



BETTER COMMUNITIES THROUGH SOUND GOVERNMENT

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Greetings:

With the current challenges we are facing, it is more important than ever that we have solutions to ensure the safety and livability of our citizens' homes and help residents avoid unexpected household repair expenses. The National League of Cities' (NLC) Service Line Warranty Program, which is a partner of the Virginia Municipal League, provides this protection to homeowners. Offered at no cost to League members, the Program educates homeowners about their service line responsibilities and provides optional, affordable protection from unanticipated service line repair costs. Homeowners in participating municipalities are eligible to purchase low-cost repair service plans for broken or leaking outside water and sewer lines, covering up to \$8,500 per occurrence.

Benefits to residents and municipalities include:

- Educates homeowners and reduces local officials' frustration
- No cost for Virginia cities to participate
- Revenue share component to help drive dollars back to the city
- Affordable rates for residents
- Increases citizen satisfaction

Important features of the program:

- Program pays for the repairs, not your residents
- Customers are provided with a 24/7/365 repair hotline staffed with live agents
- All repairs performed to local code by rigorously vetted, licensed and insured local-area contractors
- Encompasses all aspects of administration – educational outreach, billing, customer service, repairs, customer satisfaction measurement and partner reporting

Eight Virginia municipal and water utilities currently offer the program, which has saved Virginia homeowners over \$14 million in repair costs over the past three years.

The program is offered by HomeServe, a leading provider of home repair solutions in North America, with an outstanding national reputation. We encourage you to consider joining over 850 U.S. municipalities in adopting the NLC Service Line Warranty Program for your citizens. For more information, please visit www.servicelinepartner.com.

Sincerely,

A handwritten signature in black ink, appearing to be "MG" with a stylized flourish extending from the end.

Michelle Gowdy
Executive Director

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