



Dear Member:

The Oklahoma Municipal Services Corporation (OMSC), the business arm of the Oklahoma Municipal League (OML), is pleased to endorse the NLC Service Line Warranty Program. Offered at no cost to Oklahoma Municipal League members, the NLC Service Line Warranty Program, administered by Utility Service Partners, Inc. (USP), educates homeowners about their service line responsibilities and offers affordable protection from unanticipated service line repair costs. Homeowners in participating cities and towns 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 Oklahoma cities and towns to participate
- Affordable rates for residents
- Increases citizen satisfaction

Important features of the program:

1. USP pays for the repairs, not your residents
2. Customers are provided with a 24/7/365 repair hotline staffed with live agents
3. All repairs performed to local code by rigorously vetted, licensed and insured local contractors
4. USP is responsible for all aspects of the program, including marketing, billing, customer service, and performing all repairs

OMSC has chosen to partner with USP, a HomeServe company, because of its outstanding national reputation. USP is a BBB Accredited Business with an A+ rating, and they have a customer satisfaction rating of 4.8 out of 5 stars. This is the only protection program endorsed by the National League of Cities and multiple state municipal leagues.

15 Oklahoma municipalities currently offer the program which has saved Oklahoma homeowners over \$5 million in repair costs over the past three years. OML encourages you to consider joining over 500 member cities and others in adopting the NLC Service Line Warranty Program for your municipality.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael Fina".

Michael Fina
Executive Director