the past five years. This is the only program of its kind endorsed by The League and I encourage you to reach out to them.

For more information, please contact Ashley Shiwarski of HomeServe at 412-874-9454 or [ashley.shiwarski@homeserveusa.com](mailto:ashley.shiwarski@homeserveusa.com), or visit <https://watersolutions.homeserve.com>.

Sincerely,

A handwritten signature in black ink that reads "John S. Brenner". The signature is written in a cursive, flowing style.

John S. Brenner  
Executive Director  
Pennsylvania Municipal League