

Solutions for Aging Infrastructure

NLC Service Line Warranty Program

**NLC Service Line
Warranty Program**

by

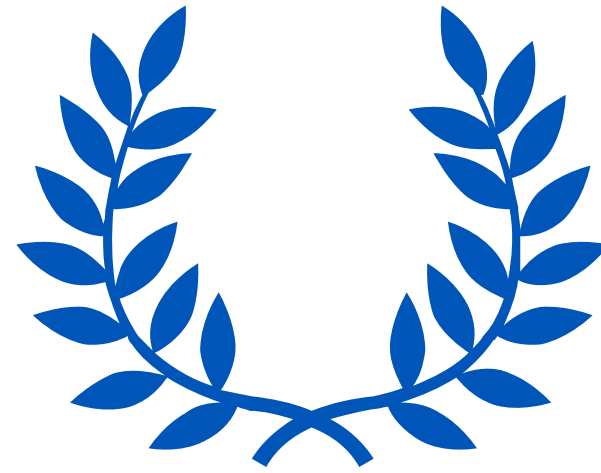


Dennis Lyon
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412.266.9545

NLC NATIONAL
LEAGUE
OF CITIES

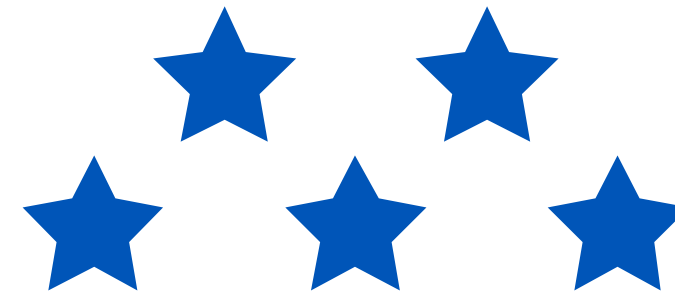
CITIES STRONG TOGETHER

NLC Service Line Warranty Program



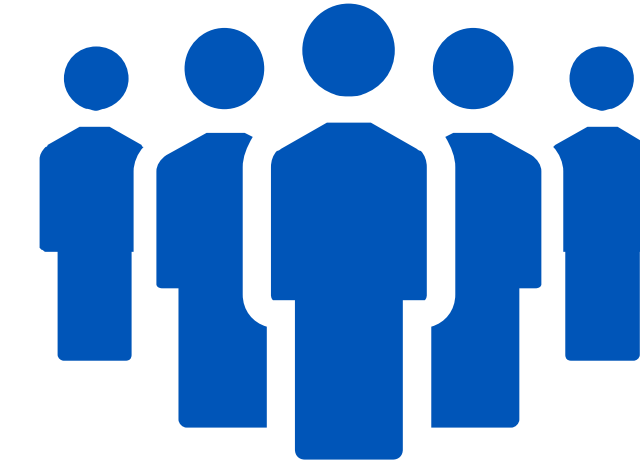
EXPERIENCE

Offering services for over 20 years



REPUTATION

Accredited BBB business A+ Rating



PARTNERSHIP

Endorsed by National League of Cities since 2010



“The National League of Cities is proud to partner with this highly reputable and reliable program. Their exemplary record of customer service and transparency is what has driven the success of this partnership over the years.”



Clarence Anthony
Executive Director
National League of Cities

Infrastructure Challenges – A National Problem

Coronavirus pandemic is compounding issues for municipalities and utilities.

- Approximately 17% loss in annualized revenue in the drinking water sector
- Includes more than \$5 billion in losses related to suspending water service disconnections and increased customer delinquencies

2021 ASCE Infrastructure Report Card grades are dismal.



drinking water
infrastructure



wastewater
infrastructure

EPA estimates that cities will spend heavily on infrastructure over the next 20 years.

- \$77 billion for repair or replacement of public water distribution systems
- \$10 billion for wastewater collection system upgrades
- \$22 billion for new sewer construction
- \$45 billion to control combined sewer overflows
- \$7 billion to control municipal storm water

Aging Infrastructure Is Problematic For Cities And Homeowners

- Lateral lines subjected to same elements as public lines - ground shifting, fluctuating temperatures, tree root penetration, corrosion, and more
 - Public maintains & upgrades
 - Homeowners left behind
- Failed lines waste thousands of gallons of water, increase cost, and present an environmental hazard
- Common homeowner misconception is the municipality is responsible for maintenance of the water and sewer lines on their property, or repairs are covered by their homeowner's policy
 - Reduces wasted time, money, and resources for municipality
 - Reduces frustration for homeowner



Homeowners Are Unprepared For Emergencies And Expect Solutions From The City/Utility

78%

of homeowners surveyed believe the utility provider should educate them on repairs and preventative measures



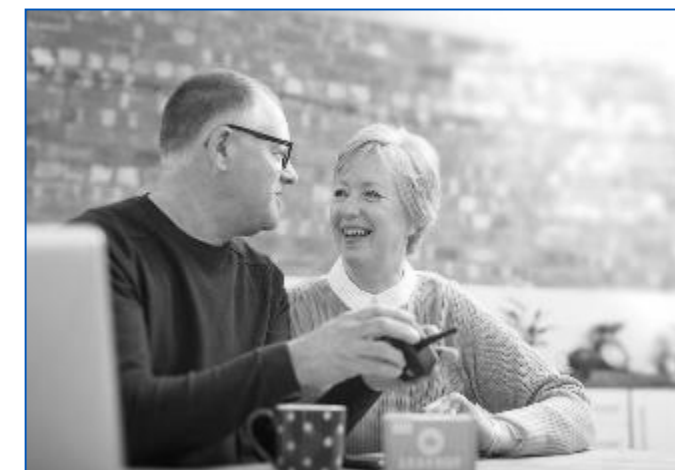
59%

of homeowners surveyed have had a home repair emergency in the past year



62%

of Americans can't afford a \$500 emergency expense (and would have to sell something or take out a loan to cover it).*

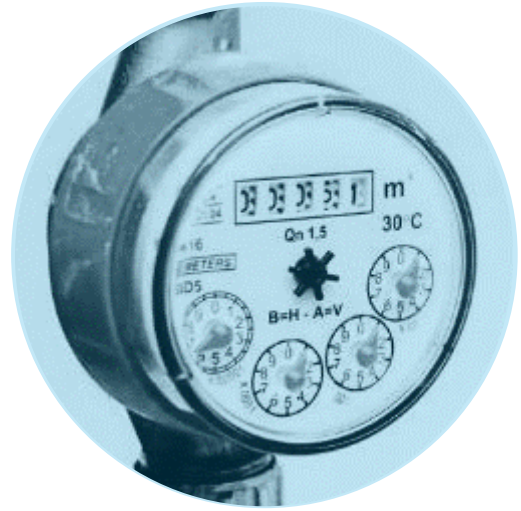


NLC Service Line Warranty Program Benefits



- Only Service Line Program endorsed by the National League of Cities and The League of Oregon Cities
- No cost to municipality & no public funds used; we administer completely
 - Marketing, billing, claims, customer service, contractors
- Optional revenue share for municipality
- Free public awareness campaign for municipality
- Educates residents on their lateral line responsibilities
- Peace of mind – one call solution – reputable plumber dispatched
- All repairs performed to code by local licensed contractor
- Contractors undergo rigorous vetting process to ensure quality service

Our Service (3 Separate Products)



WATER LINE
COVERAGE



SEWER LATERAL
COVERAGE



IN-HOME PLUMBING
COVERAGE

- Exterior water and sewer – up to \$8,500 coverage per incident for repair/replacement of broken, cracked, and leaking pipes; tree root penetration, thawing of frozen lines; clogs; from the point of utility connection to home exterior
- In-home plumbing - up to \$3,000 per incident on all water, sewer, and drain lines inside the home after the point of entry (clogged toilets)
- No annual or lifetime limits, deductibles, service fees, forms or paperwork
- Homeowner opt in or out at any time – no pre-inspection (30 day wait)
- Regulated by Oregon Construction Contractor Board

Optional Revenue share and other benefits to the City

- Non-tax revenue of 10% per product, per month
 - Cities utilize funds for important initiatives including:
 - ✓ Low-income utility assistance/community charities
 - ✓ League or organizational dues & fees
 - ✓ Partially offset rate increases
- Reduces Calls to the City
- We pay contractors directly (infuses money into local economy)
- Saves money for residents that can be re-invested in the local economy
- Timely repairs reduce water loss & hazards from line breaks (network contractors prioritize)



Marketing Approach

- No Public Funds are used in marketing, distribution, or administration of the program
- Only market by direct mail, no telemarketing or door to door sales
- Limited to 3 mailing campaigns per year
- With partnership you have review and approval of marketing material before each and every campaign
- Marketing clearly states city does not provide program & is voluntary for homeowner
- City role: logo & review of material
 - Economy of scale & Transparency
 - Maximize proactive education of homeowner



Consumers can enroll one of three ways:

- Call our toll-free number provided on the mailing
- Return the bottom of the letter in self addressed stamped envelope provided by us
- Visiting our consumer website www.slwofa.com at any time

Solutions For Municipalities And Homeowners



- 1100+ Munis & Utilities participating
- Currently serving over 4.7 million customers
- 1.7 million jobs completed over the past 3 years
- Saved customers over \$638 million in repair costs over the past 3 years
- Consistent customer satisfaction rating of 98%
- 9 of 10 customers have recommended the program to friends, family, and neighbors



Current Oregon Partners (23)

- *City of Cottage Grove*
- *City of Hermiston*
- *City of Bandon*
- *City of Hines*
- *City of Coos Bay*
- *City of Estacada*
- *City of Winston*
- *City of Umatilla*
- *City of Reedsport*
- *City of Glendale*
- *City of Myrtle Point*
- *City of Tillamook*
- *City of Aurora*
- *City of Jefferson*
- *City of Oakridge*
- *City of Rainier*
- *City of Ashland*
- *City of Newport*
- *City of Stanfield*
- *City of Dayton*
- *City of Paisley*
- *City of Toledo*
- *City of North Bend*

More than \$750,000 paid in repair costs over the last 3 years!



NLC Service Line Warranty Program Summary



The NLC Service Line Program helps residents understand their lateral line responsibilities *before* they have an unexpected issue and allows them to choose how they wish to prepare for these potentially expensive incidents. Our program increases the quality of life within your community by helping residents when they need it the most, while also reducing the number of distress calls made to the City.

Our Promise:

We will be a trusted steward of your
brand and reputation.

Questions?

For more information contact:

Dennis Lyon

Regional Director

dennis.lyon@homeserveusa.com

412.266.9545 (cell)

OREGON

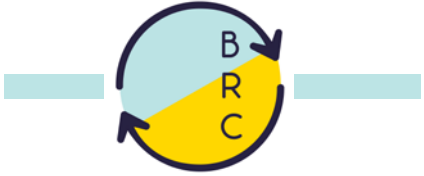
BUSINESS

RECOVERY

CENTER

OREGON BUSINESS RECOVERY CENTER

What are Business Recovery Centers?



- FEMA of the financial world
- Help businesses emerge stronger
- Funding: CARES/ARPA/State & Local
- Oregon BRC = ARPA funds



Oregon BRC Services

Small Business Grants:

- Recover lost revenue
- Opens January 31, 2023
- Up to \$10,000



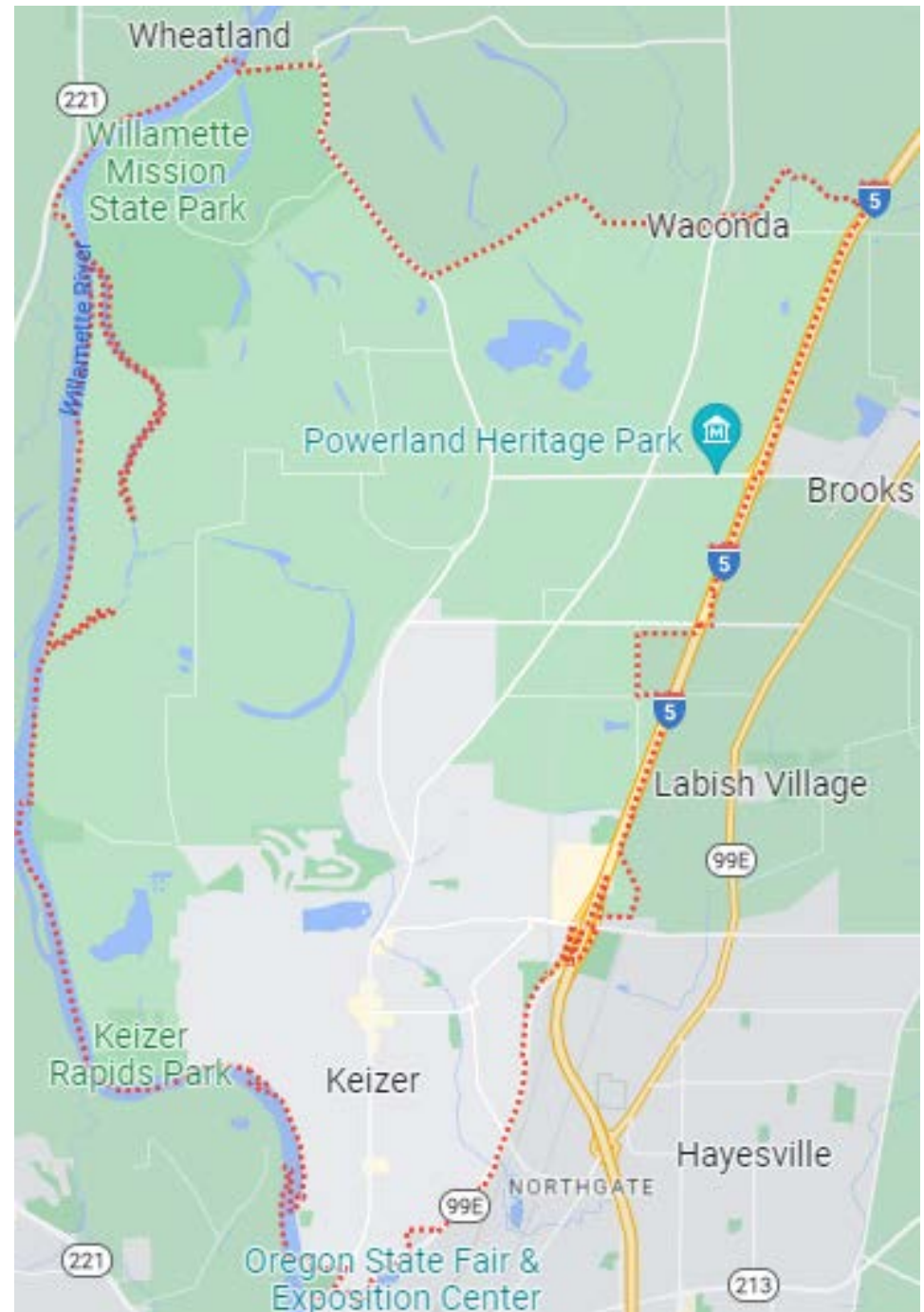
Recovery Assistance:

- Nonprofits and for-profits
- One-on-one assistance
- Workshops & Skill-building



Oregon BRC: Area of Service

- 97303: Keizer & surrounding area
- 97115: Dundee
- 97137: St. Paul
- 97140: Sherwood
- 97070: Wilsonville
- 97132: Newberg



Small Business Grants

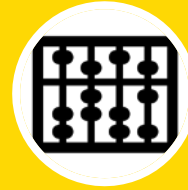
Online Application Opens

JANUARY 31, 2023



Scan the QR code to sign up
for the **BRC E-news**

www.OregonBRC.Org



For-Profit Businesses



Inside correct zip code



50 FTE employees or less



Business was open before
January 2020



Trainings & Workshops

Helping businesses continue to recover.

Examples:

- QuickBooks Online
- Marketing & Advertising
- Setting up an online retail platform

Get in Touch

Fatima Falcon

Outreach & Engagement Specialist

Habla Español

- Fatima@WilsonvilleChamber.com
- Cell: 503-577-6313



Jessica Chanay

Program Manager

- Jessica@WilsonvilleChamber.com
- Office: 503-682-0411, x3

OREGON BUSINESS
RECOVERY
CENTER

www.OregonBRC.org



Written Public Comments

January 3, 2023 through January 17, 2023

- Dana Petre-Miller – Keizer – Get methane gas out of our buildings

Davis, Tracy

From: Shaney Starr
Sent: Friday, January 13, 2023 6:25 AM
To: Davis, Tracy
Subject: Fwd: Get methane gas out of our buildings

Shaney Starr
Keizer City Councilor
Position #2
503-856-3449

****Please note this email is subject to Public Records Law****

Sent from my iPhone, so please excuse typos!

Begin forwarded message:

From: Dana Petre-Miller <mraltogether@comcast.net>
Date: January 12, 2023 at 12:04:08 PM PST
To: Shaney Starr <StarrS@keizer.org>
Subject: Get methane gas out of our buildings

CAUTION: This email originated from **Outside Your Organization.** Exercise caution when opening attachments or on clicking links from unknown senders. Please contact Information Technology for assistance.

Dear Starr,

I'm writing to you today because I believe our community must urgently pass a building electrification policy and phase fossil fuels out of our homes and businesses.

Buildings are responsible for 13% of greenhouse gas emissions in the US, and recent study from the International Journal of Environmental Research and Public Health found that gas stoves are responsible for 1 in 8 cases of childhood asthma – that's on par with secondhand smoke. Burning gas in homes also generates harmful emissions of formaldehyde, methane, nitrogen oxides, and other pollutants.

As your constituent, I'm urging you to do everything in your power to ensure new buildings in our community are all-electric and help phase gas and other fossil fuels out of existing buildings.

Thank you.

Sincerely,
Dana Petre-Miller, Keizer