



HomeServe®

PRSRT STD
U.S. POSTAGE
PAID
MAILED FROM
ZIP CODE 19612
PERMIT NO. 5003



To Be Opened By Addressee

Signature (required)

I have enclosed my signed and dated check or money order for my annual payment of \$53.88 for Exterior Water Service Line Coverage. I understand my optional coverage is based on an annual contract that will be *automatically renewed annually* at the then-current renewal price, and that I will be invoiced for future payments. I have the option to cancel this contract at any time without additional cost to me by calling 1-833-805-6754.

PLEASE MAKE PAYABLE TO HOMESERVE

I confirm that I am the homeowner and have read the information in this package, understand there are limitations and exclusions, and meet the eligibility requirements for this coverage.

ANNUAL CHECK OR MONEY ORDER

Signature (required)

I authorize HomeServe to charge my first and all future payments, plus any applicable taxes, for Exterior Water Service Line Coverage to my credit/debit card at the frequency specified. I understand that, regardless of the payment frequency I select, my optional coverage is based on an annual contract and will be *automatically renewed annually* on the same payment terms I selected at the then-current renewal price. I have the option to cancel this contract at any time without additional cost to me by calling 1-833-805-6754. I confirm that I am the homeowner and have read the information in this package, understand there are limitations and exclusions, and meet the eligibility requirements for this coverage.

Card Number:

Expiration Date: /

\$4.49 per month
 \$13.47 per quarter
 \$53.88 per year



CREDIT/DEBIT CARD

(WASTE - SLIT / NEST)




Please respond by:
<<Month X, XXXX>>

Please review the enclosed information:

Explanation of Water Service Line Ownership

<<MR. SAMPLE A SAMPLE>>
 <<MAIL_ADDRESS1_XXXXXX>>
 <<MAIL_ADDRESS2_XXXXXX>>
 <<MAIL_CITY, ST ZIP>>



Status Review:
<<Month X, XXXX>>

We're writing to you about the exterior water line on your property at <<Serv_Address1_XXXXXX>> and available water service line protection.

Because you own this line, an unexpected breakdown could cost you thousands in out-of-pocket expenses to replace if a breakdown occurs. That's why Metropolitan Utilities District selected HomeServe to offer eligible customers Exterior Water Service Line Coverage to help protect against these unexpected costs.

Response Requested Within 30 Days

<<Serv_Address1_XXXXXX>> Water Line Responsibility:
 <<Sample Sample>>

Take action today. Please respond by completing and returning the enclosed form, or call 1-833-805-6754. For fastest processing, visit www.PlansMUDomaha.com.

You can now accept *optional* protection, which includes up to \$10,000 per service call (30-day wait period includes a money-back guarantee) for only \$4.49 per month and multiple service calls for covered repairs.

Please complete and send back the enclosed form today.

To opt out of future mailings, please contact HomeServe at 1-833-805-6754 and select Option 2.

HomeServe USA Repair Management Corp. ("HomeServe"), with corporate offices located at 601 Merritt 7, 6th Floor, Norwalk, CT 06851, is an *independent company separate from the Metropolitan Utilities District* and offers this optional service plan as an authorized representative of the service contract provider, North American Warranty, Inc., 175 West Jackson Blvd., Chicago, IL 60604. Your choice of whether to participate in this service plan will not affect the price, availability or terms of service from the Metropolitan Utilities District.

ACCEPTANCE FORM

PLEASE REPLY BY: <<x/x/xxxx>>

By providing my e-mail address, I request that I be notified when my current and future service agreements and any related documents are available at www.MyHomeServeUSA.com, and I acknowledge that I can access these documents. I can change my preferences or request paper copies online or by calling HomeServe.

PLEASE CORRECT INFORMATION BELOW, IF NECESSARY, BEFORE SUBMITTING.

<<Mr. Sample A. Sample>>
<<Serv_Address1_XXXXXX>>
<<Serv_Address2_XXXXXX>>
<<Serv_City + ST Zip>>

Phone #

E-mail Address: _____

E-Z PAY: (see back of letter)

I have enclosed a check for my first payment of:

- \$4.49 per month
- \$13.47 per quarter
- \$53.88 per year

I authorize HomeServe to charge my account for Exterior Water Service Line Coverage at the frequency specified and my financial institution to debit these payments, plus any applicable taxes, from the account provided. I understand that, regardless of the payment frequency I select, my optional coverage is based on an annual contract and will be *automatically renewed annually* on the same payment terms I selected at the then-current renewal price. I have the option to cancel this contract at any time without additional cost to me by calling 1-833-805-6754. I confirm that I am the homeowner and have read the information in this package, understand there are limitations and exclusions, and meet the eligibility requirements for this coverage.

Signature (required)

PLEASE MAKE PAYABLE TO HOMESERVE

<<MatchbackID>>

<<Mailcode>>

<<customer_no>>

(T E S T / S L I T - W A S T E)

Important Coverage Information: Eligibility: An owner of both a residential single structure permanently secured to the ground and the land it is located on may be eligible for coverage. You are not eligible if your property is used for commercial purposes; you know of any current problems with your exterior water service line before enrollment; or your entire exterior water service line is shared with a 3rd party or covered by a homeowners' association or the like. In IA, properties with more than 4 dwelling units are not eligible. Benefit Details: Coverage provides, up to the applicable benefit limit, to repair or replace an exterior water service line for which you have sole responsibility, from your utility's responsibility or external wall of your well casing to the water meter or main shut-off valve inside your home that is damaged due to normal wear and tear, not accident or negligence. Not covered: Branch lines, frozen lines, and damage from accidents, negligence or otherwise caused by you, others or unusual circumstances. Additional exclusions apply. Disputes resolved by arbitration, without class action or jury trial, unless otherwise stated in your full Terms and Conditions. Making a Service Call: Your plan starts the day your enrollment is processed. There is an initial 30-day waiting period before you can make a service call, providing 11 months of coverage during the first year. Upon renewal/reactivation (if applicable), there is no waiting period. Cancellation: Cancel any time by calling HomeServe at 1-833-805-6754. If you cancel within 30 days of your start date, you will get a full refund (less claims paid, where applicable). Cancellations after the first 30 days will result in a pro-rata refund (less claims paid, where applicable). Renewal: The plan is annual. Unless you cancel, your plan automatically renews annually at the then-current renewal price with your same payment terms.

See full Terms and Conditions with complete coverage and exclusion details prior to enrolling by calling 1-833-805-6754 or going to www.PlansMUDomaha.com. HomeServe is an independent company, separate from Metropolitan Utilities District. If you would prefer not to receive solicitations from HomeServe, please call 1-833-805-6754.

E-Z Pay: A paperless and stress-free way to pay for your coverage. Payments are automatically debited from the bank/checking account of your choice as your payment becomes due, at no additional cost.

Water service line disruptions: Here's How They May Affect Homeowners

The diagram shows a cross-section of the ground from the STREET to the HOUSE FOUNDATION. On the left, the M.U.D. WATER MAIN is connected to the WATER SERVICE LINE. A CURB STOP (STOP BOX) is located on the street side. The WATER SERVICE LINE runs horizontally through the ground. A SHUT-OFF VALVE is located near the HOUSE FOUNDATION. A shaded area under the WATER SERVICE LINE is labeled 'TYPICAL HOMEOWNER'S RESPONSIBILITY'.

Replace water service line (26–100 ft.) \$2,585
PLAN MEMBERS: NO CHARGE[‡]

Locate, excavate and repair leak \$798
PLAN MEMBERS: NO CHARGE[‡]

[‡]National average repair costs within the HomeServe network as of March 2018. No charge for covered repairs up to your service call benefit amount.
 Exclusions apply. See details in accompanying letter.

One of the most common misconceptions regarding water infrastructure is that the utility or the government will take care of the problem if there is a leak on private property, but the homeowner is primarily responsible for the service line that brings fresh water to their home. The bottom line is that homeowners should take steps today to prepare themselves and protect their finances from the costs and damages of water-line related home emergencies.

Homeowners are largely unaware that a leak on their own property is likely their responsibility to fix, often at significant cost. 61% of Americans are unaware that they are responsible for the line that runs from the street to their home.¹

Many may mistakenly assume that the damage is covered by their homeowners insurance policy. Most basic homeowners insurance policies do NOT cover water line breaks due to normal wear and tear on a homeowner's property.

The price tag for replacing a water service line averages \$2,500.² Homeowners can take steps today to prepare themselves and protect their water service lines and finances from the costs and damages of water-line related home emergencies.

¹Ipsos Public Affairs, 2012.

²Estimate based on national average repair costs within the HomeServe network, March 2018.