NLC SERVICE LINE
WARRANTY PROGRAM
BRINGING PEACE OF MIND, ONE COMMUNITY AT A TIME
HOME PROTECTION SOLUTION

The NLC Service Line Warranty Program, administered by Utility Service Partners, Inc. (USP), is an affordable home protection solution for your residents offered at no cost to the city. It helps city residents save thousands of dollars on the high cost of repairing broken or leaking water or sewer lines. The city also receives a share of the revenues collected.

PEACE OF MIND

Residents who have not set aside money to pay for an unexpected, expensive utility line repair, now have an opportunity to obtain a low-cost warranty that will provide repairs for a low monthly fee, with no deductibles or service fees. The work is performed by licensed, local plumbers who will call the customer within one hour of filing a claim. The repair is performed professionally and quickly, with a local plumber dispatched no later than 48 hours after claim is filed, but typically within 24 hours. USP provides a personally staffed 24/7 repair hotline for residents, 365 days a year.

BENEFITS

- NO COST to your city
- Generates revenue for your city
- Affordable rates for residents
- 24/7 customer service
- Trusted local contractors
- Simple implementation process
- Fewer citizen complaints
- Repairs performed to local code

IMPLEMENTATION PROCESS

The program will be offered to all cities in the 48 contiguous states and rolled out over an 18-month period in six-month intervals. Once your city agrees to participate in the program, start up is simple. The program is designed for a quick launch, taking up little of your city employees' valuable time. USP administers the program and is responsible for marketing, billing, customer service, and performing all repairs to local code.

MORE INFORMATION

To learn more about this program, visit www.nlc.org or contact us at savings@nlc.org or (202) 626-3051.

This program is offered by Utilities Service Partners, Inc. (USP). USP is solely responsible for the implementation and operation of the program.