



Service Line Warranty Program

Presentation for:

***City of
Corpus Christi, TX***

PROGRAM OVERVIEW – BENEFITS AND NEEDS

The NLC Service Line Warranty Program:

- ✓ Offers free education to residents on their service line responsibility with the option to protect themselves
- ✓ Protects homeowners against unexpected financial hardship when home emergencies occur
- ✓ Uses only local, licensed and insured contractors to ensure all repairs are made quickly, correctly, and to code.
- ✓ Offers customers a single point of contact to streamline the repair process
- ✓ Is an optional program, with plans starting as low as \$5.50/month, and citizens are free to choose which protection plan is right for them
- ✓ A+ ratings with the BBB and together have a 98% Customer Satisfaction rate
- ✓ Can save homeowners \$2,500 - \$4,000 when having a water or sewer line replaced
- ✓ HomeServe/USP performs a repair every 73 seconds
- ✓ HomeServe/USP has delivered over \$300 million in repairs to homeowners in the past three years



EXPERIENCE



REPUTATION



PARTNERSHIP

“The city has fully vetted this program and conducted proper due diligence. The program is endorsed by the National League of Cities, North Central Texas Council of Governments, multiple state municipal leagues and over 200 cities nationwide. They also have an exemplary BBB record dating back to 2003.”

—Todd Gloria; City Council, San Diego, CA



PARTNER CITY DATA

Cost of jobs for large partner cities

The chart below contains enrollment and repair job data for the following partner cities: Las Vegas, Atlanta, Kansas City, Phoenix, Tucson, Tulsa, Baltimore, Salt Lake City, Birmingham, Mesa and Arlington.

Product	Enrollments	# of Jobs	Job %	Jobs < \$750	Jobs > \$750
Water Line	115,160	6,791	5.90%	5,361	1,430
Sewer Line	99,465	13,759	13.83%	12,060	1,699
Total	214,625	20,550	9.57%	17,421	3,129

If line replacements are required, claims expense can generally range from \$2,000 to \$4,000.

THE NUMBERS

- ✓ The NLC Service Line Warranty Program has saved citizens nearly \$300 million dollars in repair expense over the last 3 years. The table below represents our repair expense across our 20 largest partner cities, totaling over \$34 million dollars.

Account Name	Paid to Date	Years in Program
City of Arlington-TX	\$277,222	1
City of Atlanta-GA	\$2,162,495	5
City of Baltimore-MD	\$3,388,024	3
City of Birmingham-AL	\$2,645,983	3
City of Charleston-SC	\$686,646	3
City of Columbia-SC	\$540,493	1
City of Dayton-OH	\$403,189	4
City of Fort Lauderdale-FL	\$171,959	4
City of Hamilton-ON	\$492,212	2
City of Kansas City-MO	\$1,922,454	3
City of Las Vegas-NV	\$256,861	3
City of Louisville-KY	\$13,974,772	9
City of Madison-WI	\$535,006	3
City of Mesa-AZ	\$330,839	3
City of Newark-NJ	\$331,452	1
City of North Las Vegas-NV	\$117,736	3
City of Phoenix-AZ	\$1,520,177	4
City of Salt Lake City-UT	\$2,063,042	3
City of San Diego-CA	\$590,795	3
City of Tucson-AZ	\$835,653	2
City of Tulsa-OK	\$1,029,825	2
Total	34,276,838	

PARTNER CITY TESTIMONIALS AND REFERENCES

Felicia Moore, Councilmember, City of Atlanta, Georgia

"After four years of program participation (and over \$1 million spent by the NLC Program on Atlanta homeowner repairs), we continue to receive compliments from our constituents on our sharing this opportunity with them. Many have signed up and for those who have had to use the service; we have not received any complaints."

Steven Wright, Chief Information Officer, City of Mesa, Arizona

"We have worked with SLWA for three years and have found the company to be responsive and focused on providing quality services to our residents."

Jon Brodsky, former Public Information Officer, City of Phoenix, Arizona

"The Service Line Warranty Program helps both Phoenix residents and the city government. Revenue from the program goes to core city services like police, fire, parks, libraries and senior centers."

Shonte Eldridge, Chief of Special Projects, City of Baltimore, Maryland

"They have exceeded all expectations regarding this partnership. They provided the City with a dedicated team that has been quick to respond to all of our questions and has gone above and beyond regarding our marketing materials. They also executed an exceptional training course on the program to our customer service staff."

John Sharp, former City Councilman, City of Kansas City, Missouri

"The City has benefited because it's a good service we offer people. I signed up myself."

Bryan Long, City Manager, City of Lawton, Oklahoma

"The program payouts have been huge for our homeowners; over \$230,000 in water and sewer line repairs alone in 24 months. It really illustrates the fact that the program is responsive."

Jay Walter, Public Works Director, City of San Carlos, California

"While sewer and water line breaks do not happen frequently, when they do, they can be costly to repair. The City is pleased to be able to provide San Carlos homeowners with the option to purchase private warranty coverage for their service lines."

Todd Gloria, City Councilman, City of San Diego, California

"The city has fully vetted this organization and this program and we've conducted due diligence. SLWA's program is endorsed by the National League of Cities, North Central Texas Council of Governments, multiple state municipal leagues and hundreds of municipalities. SLWA's been a member of the BBB since 2003 and they are very proud of their exemplary record."

John Brenner, Former President, PA State Municipal League

"There is no question this is a helpful service to residents. It's important to me that this is a reputable company who is interested in investing in your community."

Rodney S. Craig, Village President, Village of Hanover Park, Illinois

"Having worked with SLWA for the last 4 years, the Village of Hanover Park has found them to be very customer focused and extremely responsive to our residents. Those who have had a repair incident have been very satisfied with the speed and quality of the technician who services the claim, and they were relieved to avoid significant out-of-pocket expenses. This is important protection for homeowners and I always share with my peers how every city in Illinois should have this program."

ONE DAY OF CUSTOMER TESTIMONIALS - CAPTURED FROM MYREPUTATION.COM

★★★★★ 5.0 /5

Nov 17, 2016

I was very impressed with the service. I am 100% satisfied! The technician was knowledgeable, thorough, courteous, and patient. He explained to me why I was having a problem, and he resolved it! Rarely, does one come across an individual that is so committed in the resolution of a problem. I highly recommend the technician as well as the company!

★★★★★ 5.0 /5

Nov 17, 2016

Excellent service and excellent experience. The plumber who was dispatched, (Shapiro and Sons) had the latest equipment to quickly diagnose the problem and make repairs with the minimum amount of inconvenience. I'm a fan!

★★★★★ 5.0 /5

Nov 17, 2016

Outstanding service. Called they were there in 2 hours, fixed the problem and no problems since I was impressed with the workers who came here, proficient and professional

★★★★★ 5.0 /5

Nov 17, 2016

They did an Excellent Job and didn't stop working until my problem was completely resolved to my satisfaction. If you have a plumbing problem, these are the pros you want to resolve it.

★★★★★ 5.0 /5

Nov 17, 2016

This was my first time having to call for repairs. I received great service! The workers were courteous, very professional and knew exactly what needed to be done. To my surprise, they even cleaned up after themselves! I'm so glad that I have the Interior Plumbing plan! It's definitely worth it!

★★★★★ 5.0 /5

Nov 17, 2016

I was impressed with the knowledge of an older heating system. The service men were polite and answered all questions thoroughly. I was very pleased

★★★★★ 5.0 /5

Nov 17, 2016

We were contacted promptly about our claim. The representative was courteous and asked only the information necessary to get needed information. The plumbing company was prompt in setting up the appointment and replacing our water heater. All in all, it was a very good experience. Thank you.

★★★★☆ 4.0 /5

Nov 17, 2016

My issue was dealing with a water line leak outside of my house. I was very impressed with my home service agent that not only got claim process she even followed through with scheduling all the work to be completed.

★★★★★ 5.0 /5

Nov 17, 2016

We called on Sat and they returned our call in a short time. The plumber came out on Sunday morning and did a great job. He was very friendly and in a short time we were running water again. Made the smallest amount of mess in the yard and did a great job of cleaning up. Very impressed.

★★★★★ 5.0 /5

Nov 17, 2016

One of the most pleasant experiences I have ever had....from the initial phonecall to the service!! Very efficient and professional. Thank you!!

★★★★☆ 4.0 /5

Nov 17, 2016

We had a leaky water pipe. I called and the next day had someone come out and fix it. It was fast and efficient and it was nice to have coverage.

★★★★★ 5.0 /5

Nov 17, 2016

the crew that came over to perform the repair was very friendly and polite. Explain every step to the repair and very clean.