

Case Study: Edina, Minnesota



Coverage Pays off in Edina

When Peter B. of Edina, Minnesota, had a water line break, he avoided a costly repair because he was covered by the National League of Cities (NLC) Service Line Warranty Program.

“Your service was worth every penny,” he said. “We had a service line break in the dead of winter, wreaking havoc and ice everywhere.”

Peter’s decision to purchase a warranty for his water line saved him thousands of dollars. He noted that he paid \$69 for a year, and, if he didn’t have home emergency protection, it would have cost him between \$4,000 and \$5,000 to have the break repaired.

The NLC Service Line Warranty Program had already vetted an area contractor and, because Peter had a protection plan, he didn’t have to worry about a bill.

AN UNSETTLING DISCOVERY

Peter discovered the break when it began leaking onto his property, causing a buildup of ice. Even worse, he discovered the problem shortly before New Year’s Eve, and worried that he might not be able to find a plumber within a reasonable time to deal with the matter before the ice piled up and the break became even more serious or he lost water service to his home.

PEACE OF MIND PREVAILS

Peter didn’t need to look for a contractor, solicit bids for the work and determine the best price and most qualified contractor for the job – the NLC Service Line Warranty Program had already vetted an area contractor and, because Peter had a protection plan, he didn’t have to worry about a bill.

“I was so relieved when I realized I had your coverage,” he said.

Peter remembered he had signed up for the water service line coverage after receiving a notice the warranty was available in his community. Edina officials partnered with the NLC Service Line Warranty Program, administered by Utility Service Partners (USP), a HomeServe company, and educational materials were sent out to residents at no cost to the municipality – an educational effort that is appreciated by 88 percent of homeowners.

When he received the notice, Peter decided to enroll in the program because his home is older, and he was concerned about his plumbing.

“Given the age of my home, [coverage] was recommended,” Peter said.

Since he had taken precautions to protect himself, Peter called the program's award-winning call center, who recorded his claim information and deployed a local contractor. The contractor contacted Peter and set up a time to come to his home.

All program network contractors and their employees must pass both a background check and a drug test. In addition, contractors must maintain a high customer satisfaction score and an A rating with the Better Business Bureau and have appropriate licensing and insurance.

After the work was completed, the contractor returned later to remediate the dig site once the ground had thawed enough – all at no cost to Peter.

“You guys are the best and I will always have coverage with you,” Peter said.

For more information on the Service Line Warranty Program and how you can bring peace of mind to your residents at no cost, contact us.

Why Offer the NLC Service Line Warranty Program?

KEY BENEFITS

- Experience from a leading company that has more than 3.7 million customers with 5.9 million service plans through over 600 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 500 seats
- Incomparable local contractor management results 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

To learn more about how you can partner with USP to bring peace of mind to your residents, visit www.utilitysp.net.