



Greetings:

With the current challenges we are facing, it is more important than ever that we explore solutions to ensure the safety and livability of our citizens' homes. The Association of Idaho Cities (AIC) is pleased to introduce the National League of Cities (NLC) Service Line Warranty Program from HomeServe USA that provides this protection to homeowners.

HomeServe is a proud gold level sponsor of the Association of Idaho Cities and is also the only protection program endorsed by the NLC and multiple state municipal leagues. HomeServe is a leading provider of home repair solutions in North America, with an outstanding national reputation. Over 850 U.S. cities have adopted the NLC Service Line Warranty Program.

Available at no cost to AIC 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 option to help drive dollars back to the city
- No cost for Idaho 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.

For more information, please visit www.servicelinepartner.com.

Sincerely,

Kelley Packer
Executive Director
Association of Idaho Cities
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