



Greetings:

The Kentucky City and County Management Association (KCCMA) is pleased to include the National League of Cities (NLC) Service Line Warranty Program as a Gold sponsor. Offered at no cost to Association 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:

- Educates homeowners and reduces local officials' frustration
- No cost for Kentucky cities to participate
- 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

Sixteen Kentucky municipal and water utility partners currently offer the program, which has saved Kentucky homeowners over \$12.9 million in water-related repair costs over the past three years. This is the only program of its kind endorsed by the National League of Cities, multiple state leagues, and associations.

The program is offered by HomeServe, a leading provider of home repair solutions in North America, with an outstanding national reputation. KCCMA is excited to have the NLC Service Line Warranty Program as a sponsor. Over 900 municipalities have adopted the program and KCCMA encourages you to look it over as a possible service to your citizens.

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

Sincerely,

Robert Schrage
Executive Director
Kentucky City and County Management Association