



HomeServe®

Solutions for Utilities and Homeowners
Presentation for Crestline Village Water District

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Strategic Partnerships





HomeServe

part of the solution

We provide peace of mind for homeowners through partnerships with utilities and municipalities

- 1,100+** municipal/utility partners
- 8.2M** Service contracts
- 4.7M** customers
- 1.7M** jobs in the last three years
- \$638M** in repair savings last three years

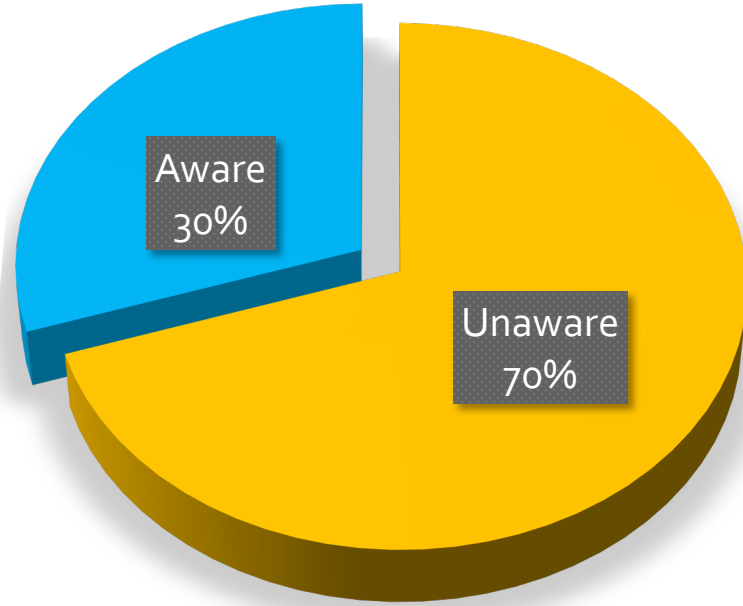
Customer Leaks – EPA – Serious Problem

- **880,000** miles of pipes in service for decades
- **237,600** breaks/year,
- Water loss requires additional water to be treated – requiring additional energy & chemicals (significant waste)
- Speed of leak repair impacts amount of water loss
- Annual Household Leaks waste **1 trillion gallons** a year on average

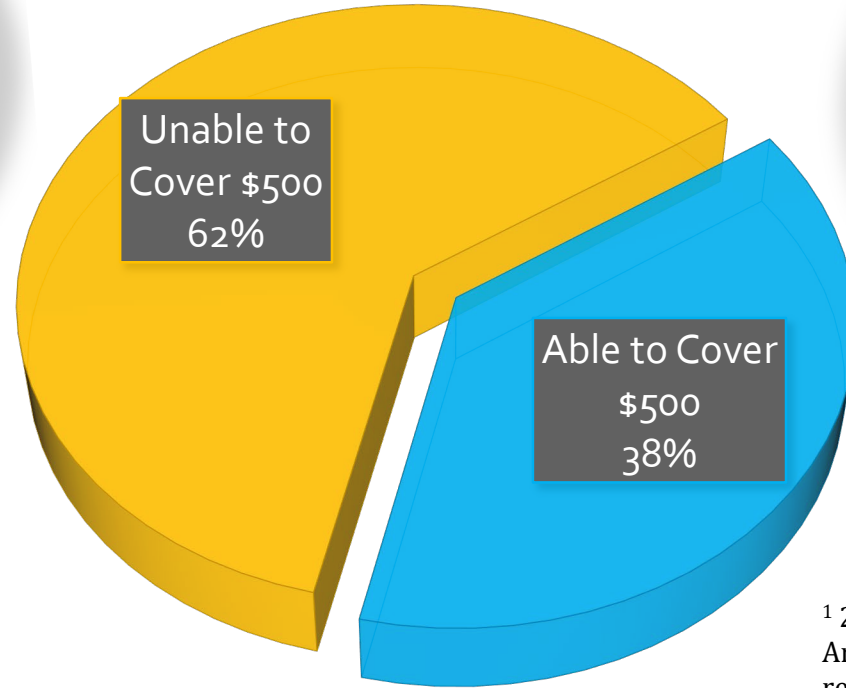


\$2.8 Billion in lost revenue/year

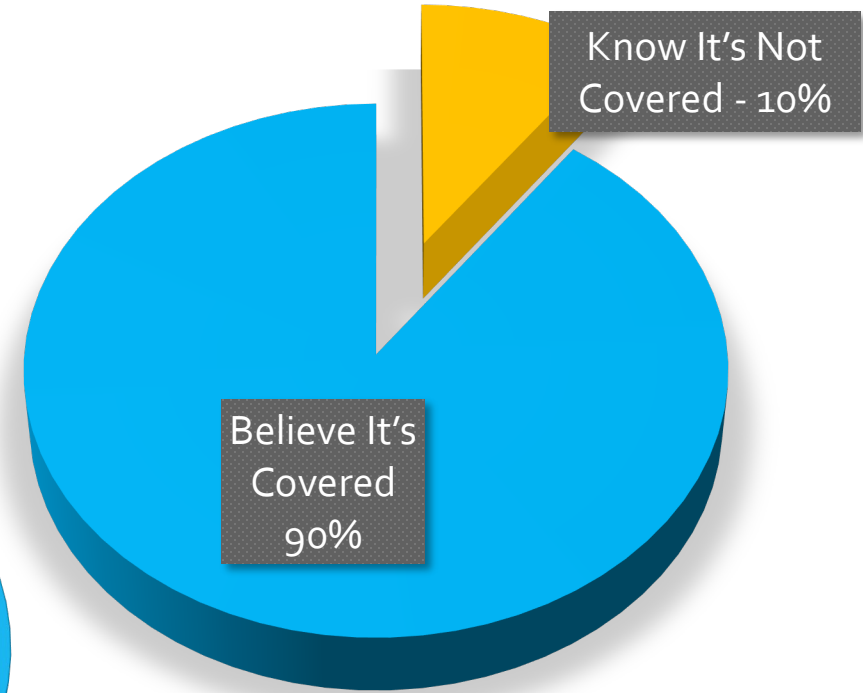
Utility Customer Awareness Of Responsibility



Americans Unable to Cover an Unexpected Expense of \$500 ¹



Customers believe Home Owners Insurance Covers Water Lines



¹ 2015 CNBC Article referencing

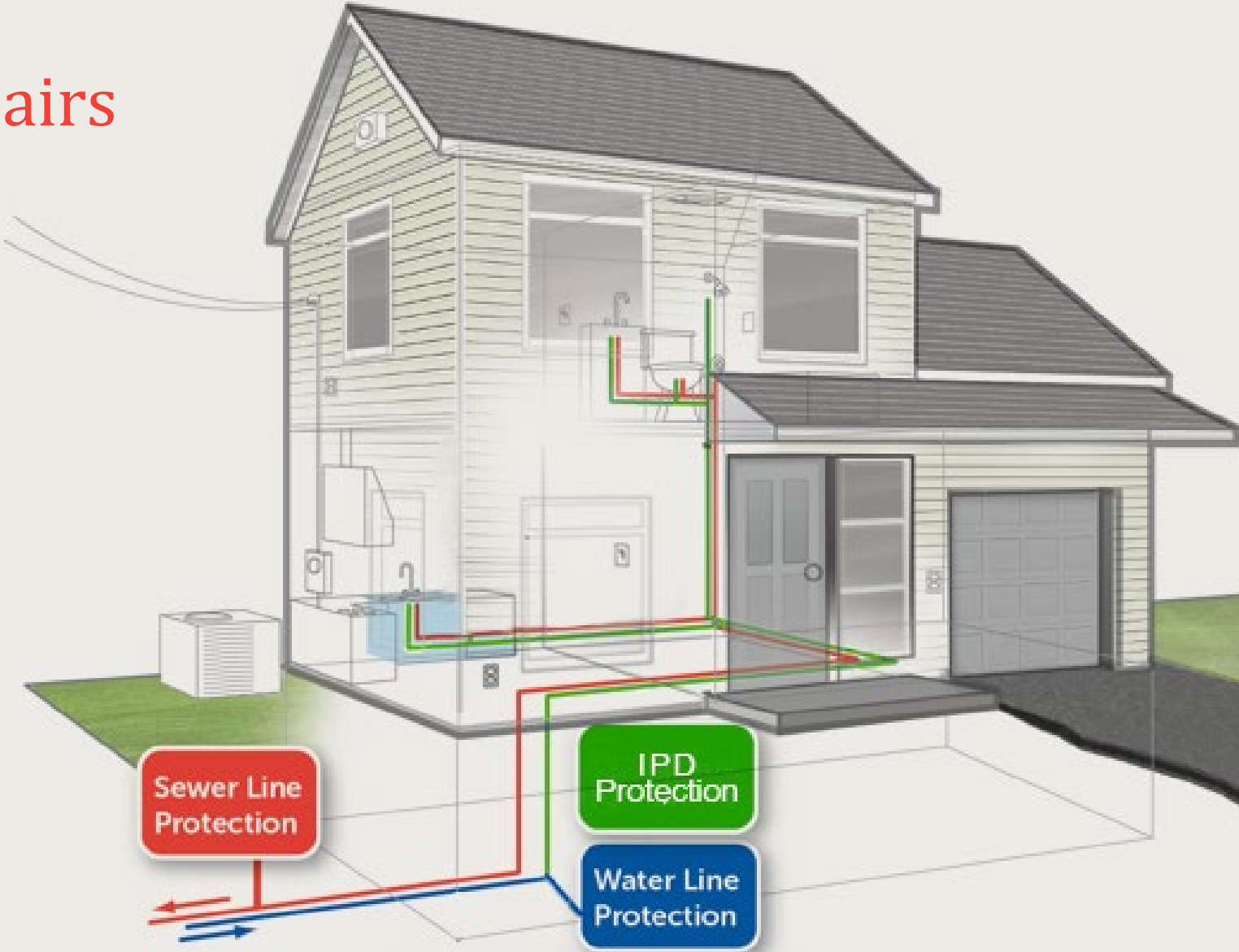
Leaks are Painful for Utilities/Municipalities and Homeowners



NLC Service Line Repairs

**NLC Service Line
Warranty Program**
by


Endorsed by
 **NATIONAL
LEAGUE
OF CITIES**
CITIES STRONG TOGETHER



Water and Sewer Service Line Coverage



WATER LINE
COVERAGE



SEWER LATERAL
COVERAGE

- Up to \$8,500 coverage per incident for repair/replacement of leaking, clogged or broken lines from the point of utility connection to the home exterior
- No annual or lifetime limits, deductibles, service fees, forms or paperwork
- 24/7/365 call center availability
- Repairs made only by licensed, local-area contractors
- Affordable monthly rate - Water line \$6.00; Sewer line - \$9.00

In-home Plumbing Coverage



IN-HOME PLUMBING AND DRAINAGE COVERAGE

- Up to \$3,000 per incident on all water, sewer and drain lines inside the home after the point of entry
- No annual/lifetime limits, deductibles, service fees, forms or paperwork
- 24/7/365 availability
- Repairs made only by licensed, local-area contractors
- Affordable Monthly Rate - \$9.49
- Offered via in-bound channel – enroll online or phone

NLC Service Line Benefits

- Only Service Line Program endorsed by the NLC
- No cost for the District to participate – we handle it turnkey including billing, claims, and customer svc.
- Free educational campaign for your customers
- Peace of mind – 1 call dispatches a local plumber
- No public funds use to market/administer program

4.8 out of 5 stars

*Customer satisfaction rate
for the NLC Service Line
Protections*

Why should utilities offer this program?



BECAUSE an unforeseen repair expense could be hard on a budget.



BECAUSE homeowners believe service line repairs are CVWD's responsibility.



BECAUSE without a referral, your customers may use inferior contractors.



BECAUSE the Utility can further help customers by generating funds for important programs.




BECAUSE your homeowners deserve the very best customer experience.

**NLC Service Line
Warranty Program**

by




Leak Protection

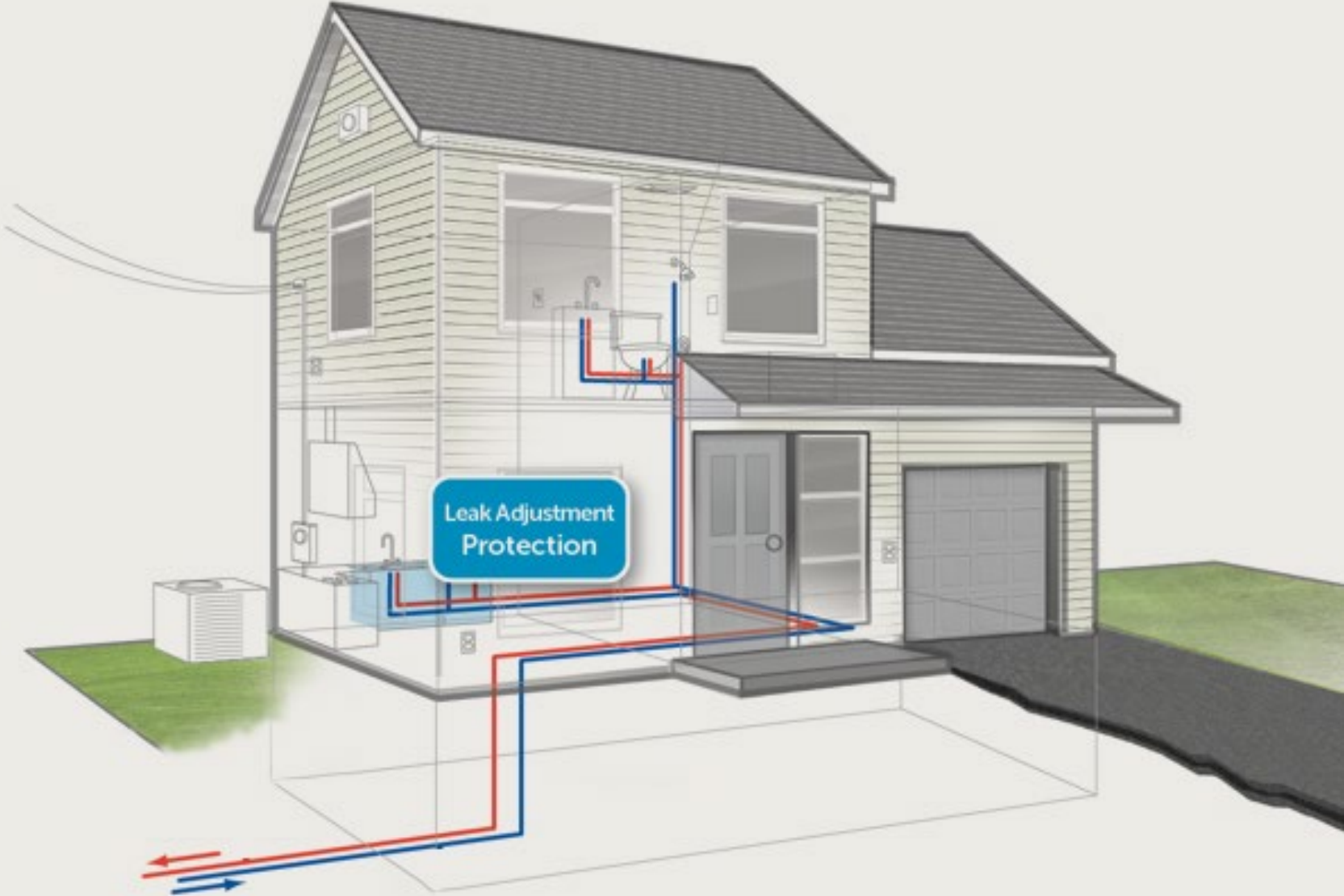


SERVLINE
by HomeServe®

Endorsed by



**NATIONAL
RURAL WATER
ASSOCIATION**



ServLine Leak Protection

- Customizable to meet community's needs
- No cost for the District to participate
- Recapture lost revenue and bad debt
- Reduce staff workload
- No service fees or deductibles
- Improved customer relations

96%

*Customer participation rate
amongst utility/municipal
partners*

Leak Protection Program



Leak Protection Program

- Utility chooses limit of coverage for all customers:
 - **\$500, \$1,000, or \$2,500**
- Covers 1 leak every 12 months up to the limit of coverage
- Qualifier: 2 times average bill (past 12 months)
- Require homeowner to repair leak before making adjustment
- No deductibles, hidden fees or service charges
- HomeServe has paid 100% of Utility claims that meet leak protection policy

Simple Program Implementation

- Added as a separate line item on the bill (option to decline participation)
- Can also be included in District's base rate structure (protects all customers)
- ServLine Leak Protection enhances Utility's current leak process
- Brochures sent to the customer 1-2 months prior to launch of program (typically 1 month)
- Only one mailing is sent for the entirety of the program



Win-Win - Lower cost while improving customer satisfaction

Minimize unnecessary cost exposure and liability

Protects the Utility

- 100% reimbursement for water loss
- No cost
- Customizable to match Utility leak adjustment policy

Protects the Customer

- Eliminates financial burden
- No deductible and no hidden fees
- Low cost (average \$1-\$2/month)

Improve the customer experience and customer relations

- Automatic enrollment with customer choice to decline
- 96% customer renewal rate
- Simple claims process

Reduce workload (time and labor) associated with leak adjustments

- Full claims administration
- Frees up utility resources

Peace of mind

- Leak adjustment protection backed by A+ underwriters
- Backed by HomeServe, a trusted partner of over 1,000 Municipal, Utility and water association partners in North America



30 Partners in California

- *City of Chula Vista*
- *City of Claremont*
- *City of Culver City*
- *City of Duarte*
- *City of Daly City*
- *City of Fillmore*
- *City of Gustine*
- *City of Laguna Beach*
- *City of La Habra*
- *City of Lemon Grove*
- *City of Los Angeles*
- *City of Oceanside*
- *City of Port Hueneme*
- *City of Rialto*
- *City of San Diego*
- *City of Santa Paula*
- *City of Vallejo*
- *City of West Covina*
- *City of Yuba City*
- *Town of Yountville*
- *Alameda County Water*
- *California Water Svc. Co.*
- *Contra Costa Water District*
- *Diablo Water District*
- *Golden State Water Company*
- *Great Oaks Water Company*
- *Liberty Utilities – Apple Valley*
- *San Bernardino MWD*
- *San Jose Water Company*
- *Woodlands MWD*

NLC Service Line
Warranty Program

by





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Visit www.NLC.org/serviceline or www.servline.com