

Montana League of Cities and Towns (MLCT)
700 W Custer Ave (59602)
PO Box 7388
Helena MT 59604-7388



Phone: (406) 442-8768
FAX: (406) 442-9231
Email: info@mtleague.net
mtleague.org

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Dear MLCT Member:

The Montana League of Cities and Towns is pleased to endorse the NLC Service Line Warranty Program. Offered at no cost to 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 Montana 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

The League 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 maintain a customer satisfaction rating exceeding 98%. This is the only protection program endorsed by the National League of Cities, multiple state municipal leagues and over 500 municipalities in North America.

The Montana League of Cities and Towns encourages you to consider adopting the NLC Service Line Warranty Program for your municipality.

For more information, please contact Ashley Shiwarski of Utility Service Partners, Inc., the program administrator. She can be reached at 724-749-1097 or AShiwarski@UtilitySP.net. Please also visit www.utilitysp.net.

Sincerely,

A handwritten signature in blue ink, appearing to read "Tim S. Burton".

Tim S. Burton
Executive Director