



**METROPOLITAN**  
UTILITIES DISTRICT

HomeServe®

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



Part 1

For Residential Address:

<<MR. SAMPLE A SAMPLE\_XX>>

<<MAIL\_ADDRESS1\_XXXXXXX>>

<<MAIL\_ADDRESS2\_XXXXXXX>>

<<MAIL\_CITY\_XX, ST ZIP>>



Date	<<Month XX, XXXX>>
Response Requested by	<<Month XX, XXXX>>

Part 2

**Re: Water Line Information for <<Serv\_Address1\_XXXXXX>>**

<<Sample Sample\_XXXXXXX>>,

The water line buried underground on your property can deteriorate over time. You are currently not enrolled in Exterior Water Service Line Coverage from HomeServe. Metropolitan Utilities District has selected HomeServe,\* an independent company that offers protection for your water service line.

Because you own this line, you are responsible for repairs in the event of a sudden breakdown.

We are writing to you to provide you with an opportunity to accept protection against the costs of covered repairs if this line breaks down. The exterior water service line on your property is primarily affected by aging and normal wear and tear. **If this line requires replacement, it may cost you thousands of dollars.**

Metropolitan Utilities District Customer Benefit Review:

Homeowner: <<Sample Sample\_XXXXXXX>>

Location: <<Serv\_Address1\_XXXXXXX>>

<<Serv\_City\_XXX, Serv\_State, Serv\_ZIP>>

Benefit Amount: Up to \$10,000 per service call with multiple service calls annually for covered repairs  
<<30-day waiting period includes a money-back guarantee>>

Without this *optional* protection, homeowners may be at risk for expensive water line repair costs. For just \$4.49 per month, eligible homeowners can take action to help prevent the unexpected burden of high repair bills for aging water lines.

**Signature Required For Processing.**

Please respond today by signing, completing and returning the enclosed Acceptance Form to help protect your finances from the covered cost to repair or replace your water line. Or call HomeServe at 1-833-805-6754. **<<For fastest processing of your coverage, visit [www.PlansMUDomaha.com](http://www.PlansMUDomaha.com) and enter Offer Code: <<MatchbackID>>**

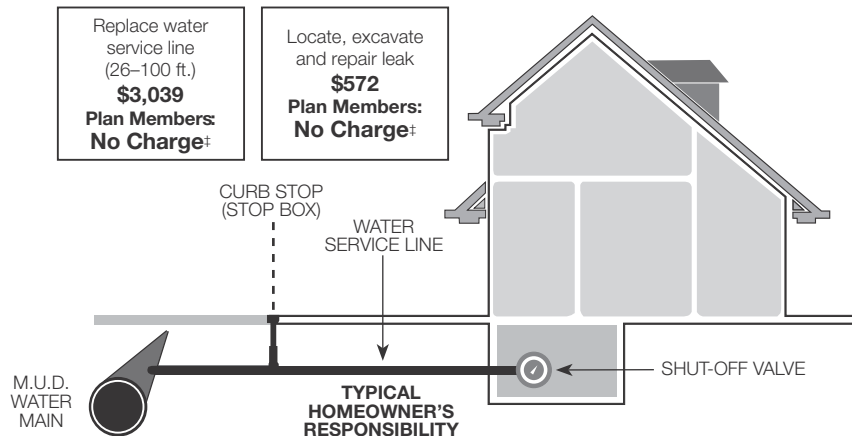
To opt out of future mailings, please contact HomeServe at 1-833-805-6754 and select Option 2.

\*HomeServe USA Repair Management Corp. ("HomeServe"), with corporate offices located at 45 Glover Avenue, 6th Floor, Norwalk, CT 06850, 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 a commercial agreement to introduce these plans to Metropolitan Utilities District's customers. *See eligibility requirements and coverage limitations in this package.*

## KNOW YOUR RESPONSIBILITY

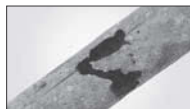
As a homeowner, you are responsible for the water service line on your property, and you will have to arrange and pay for any necessary repairs. This illustration shows the location of the water service line on your property. Also shown are repairs that are commonly performed on this line and how much licensed and insured plumbers would typically charge.

Many homeowners do not know that basic homeowners insurance typically only covers things like property damage to your home, but not damage due to normal wear and tear to your water service line. You are not covered with Exterior Water Service Line Coverage in the event of a breakdown on your property.



\*National average repair costs as of December 2024. No charge for covered repairs up to the benefit amount.

## MAJOR CAUSES OF WATER SERVICE LINE FAILURES



### AGING

Over time, normal wear and tear can weaken and eventually break the water line.



### CORROSION

Calcium and other minerals can build up and cause the water line to deteriorate until it fails.



### GROUND SHIFTING

Changing soil conditions can cause the ground to shift, which could crack the pipe.



### SEDIMENT

Sediment can build up and cause the pipe to clog completely.

Please complete and return  
in the postage-paid envelope

Call HomeServe at 1-833-805-6754 to  
conveniently enroll over the phone

<<Visit [www.PlansMUDomaha.com](http://www.PlansMUDomaha.com) for fastest processing  
and enter offer code: <<<<MatchbackID>>>>

**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 your plan any time by calling HomeServe at 1-833-805-6754 or visiting [www.homeserve.com/cancel](http://www.homeserve.com/cancel). If you cancel within 30 days of your start date, you will get a full refund (less benefits paid, where applicable). Cancellations after the first 30 days will result in a pro-rata refund (less benefits paid, where applicable). Renewal: The plan is annual. If you consent to automatic renewal, your plan will renew annually at the then-current renewal price, with your same payment terms, unless you cancel. Cancel automatic renewal any time before the beginning of a new term by calling 1-833-805-6754 or visiting [www.homeserve.com/cancel](http://www.homeserve.com/cancel). 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](http://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.

ACCEPTANCE FORM

Please correct name and address information below, if necessary, before submitting.

<<Sample A. Sample\_XXXXXX>>, <<Serv\_Address1\_XXXXXX>>,  
<<Serv\_Address2\_XXXXXX>>, <<Serv\_City\_XXX, 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 #: \_\_\_\_\_

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](http://www.homeserve.com). *Your Data:* See our homepage at [www.homeserve.com](http://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.

Reply ID:

<< 2507xZJL8486xNEx>>

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



For fastest processing scan here and enter Offer Code: <<MatchbackID>>.

.375" <<MatchbackID>>

.25" <<Mailcode>> .25"

.375"

SIGNATURE (required)

<<customer\_no>>

2507\_xJL\_8486\_NEx

2507\_JL\_BSC\_WSL

**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](http://www.homeserve.com). *Your Data:* See our homepage at [www.homeserve.com](http://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.

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



Card Number:                 Exp. Date:   /

**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](http://www.homeserve.com).

*Your Data:* See our homepage at [www.10meserve.com](http://www.10meserve.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

**SIGNATURE** (required)