

NLC Service Line Warranty Program Highlights for:

Iowa Cities



- Over 8,000 households in Iowa enjoy sewer, water and/or in-home plumbing line warranty coverage
- Over \$535,000 paid in repair costs
- Over 99% of Iowa claims approved
- Homeowners are educated about their service line responsibilities
- 24/7/365 bilingual customer service



WHAT IOWA CUSTOMERS ARE SAYING

"It was such a comfort to me having the service line warranty program. It made dealing with my problem much easier." - Homeowner, Cresco, IA

"I don't know why every city in the U.S. wouldn't offer this protection to its citizens." - Vickie S., Marshalltown, IA

"Everything was very good. They were here right away and got the job done immediately. I was very happy. They knew what to do when they got here. I was very satisfied with everything." - Homeowner, Cresco, IA

PARTICIPATING CITIES

Sample of over 25 Iowa cities — Over 270 cities participate nationally

Belmond, IA
Griswold, IA
Cresco, IA
Rolfe, IA
Sheffield, IA

Lovilia, IA
Wayland, IA
Marshalltown, IA
Ely, IA
Decorah, IA

State Center, IA
Melbourne, IA
Rhodes, IA
Thornton, IA
Carlisle, IA

NLC Service Line Warranty Program

PROGRAM BENEFITS

CITY

Provides non-tax revenue stream without any investment

Reduces calls to City/Public Works when a homeowner's line fails

Contractors undergo rigorous vetting process to ensure repairs meet city code

Reduces costs associated with sending Public Works to residents' homes to assess lateral line issues

Keeps money in the local economy by using contractors in the metro area

Contractors must be current with insurance and required licenses

RESIDENTS

Affordable utility line repair solution for families on a budget

Educates homeowners about their service line responsibilities

Prevents aggravation of having to find a reliable, reputable plumber

Peace of mind – with one toll-free call a plumber is dispatched

Keeps money in the homeowner's pocket; without warranty, repairs cost \$1,300 to \$3,500 or more

No service fees or deductibles, paperwork or forms to complete for the homeowner

ACCOLADES & ACCOMPLISHMENTS



BBB Torch Award for Marketplace Ethics

Trust • Performance • Integrity

2013 Winner
Western Pennsylvania Better Business Bureau®

- ◆ Accredited Better Business Bureau member with A+ rating for nearly a decade
- ◆ 2013 Western Pennsylvania Better Business Bureau Torch Award winner for Marketplace Ethics

- ◆ More than **97%** of all submitted claims are approved
- ◆ A customer satisfaction rating that has exceeded **95%** for more than a decade
- ◆ **9 of 10** customers surveyed have recommended the program to friends, family and neighbors
- ◆ The **only** utility line warranty program endorsed by the National League of Cities