

# National League of Cities Service Line Warranty Program

*Building Peace of Mind, One Community at a Time*

*Educating homeowners about their service  
line responsibilities while providing an  
affordable solution for repairs.*





## Overview

Residential property owners may be responsible for the maintenance of the buried water and sewer lines that run between the public (main) connection and the exterior of the home. When these lines break, leak or clog, the homeowner is often surprised to learn that homeowner's insurance does not cover the cost of an often expensive repair.

A homeowner's private lines are subjected to the same elements as the lines that comprise the public infrastructure – ground shifting, tree-root invasion, extreme weather, age and more. While municipalities are responsible for repairs to the public infrastructure, what solution is available to homeowners when the lines on their property fail?

The NLC-endorsed Water and Sewer Line Warranty and In-Home Plumbing Repair Programs educate homeowners about their service line responsibilities while providing an affordable repair coverage option.

## Serving your local community

In partnership with NLC



**300+**  
Municipalities participating across North America



**97%**  
Claims approval rating



**95%+**  
Customer satisfaction rating



**140,000+**  
North American homeowners serviced



**\$90+**  
Million saved in water and sewer line repair costs

## Frequently Asked Questions



### ■ What will the warranty program cost the city and homeowners?

There is absolutely no cost to the city for this warranty program and homeowner participation is completely voluntary. For a small monthly fee, homeowners can protect the buried utility service lines on their property. The NLC Service Line Warranty Program provides generous coverage with no deductibles, service fees or annual/lifetime limits.

### ■ How does the program work?

The NLC Service Line Warranty Program handles all aspects of the program including marketing, billing, customer service, contractor management and completion of all repairs to local code.



### ■ What happens when a homeowner experiences a service line break or leak on their property?

One call to the NLC Service Line Warranty Program's toll-free number and a local, licensed contractor will be dispatched to quickly make repairs. There is no paper-work to complete; just one call for claims processing – available 24/7, 365 days a year. All contractors are local to the community served, which keeps dollars in your local economy.



### ■ Why is the warranty program important?

The American Society of Civil Engineers graded the nation's infrastructure a D+ in 2013 and it's no surprise! Many people believe that water and sewer lines will last hundreds of years without failing, but the truth is, there are many reasons other than life expectancy of the pipes that can contribute to infrastructure failure – such as tree-root intrusion, rust and weather.

With the NLC Service Line Warranty Program, normal wear and tear, ground shifting, root-intrusion, and much more are covered.

## Quick Facts

The program is offered at no cost to municipalities and utilities. Join us and enjoy these program features:

- The only utility line warranty program endorsed by National League of Cities
- Educates homeowners about their service line responsibilities
- Service from licensed, local contractors keeps dollars in the local economy
- Low claim denial rates – more than 97% of all claims are typically approved
- Customer satisfaction rates over 95%
- More than 97% of our customers felt better prepared for a service line emergency
- Timely repairs that help conserve water and reduce ground pollution



USP's consumer brand, Service Line Warranties of America, was the 2013 Winner of the Western Pennsylvania BBB Torch Award for Marketplace Ethics.

## About

### Utility Service Partners, Inc.



USP's family of companies has been providing utility service line warranty products since 2003. USP is a BBB Accredited Business with an A+ rating, and enjoys a customer satisfaction rating of over 95%.

### National League of Cities



The National League of Cities is dedicated to helping city leaders build better communities, and serves as a resource and advocate for 19,000 cities, towns and villages, representing more than 218 million Americans.

## Make a Difference in Your Community

To learn more about the NLC Service Line Warranty Program, visit NLC's website at [www.nlc.org](http://www.nlc.org) or contact 1-866-974-4801.