

Service Line Program

_____ by _____



Solutions for Municipalities, Utilities and
Homeowners Presentation



Leading Provider of Home Repair Solutions Partnerships



Offering services for over 20 years



4.8 out of 5 stars customer satisfaction



HomeServe Key Statistics*

- Over **4.6 million** customers
- Over **9.8 million** policies
- Over **1,300** municipal and utility partnerships
- Job serviced **every 38 seconds**
- Customer savings to date: **over \$2.5 billion**

* As of January 2026

Aging Infrastructure

Challenging for municipalities 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

- Municipality 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 municipality/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

Optional Homeowner Protection



External Water Line

Up to \$12,000 per incident to repair/replace broken, cracked, or clogged exterior lines



External Sewer Line

Up to \$12,000 per incident to repair/replace broken, cracked, or clogged exterior lines



In-home Plumbing

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



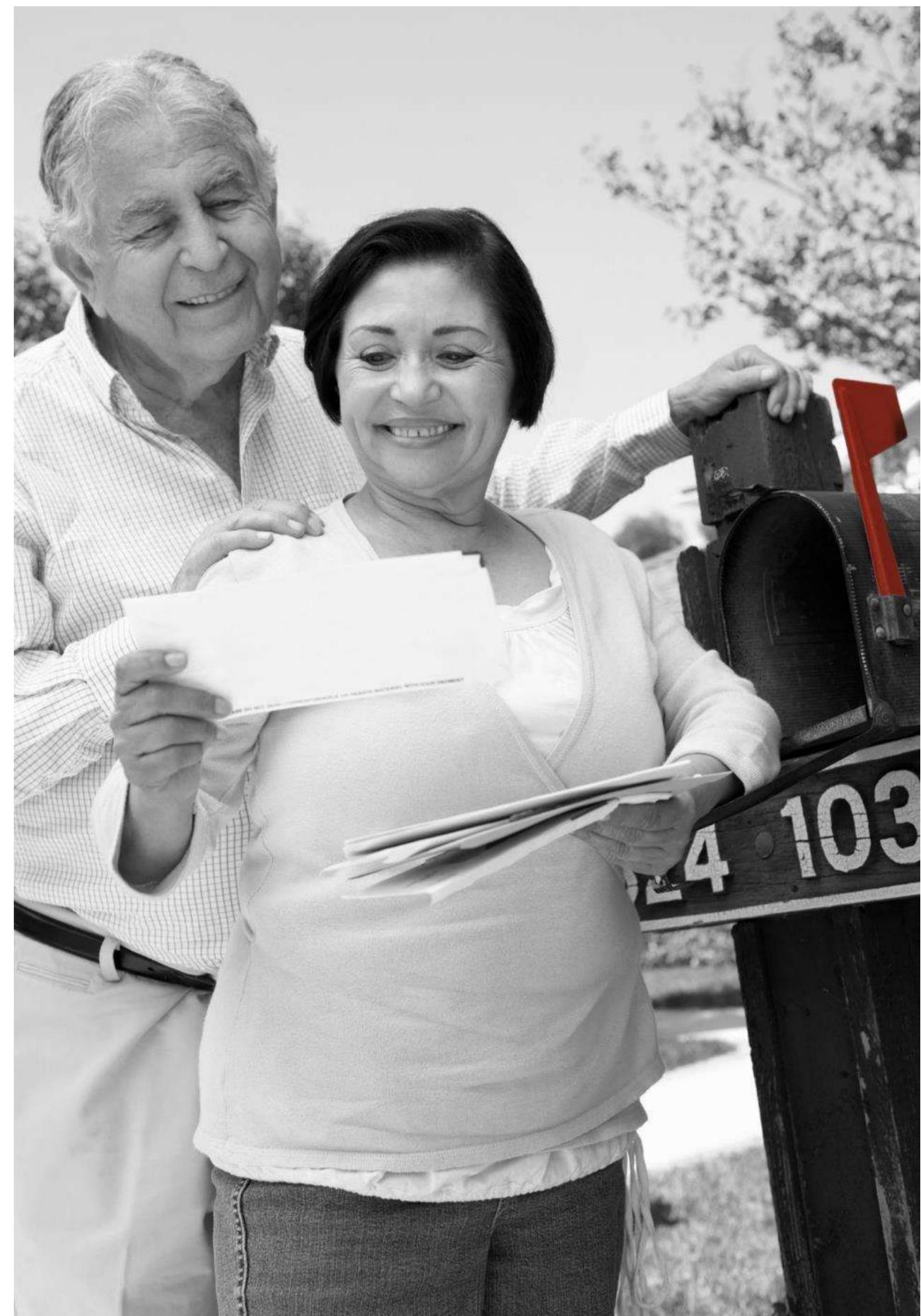
Guaranteed repairs

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 Municipality
- Municipality utilize funds for important initiatives including:
 - ✓Infrastructure improvements
 - ✓Low-income assistance/community charities
 - ✓Partially offset rate increases



CURRENT MINNESOTA PARTNERS (46)

- *City of Edina*
- *City of St Louis Park*
- *City of Columbia Heights*
- *City of St Michael*
- *City of Mounds View*
- *City of Grand Rapids*
- *City of Watertown*
- *City of Olivia*
- *City of Chatfield*
- *City of Le Sueur*
- *City of South St. Paul*
- *City of Barnesville*
- *City of Dilworth*
- *City of Albert Lea*
- *City of Jackson*
- *City of Falcon Heights*
- *City of Mora*
- *City of Perham*
- *City of Hawley*
- *City of Pelican Rapids*
- *City of Arden Hills*
- *City of Granite Falls*
- *City of Lake Crystal*
- *City of Rosemount*
- *City of Waite Park*
- *City of Pipestone*
- *City of Zumbrota*
- *City of Blaine*
- *City of Delavan*
- *City of Loretto*
- *City of Austin*
- *City of New Brighton*
- *City of Iron Junction*
- *City of Vergas*
- *City of Vesta*
- *City of Robbinsdale*
- *City of Lafayette*
- *City of New London*
- *City of Brownsdale*
- *City of Big Lake*
- *New Ulm Public Utilities*
- *Lake Washington Sanitary District*
- *City of New Richland*
- *City of Winthrop*
- *City of Faribault*
- *City of Long Prairie*

Thank you!

For additional information,
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