



NLC Service Line Warranty Program Overview

What We Do

The NLC Service Line Warranty Program offers affordably priced emergency repair/replacement plans to address aging private sewer and water infrastructure. Customers call to receive prompt emergency repairs provided by local, licensed and insured contractors.



Water Line



Sewer Line



Interior Plumbing

Benefits to Homeowners

Many homeowners are not aware of their responsibility for their service lines until they have a repair emergency. When they call the city, they often find that they are faced with a costly repair and that the city can't help them. Over the past three years, we have performed over 1.2 million repairs, saving our customers over \$394 million!



Convenience

- 24/7/365 claims hotline, including holidays
- No need to search for a qualified contractor in an emergency



Peace of Mind/Trust

- Fully vetted, licensed and insured local contractors
- Covered repairs guaranteed for one year



Financial Protection

- No deductibles or trip fees
- Affordably priced coverage
- 30-day money-back guarantee with ability to cancel at any time

Experience in Virginia

- 6 partners
- Over 160,000 customers
- \$6.2 million in repairs in the last three years



For more information contact:
1-866-974-4801 or
partnerships@utilitysp.net



Benefits to the City

The NLC Service Line Warranty Program offers comprehensive programs that provide these important benefits:



Customer Education

- Increasing homeowner awareness of their responsibility reduces calls to the city/utility and customer dissatisfaction with the city for not offering a solution
- The program is offered at no cost to the city
- Use of City logo promotes trust



Customer Satisfaction

- 98% customer satisfaction rating
- 9 out of 10 customers surveyed would recommend the program to friends, family and neighbors
- More than 90% of customers trust the program because of the partnership with the city



Funding for Key Initiatives

Many partners participate in a share of the revenue often utilized for:

- Low-income assistance and affordability programs
- Conservation initiatives
- Offsetting rate increases
- Infrastructure improvement projects

Unbelievably excellent service all around. There is nothing more I could have asked for. Your service greatly exceeded all expectations. Thank you.

Dewitt S.
Lewisburg, WV

I have had three sewer line calls and one real disaster. Each time the problem was handled promptly. This is the best peace of mind a single woman can purchase for a reasonable premium.

Pat S.
Wheeling, WV

For more information contact:
1-866-974-4801 or
partnerships@utilitysp.net

