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August 1, 2025

TO: City Commission
FROM: Olivia Minshew, City Manager
RE: National Leagues of Cities Service Line Warranty Program

RECOMMENDATION: Staff recommends the City Commission authorize the City Manager, or their designee, to enter into the royalty Marketing agreement with Utility Service Partners, Inc. (USP) for an initial term of three (3) years, subject to Attorney review with an additional (1) year renewal.

BACKGROUND: The National League of Cities (NLC) Service Line Warranty Program, offered by City 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. The program, the only one of its kind endorsed by the NLC, will help the City of Wauchula and its residents by:

- Providing homeowners affordable protection against significant and unexpected costs to remedy leaking/broken/ clogged water lines, sewer lines, in-home plumbing lines, interior electric, heating and cooling systems, and water heaters
- Ensuring the delivery of timely, high-quality repair services in adherence to all applicable codes
- Stimulating the local economy by using fully vetted local contractors to complete the repairs.
- Generating an ongoing, sustainable source of revenue for partner municipalities, for instance the City would receive 10% of the premiums collected in the form of a royalty (paid annually).

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

Exterior Water Service Line: Includes service to locate, excavate and repair/replace a leaking exterior water service line. Covered repairs include, but are not limited to leaks, breaks, corrosion, blockages, root intrusion, and other types of damage (such as from freezing) that impair or limit the intended function of the system. Includes thawing of frozen water lines. Includes restoration of ground surface features after excavation for service line repair, including filling, raking, reseeding, reinstallation of existing soft landscaping and shrubbery, and patching of paved surfaces.

Exterior Sewer Service Line: Includes services to locate, excavate and repair/replace a leaking exterior sewer service line. Covered repairs include, but are not limited to leaks, breaks, corrosion, blockages (due to fats, oils and grease), root intrusion, and other types of

damage (such as from freezing) that impair or limit the intended function of the system. Includes restoration of ground surface features after excavation for service line repair, including filling, raking, reseeding, reinstallation of existing soft landscaping and shrubbery, and patching of paved surfaces.

Internal Plumbing and Drainage: Coverage includes the emergency breakdown costs of repairing or replacing interior water, sewer, and drainage pipe materials, valves and other plumbing-related material, including unblocking, repair and replacement. Repair of clogged toilets.

There are also additional energy products that the City can choose to make available. Those include: **Interior Electric, Heating Plan, Cooling Plan and Water Heater Repair.**

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 premiums collected
External Sewer Line	\$7.99	Unlimited	Unlimited Calls \$8,500 Per Call	10% of premiums collected
In-Home Plumbing*	\$9.99	Unlimited	Unlimited Calls \$3,000 Per Call	10% of premiums collected
Interior Electric Line*	\$5.99	\$4,000 annual limit	Unlimited Calls \$4,000 annual limit	10% of premiums collected
Heating Plan*	\$12.99	\$2,500 annual limit	Unlimited Calls \$2,500 annual limit	10% of premiums collected
Cooling Plan*	\$14.99	\$2,500 annual limit	Unlimited Calls \$2,500 annual limit	10% of premiums collected
Water Heater*	\$12.99	\$1,500 annual limit	Unlimited Calls \$1,500 annual limit	10% of premiums collected

IMPLEMENTATION: The NLC Service Line Program will utilize the City logo to brand the materials used to educate City customers about the repair service plans. Program marketing literature clearly discloses that the Program and the City are separate entities and that the program is voluntary for residents. The NLC Service Line Warranty Program will create all marketing materials with input from the City and will submit all marketing/communications materials to the City for final approval.

ENROLLMENT AND BILLING: The NLC Service Line Program offers residents simple options if they choose to enroll either via mail, phone, or web. They will handle all customer billing and residents can choose annual, quarterly, or monthly billing and may pay by check, direct debit/ACH, or credit card. Homeowners can enroll or cancel at any time.

FINANCIAL IMPACT: No cost to the City to participate and the City would receive 10% of the premiums collected in the form a royalty (paid annually).