

Service Line Warranty Repair Partnership Benefits City of San Diego and Residents

San Diego was the first city in California to adopt the National League of Cities (NLC) Service Line Warranty Program. As the City's preferred partner, this repair service program informs the City's 250,000 residential water customers about their service line responsibilities at no cost to the City.

A NEED FOR EDUCATION

In the HomeServe 2024 State of the American Home survey, 75% of respondents said they had a home emergency repair in the past 12 months, with 41% having \$500 or less set aside for an emergency repair. In addition, 76% of respondents would prefer a professional to repair or replace a water or sewer service line. Many residents are unaware of their service line responsibilities and don't realize what poor shape our national water infrastructure is in, with more than 40% of that infrastructure considered poor, very poor or elapsed.

DEDICATED TO SERVICE

The program, administered by HomeServe, offers affordable water and sewer service line repair plans to homeowners. In San Diego, more than 10k homeowners are enrolled in over 14k repair service plans. Policyholders have saved more than \$4 million in home repair costs. In California, the program boasts 37 partners with more than 143k customers. In the last three years, the program has successfully completed over 86K jobs, saving customers \$50 million, and, nationally, the program has performed 1.5 million repairs, saving policyholders more than \$898 million.

The program maintains a network of contractors who are licensed and insured, and each contractor and all their employees must pass a background check and drug test. In addition, they must maintain a high customer satisfaction rating and an A rating with the Better Business Bureau.



DELIVERING ON PROMISES

Because the program has been vetted by the NLC, it gave city officials confidence that the program would deliver on its promises. Collura added that having a partnership made the program accountable, allowing the City to maintain a measure of control. "That's something we just can't do with other [emergency home repair plan] companies," she said. "We feel confident that if something goes wrong – which happens rarely – we can come in to help." Program partners may qualify to receive royalty payments that can be applied to anything from general funds to charitable programs. For the City of San Diego, the program made a \$150,000 donation toward the launch of the City's Help Two Others San Diego (H2O SD) program.

*"It's great education
for the public at
no cost to the
government."*

Natasha Collura,
Director of Member Services,
San Diego