

# NLC Service Line Warranty Program

by



Ashley Shiwarski  
Sr. Director, Business Development  
Ashley.Shiwarski@homeserveusa.com  
412-874-9454 (cell)



# NLC Service Line Warranty Program by HomeServe



Offering  
services for  
over 20 years



4.8 out of 5 stars  
customer  
satisfaction



Program endorsed  
since 2010

*“The National League of Cities is proud to partner with this highly reputable and reliable program. Their exemplary record of customer service and transparency is what has driven the success of this partnership over the years.”*

*Clarence Anthony, Executive Director  
National League of Cities*



## HomeServe Key Statistics\*

- Over **4.8 million** customers
- Over **8.5 million** policies
- Over **1,300** municipal and utility partnerships
- Job serviced **every 34 seconds**
- Customer savings to date:  
**over \$2 Billion**

\* As of January 2023





# Aging Infrastructure

Challenging for cities and homeowners

## Lateral lines are subjected to the same elements as public lines

- Ground shifting, fluctuating temperatures, tree root penetration, corrosion, and more

## Out of sight, out of mind

- Water and sewer lines located outside, usually underground

## Failed lines waste thousands of gallons of water

- Presents a potential environmental hazard

## Common homeowner misconceptions

- City is responsible for maintenance of the water and sewer lines on their property
- Repairs are covered by their homeowner's policy





# Homeowners are unprepared for emergencies and expect solutions from the city/utility



**78% of homeowners** believe the utility provider should educate them on repairs and preventative measures. (Ipsos Public Affairs/HomeServe 2019)



**56% of Americans** can't cover a \$1,000 emergency expense with savings. (Bankrate 2022)

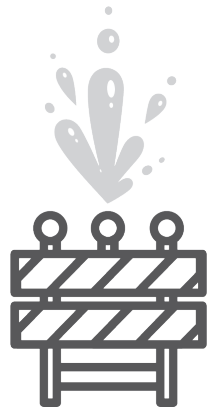


**60% of homeowners** with annual household incomes under \$50,000 a year reported **having \$500 or less or no money set aside** for a home repair emergency. (Harris Poll/HomeServe 2021)





# Solution for Municipalities and their Residents



## Residents

Optional low-cost protection against potentially expensive water, sewer, plumbing repairs



Educates residents about their responsibility for exterior lines



## Municipality/Utility



Reduces calls to the Utility



Timely repairs reduce water loss from line breaks - use of local contractors infuses money into the local economy



Turnkey program - provides marketing, billing, claims, customer service

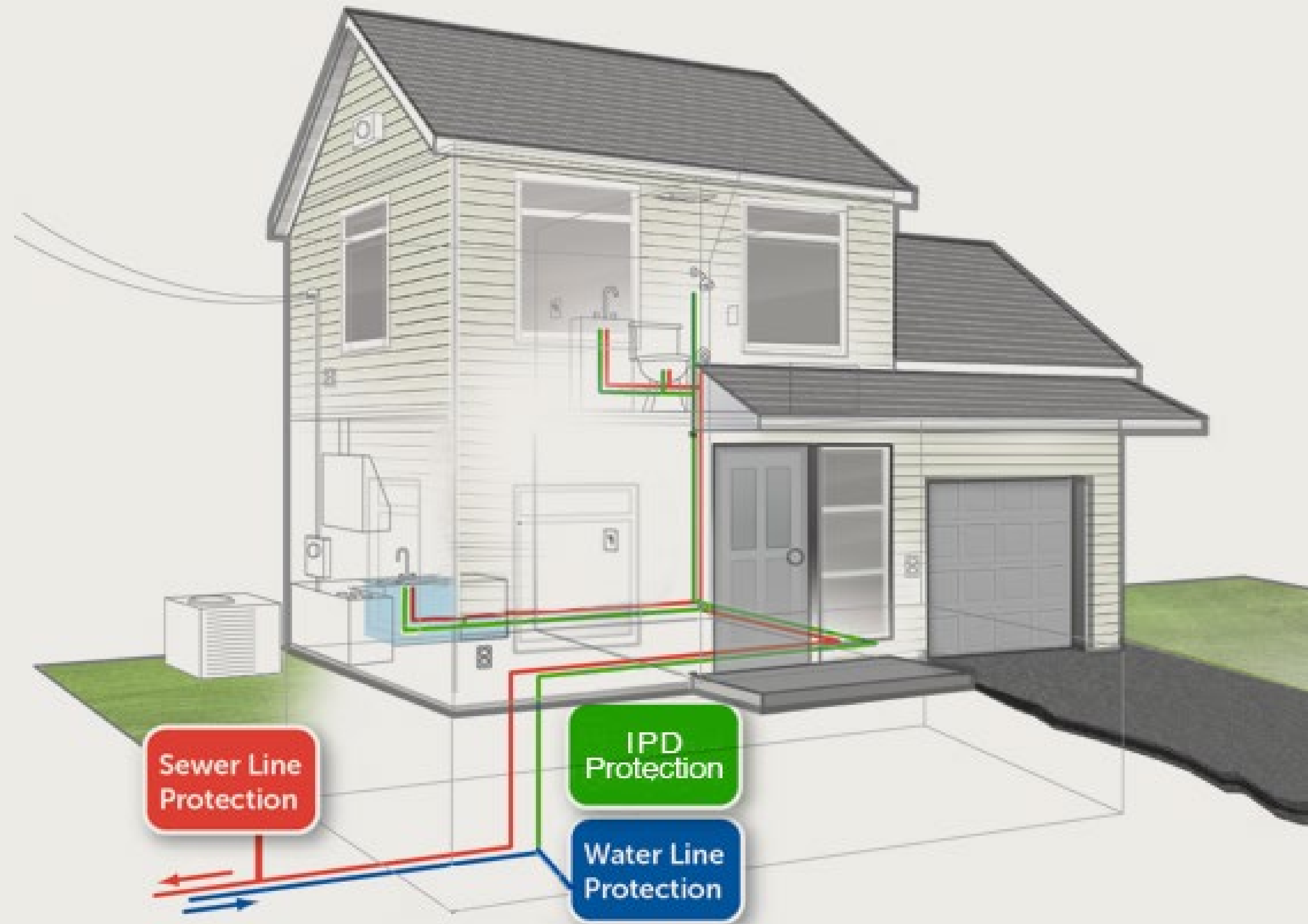


No cost for the municipality/utility to participate

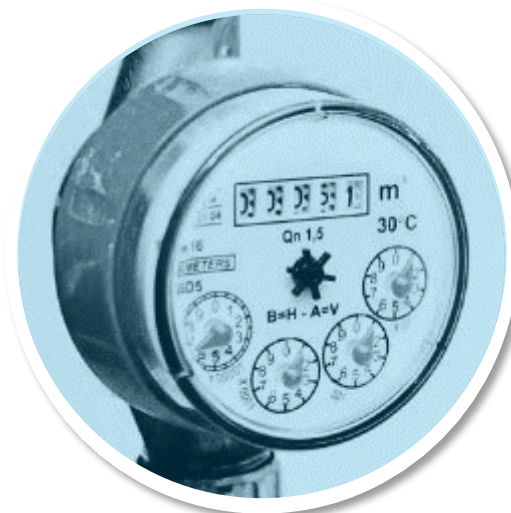
# NLC Service Line Warranty Program



Endorsed by



# Optional Homeowner Protection



## External Water Line

Up to \$8,500 per incident to repair/replace broken, cracked, or clogged exterior lines



## External Sewer Line

Up to \$8,500 per incident to repair/replace broken, cracked, or clogged exterior lines



## In-home Plumbing & Drain

Up to \$3,000 per incident on all water, sewer, and drain lines inside the home after point of entry



No annual or lifetime limits, deductibles, service fees, forms, or paperwork



No pre-inspection - 30 day waiting period



Homeowner opt in or out at any time - no penalty



Locally based, fully licensed and vetted contractors



Toll-free emergency number available 24 hours a day, 365 days a year



Guaranteed repairs



# Homeowner Education

---

- No public funds used in marketing, distribution, or administration of the program
- Direct mail only – Limited to 3 mailing campaigns per year
- Partner must review and approve marketing material before each and every campaign
- Marketing clearly states city does not provide program and is voluntary for homeowner
- Easy enrollment options – consumer choice of mail, phone or web

## Revenue Share

---

- Non-tax revenue share for the City/Town
- City/Town utilize funds for important initiatives including:
  - ✓ Infrastructure improvements
  - ✓ Low-income assistance/community charities
  - ✓ Partially offset rate increases





## CURRENT FLORIDA PARTNERS (32)

- *Town of Havana*
- *City of Hallandale Beach*
- *City of Riviera Beach*
- *City of Lake Wales*
- *Village of Pinecrest*
- *City of Longwood*
- *City of Sanford*
- *Town of Pembroke Park*
- *City of Mary Esther*
- *City of Dania Beach*
- *City of N. Miami Beach*
- *City of Pompano Beach*
- *Town of Eatonville*
- *City of Winter Haven*
- *City of Valparaiso*
- *City of Opa locka*
- *City of Mount Dora*
- *City of Lauderdale Lakes*
- *City of Deerfield Beach*
- *City of Lake Worth Beach*
- *City of Boynton Beach*
- *City of Miramar*
- *City of Wildwood*
- *City of Haines City*
- *Village of Biscayne Park*
- *City of Miami Springs*
- *Town of Hilliard*
- *City of Bowling Green*
- *City of Punta Gorda*
- *Village of Indiantown*
- *City of Fellsmere*
- *City of Arcadia*

# Our Promise:

We will be a trusted steward  
of your brand and reputation.

## Questions?

For more information contact:

**Ashley Shiwarski**

**Sr. Director, Business Development**

**[Ashley.Shiwarski@homeserveusa.com](mailto:Ashley.Shiwarski@homeserveusa.com)**

**412-874-9454**

