



Leak Protection for Utilities and their Customers



Running a water system can be complicated. Customer leaks don't have to be! The ServLine Leak Protection Program helps to safeguard communities and build stronger utilities.



Improved Satisfaction and Lower Costs – A Win-Win for Utilities and Customers

For utility customers, a high water bill can result in a long payment plan and a feeling of dissatisfaction with the water utility. ServLine protects the customer from the expense and delivers a seamless and positive claims experience, which increases utility customer satisfaction.

ServLine also lowers costs by helping utilities recapture lost revenue and bad debt associated with customer water leaks while removing the stress, effort and time involved in addressing them.



"The ServLine program provides great savings of both money and time dealing with leak adjustments, as well as providing greater benefit to our customers. It's a win-win!"

Tommy Fannin,
CFO, Ocoee Utility District

Benefits to Customers:

Financial Protection

- Up to \$2,500 in protection from excess water bill
- No deductible

Exceptional Customer Experience

- Seamless processing of claims
- Peace of mind that unexpected expenses will be covered

Benefits to Utilities:

Lower Costs

- Utility recaptures lost revenue from adjustments and bad debts
- Staff workload is reduced and becomes simplified and consistent

Increased Customer Satisfaction

- Enhanced public relations
- Improved customer experience

Insurance for the ServLine program is issued to utilities and placed through HomeServe USA Repair Management Corp. (HSRM), a licensed insurance agency. In California, HSRM does business as HomeServe NA Insurance Services (California License # 0F79326). ServLine® is a registered trademark of HomeServe.



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Program Highlights

Unique benefits for utilities and customers

ServLine is the only insurance-backed program that is vetted and partnered with the National Rural Water Association and multiple state associations. The program has paid 100% of claims that have met the utility's leak protection guidelines.

Customer choice

In cooperation with the utility, the customer choice process ensures that no one falls through the cracks and faces an unexpected and expensive charge for a water loss, and protects the utility from disagreements on coverage.

Reduced workload for staff

Once implemented, ServLine provides an extended customer service that virtually eliminates confrontation and disagreements about increased bills due to water loss. A happy customer is a supportive customer.

Outstanding customer response

Data documents customer satisfaction and peace of mind, provided by ServLine, with a 97% customer retention rate.

Optional Line Protection

We can offer homeowners optional, affordable repair plans for water, sewer and interior plumbing lines through the NLC Service Line Warranty Program by HomeServe, the only program of its kind endorsed by the National League of Cities. Customers call to receive prompt emergency repairs provided by local, licensed and insured contractors.

The program includes outreach to educate homeowners about their service line responsibility, something they are often unaware of until they call their utility with a repair emergency and learn that the utility can't help them. This can lead to dissatisfaction.

Benefits to Homeowners:

Convenience	<ul style="list-style-type: none"> • 24/7/365 claims hotline, including holidays • No need to search for a qualified contractor in an emergency
Peace of Mind/Trust	<ul style="list-style-type: none"> • Fully vetted, licensed and insured local contractors • Covered repairs guaranteed for one year
Financial Protection	<ul style="list-style-type: none"> • No deductibles or trip fees • Affordably priced coverage • 30-day money-back guarantee with ability to cancel at any time

ServLine is part of HomeServe

HomeServe is a leading provider of repair service programs with over 4 million customers in North America and over 1,000 municipal and utility partners. HomeServe, an A+ Better Business Bureau-rated company, is dedicated to providing best-in-class services and an exceptional customer experience.