

Dear Member,

With the current challenges we are facing, it is more important than ever that we have solutions to ensure the safety and livability of our citizens' homes and help residents avoid unexpected household repair expenses. The Utah League of Cities and Towns is pleased to introduce the National League of Cities (NLC) Service Line Warranty Program, a program that provides this protection to homeowners and that can help municipalities comply with state law requiring disclosures related to homeowner liability for the repair or replacement of a retail water line.

Offered at no cost to League members, the NLC Service Line Warranty Program educates 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:

- Education for homeowners
- Reduction of local officials' frustration
- Revenue share component to help drive dollars back to the city
- No cost for Utah cities and towns to participate
- Affordable rates for

residents 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-area contractors
4. Encompasses all aspects of administration – educational outreach, billing, customer service, repairs, customer satisfaction measurement and partner reporting

Thirteen municipalities, including Salt Lake City and the City of Orem, currently offer the program which has saved Utah homeowners over \$5 million in repair costs over the past three years. The Utah League of Cities and Towns has chosen to endorse the program, because of its outstanding national reputation. This is also the only protection program endorsed by the National League of Cities and multiple state municipal leagues.

The program is offered by HomeServe, a leading provider of home repair solutions in North America, with an outstanding national reputation. Over 650 U.S. cities have adopted the NLC Service Line Warranty Program.

For more information please visit their website <https://servicelinepartner.com/utah-partnerships/>.

Sincerely,



Cameron Diehl
Executive
Director
Utah League of Cities and Towns
www.ulct.org