November 4, 2025

ITEM: New Business – Resolution 11.25.05: Authorizing the City Manager to Enter into the Marketing Agreement with Utility Service Partners Private Label, Inc. D/B/A Service Line Warranties of America

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BACKGROUND: The attached resolution approves the marketing agreement with Utility Service Partners, Inc for an initial term of three (3) years.

The National League of Cities (NLC) Service Line Warranty Program, offered by Utility Service Partners, a HomeServe Company, was conceived in partnership with the National League of Cities to educate property owners about their service line responsibilities and to help residents avoid the out-of-pocket expense for unanticipated and potentially costly service line repairs and replacements. Our program, the only one of its kind endorsed by the NLC and, will help City of St. James achieve its goals by:

- Providing homeowners affordable protection against significant and unexpected costs to remedy leaking/broken/ clogged water lines, sewer lines, and in-home plumbing lines.
- Ensuring the delivery of timely, high-quality repair services in adherence to all applicable codes
- Providing exemplary service that reflects positively on the city.
- The program generates an ongoing, sustainable source of revenue for partner municipalities and stimulates the local economy by using fully vetted local contractors to complete the repairs.
- The city will receive a royalty 10% of the premiums collected.

NLC Service Line Warranty Program offers three complete and separate voluntary programs. There is never a service fee/deductible or annual or lifetime limit. Residents can cancel the warranties at any time.

Product	Monthly	Annual Coverage Limit	Annual Service Calls/Per Call Coverage	Royalty for the City
External Water Line	$5.99	Unlimited	Unlimited Calls $8,500 Per Call	10% of the premiums collected
External Sewer Line	$10.99	Unlimited	Unlimited Calls $8,500 Per Call	10% of the premiums collected
In-Home Plumbing	$10.99	Unlimited	Unlimited Calls $3,000 Per Call	10% of the premiums collected

ACTION REQUESTED: Approve/Deny Resolution.