



Dear Member:

The Nevada League of Cities & Municipalities is pleased to endorse Utility Service Partners, Inc. (USP) as a preferred program partner for 2017. Offered at no cost to Nevada League of Cities & Municipalities members, the NLC Service Line Warranty Program, administered by Utility Service Partners, Inc., 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 Nevada 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

Nevada League of Cities & Municipalities 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 Nevada League of Cities & Municipalities is here to assure the program works for Nevada cities and towns who participate. I strongly encourage you to consider joining Nevada member cities and others in adopting the NLC Service Line Warranty Program for your municipality.

Sincerely,

A handwritten signature in black ink, appearing to read "Wes Henderson". The signature is fluid and cursive, with a large loop at the end.

Wes Henderson  
Executive Director  
Nevada League of Cities and Municipalities