



Dear Member:

The Maryland Municipal League (MML) is pleased to have Utility Service Partners, Inc. (USP) as a Strategic Partner for 2017 in offering the National League of Cities (NLC) Service Line Warranty Program. Offered at no cost to MML member municipalities, the **NLC Service Line Warranty Program**, administered by Utility Service Partners, Inc. (USP), is an important educational tool for informing homeowners of their service line responsibilities, and offers affordable protection from unanticipated service line repair costs. Homeowners in participating cities and towns 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 Maryland cities and towns to participate
- Affordable rates for residents
- Increases citizen satisfaction

Important features of the program:

1. USP 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 contractors
4. USP is responsible for all aspects of the program, including marketing, billing, customer service, and performing all repairs

The MML has chosen to partner with USP, a HomeServe company, because of its outstanding national reputation. It is the only protection program endorsed by the National League of Cities, multiple state municipal leagues and nearly 400 cities in North America. USP is a BBB Accredited Business with an A+ rating and has maintained a customer satisfaction rating exceeding 98%.

The MML is here to assure the program works for Maryland cities and towns who participate. We are also here to answer any questions you may have about this unique partnership. I strongly encourage you to consider joining Maryland member towns and others in adopting the NLC Service Line Warranty Program for your municipality.

Sincerely,

Scott Hancock
Executive Director
Maryland Municipal League