

# Case Study: Memphis, Tennessee



## NLC Service Line Warranty Program Steps in to Assist Homeowner



Janet K. of Memphis knew there was a problem with roots invading her sewer system for years.

Her church had stepped in to help her by hiring a plumber to clear the sewer line once before when the clog was especially bad. She had a fixed income, was widowed and on Social Security, and was dealing with health issues. She simply didn't have the money.

But the tree roots continued to encroach, and Janet knew it was a matter of time before the issue would require serious remediation. But there wasn't much she could do about it.

Then her toilet backed up and overflowed.

### A SERIOUS PROBLEM BECOMES WORSE

Something had to be done, but Janet wasn't sure what, so she turned to her church family - and prayer - again. Larry Snyder, of Snyder Services Plumbing Co., attended Janet's church and was also one of Utility Service Partners' network contractors. Utility Service Partners, a HomeServe company, administers the NLC Service Line Warranty Program.

Larry was determined to help Janet, so he submitted her name to HomeServe Cares, a charitable program for homeowners who need emergency repairs and meet qualifications. Utility Service Partners agreed to cover the cost of replacing Janet's sewer line, which Snyder estimated being between \$3,000 and \$3,200.

Then her furnace quit.

*Many homeowners are not aware that they are responsible for their water, sewer and electrical service lines.*



The furnace had been turned on as the weather began to cool in early November but stopped working abruptly two days later. Snyder examined the furnace and had to deliver bad news: It couldn't be repaired, but had to be replaced.

### A SOLUTION IS FOUND

Faced with the oncoming winter and the prospect of another home repair bill that would cost her thousands of dollars, Janet's family appealed to Utility Service Partners, noting replacing her furnace was the most pressing issue. Utility Service Partners agreed to cover both repairs, enlisting Snyder to do the pair of projects.

Snyder replaced both the furnace and the problem sewer line. To ensure the root of the problem wouldn't crop up again, Snyder installed a new PVC sewer line and rerouted it to avoid the tree's root system.

"When Larry came back and said they would help us, it was an answer to a prayer," Janet said.

## Why Offer the NLC Service Line Warranty Program?

### KEY BENEFITS

- Experience from a leading company that has more than 3.6 million customers with 5.6 million service plans through over 550 partner utilities/municipalities
- Commitment to educating homeowners and reducing call volume to the municipality
- Superior, reliable and guaranteed service 24/7/365
- Award-winning in-house call centers in Chattanooga, Tennessee, and Canonsburg, Pennsylvania, with over 400 seats
- Incomparable local contractor management results in consistently achieving 98% post-service satisfaction
- Programs are proven to increase resident satisfaction
- No cost to cities to participate
- Provides cities with an ongoing revenue stream

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