

METROPOLITAN | HomeServe®
UTILITIES DISTRICT

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



To Be Opened By Addressee

For: <<Serv_City>> Water Consumers

<<Serv_City>>
Water Service Line Information

<<MR. SAMPLE A SAMPLE>>
<<MAIL_ADDRESS1>>
<<MAIL_ADDRESS2>>
<<MAIL_CITY, ST ZIP>>



Date<<XX/XX/XXXX>>

Please Respond..... Within 30 Days

Dear <<Sample_Sample>>,

This letter contains important information for Metropolitan Utilities District customers with an exterior water service line. This line provides fresh water, typically runs from your property boundary to your home, and is your responsibility.

As a homeowner, you are responsible for the repair or replacement of this line if a breakdown occurs. Over time, your exterior water line may deteriorate and fail.

Your property is not protected against an exterior water line breakdown with Exterior Water Service Line Coverage from HomeServe*, an independent company, who Metropolitan Utilities District selected to offer this plan. This protection provides eligible homeowners up to \$10,000 per service call with multiple calls annually for covered repairs (30-day wait period includes a money-back guarantee).

Water line repairs can be complex and should be performed by a licensed plumber and not by a homeowner. Without this optional coverage, you could pay thousands of dollars in unexpected costs if your water line needs replacement. For only \$4.49 per month, you can enjoy the peace of mind that comes with protection.



Important

Your response is necessary if you want to accept coverage. Please respond today by completing and returning the form or calling HomeServe at 1-833-805-6754.

For fastest processing, scan the QR code and enter Offer Code: DM2411A or visit www.PlansMUDomaha.com.

Sincerely,

Andrew Wright

Andrew Wright
SVP, Customer Service
HomeServe USA Repair Management Corp.

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, National Home Repair Warranty, Inc., 59 Maiden Lane, 43rd Floor, New York, NY 10038. Your choice of whether to purchase this service plan will not affect the price, availability or terms of service from the Metropolitan Utilities District. Metropolitan Utilities District and HomeServe entered into an agreement to introduce these plans to Metropolitan Utilities District's customers. See eligibility requirements and coverage limitations in this package.

Understanding Homeowner Responsibility

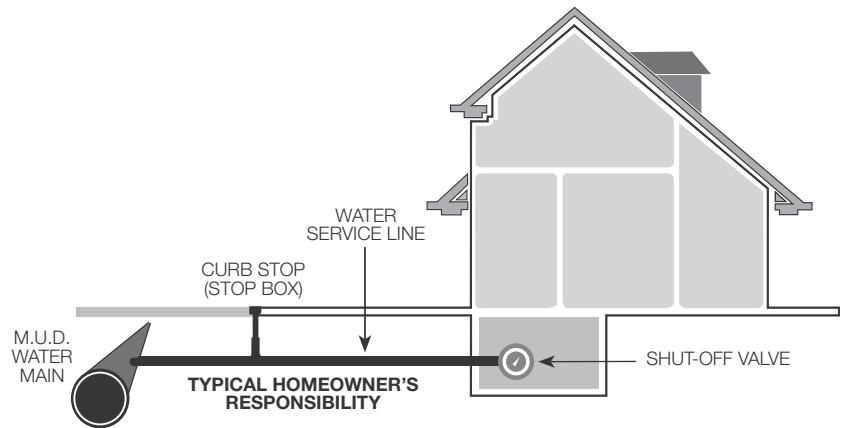
As a homeowner, you own the exterior water line on your property. You are responsible for the repair of this line. If your line breaks down, finding help may be difficult and time consuming.

Water line breakdowns can be complicated and expensive to fix, requiring specialized equipment to locate the leak and repair the line.

Replace water service line (26–100 ft.) **\$2,832**
Plan Members: NO CHARGE[†]

Locate, excavate and repair leak **\$529**
Plan Members: NO CHARGE[†]

[†]National average repair costs as of January 2023. No charge for covered repairs up to your service call benefit amount.



Complete and return the enclosed form or call HomeServe at 1-833-805-6754.

For fastest processing, scan the QR code and enter Offer Code: DM2411A, or visit www.PlansMUDomaha.com.

Important Coverage Information: Eligibility: To be eligible, you must own both the residential single structure and the land it is located on. You are not eligible if your home is a recreational vehicle or otherwise intended to be moved; 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 that has experienced an operational failure, 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. Repair or replacement of non-functioning stop boxes, shut-off valves, pressure reducing valves and backflow prevention devices is also covered. Not covered: Frozen lines, branch lines, any tanks or appliances and damage from accidents, negligence or otherwise caused by you, others, wildlife or unusual circumstances. Costs on covered repairs may exceed the benefit limit, in which case you pay the difference between the cost and the benefit limit. 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 or visiting www.homeserve.com. 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.

Please complete the details and return this form in the postage-paid envelope provided.

ACCEPTANCE FORM

Reply ID:

<<2411SZJL8486ANEZ-xxxx>>

Property Owner

<<Mr. Sample A. Sample, Serv_Address1, Serv_Address2, Serv_City, ST Zip>>

Please send my current/future agreements and any related documents to the e-mail address below. I can access and retain documents sent to my e-mail. I understand I can request a copy of my contract, update my e-mail address, or change my communication preference anytime by going online or calling HomeServe. By providing my phone number, I consent to receive account-related phone calls and text messages.

E-MAIL ADDRESS

PHONE NUMBER

If you need to make any name or address corrections, please check this box and make changes below.

NAME

STREET ADDRESS

CITY

ST

ZIP

E-Z Pay (see back of letter)

Payment Schedule: \$4.49 per month \$13.47 per quarter \$53.88 per year

By signing below, I authorize HomeServe to use account information from the enclosed check to make electronic fund transfers to automatically initiate my first and future debits, plus any applicable taxes, to my bank account at the frequency and amount specified in the Payment Schedule in connection with my payments for Exterior Water Service Line Coverage. I understand my check will be converted to an electronic debit for my first payment, instead of deposited as a paper check. HomeServe will only notify me if the applicable tax rate changes, causing the preauthorized amount to differ by more than 10%. I understand this 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, plus any applicable taxes, unless I cancel. I can cancel this contract any time at no additional cost, without obligation to make future plan payments, by calling 1-833-805-6754 or visiting www.homeserve.com. *Your Data:* See our homepage at www.homeserve.com. I agree I have read the coverage details in this package and confirm I am the homeowner, meet all other eligibility requirements, and understand the coverage limitations and exclusions.

SIGNATURE (required)

<<Customer_No>>

Credit/Debit Card

By signing below, I authorize HomeServe to charge my first and future payments, plus any applicable taxes, for Exterior Water Service Line Coverage to my credit/debit card at the frequency and amount specified in the Payment Schedule. HomeServe will only notify me if the applicable tax rate changes, causing the preauthorized amount to differ by more than 10%. I understand this 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, plus any applicable taxes, unless I cancel. I can cancel this contract any time at no additional cost, without obligation to make future plan payments, by calling 1-833-805-6754 or visiting www.homeserve.com. *Your Data:* See our homepage at www.homeserve.com. I agree I have read the coverage details in this package and confirm I am the homeowner, meet all other eligibility requirements, and understand the coverage limitations and exclusions.

SIGNATURE (required)

Annual Check or Money Order

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 this optional coverage is based on an annual contract and will be automatically renewed annually at the then-current renewal price unless I cancel or fail to pay. I can cancel this contract any time at no additional cost by calling 1-833-805-6754 or visiting www.homeserve.com.

SIGNATURE (required)

Payment Schedule:

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

VISA AMEX MASTERCARD DISCOVER

Card Number: _____ Exp Date:

Your Data: See our homepage at www.homeserve.com. I agree I have read the coverage details in this package and confirm I am the homeowner, meet all other eligibility requirements, and understand the coverage limitations and exclusions.

PLEASE MAKE PAYABLE TO HOMESERVE

