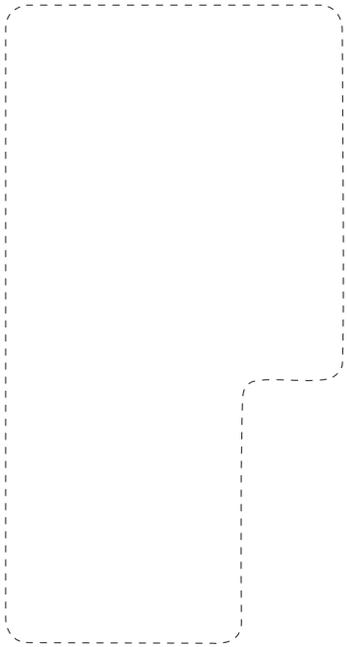


9x12 Pistol Window OE
Size: 9" h x 12" w
Window Size: 2.625" h x 5" w
Window Placement:
0.625" from Left, 7.75" Bottom OE
Ink: 1c/1c Black/PMS Cool Grey 11

METROPOLITAN | HomeServe
UTILITIES DISTRICT



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

OJL-2207CL-9X12

8.5" wide

METROPOLITAN | HomeServe
UTILITIES DISTRICT

**Water Service Line
Responsibility Information**

<<MR. SAMPLE A SAMPLE>>
<<MAIL_ADDRESS1_XXXXXXX>>
<<MAIL_ADDRESS2_XXXXXXX>>
<<MAIL_CITY, ST ZIP>>



Date:	<<XX/XX/XXXX>>
Response Requested:	Within 30 Days

Window Size:
5.0" w x 2.625" h
Window Placement:
.375" L x .775 from the
bottom

Information Regarding Your Exterior Water Service Line

ALL PIPE MATERIALS COVERED: All types of pipe material

ATTN: <<Sample A. Sample>>

PC1

We are following up to remind you about your responsibility and coverage that is available for your water service line.

Because the exterior water line on your property belongs to you, you are responsible for paying for any needed repairs to this line. Your water line may weaken and break over time due to damage caused by normal wear and tear, including aging and ground shifting. Because this line is buried underground on your property and is typically not inspected, a failure is almost impossible to predict. In addition, pipe materials vary by region and date of installation, and materials deteriorate at different rates.

Your property at <<Serv_Address1_XXXXXXX>> is not covered with Exterior Water Service Line Coverage from HomeServe, who is working with Metropolitan Utilities District to offer this coverage to eligible customers. Without this *optional* coverage you may be faced with thousands of dollars in bills to replace the line on your property in the event of a breakdown. Receive up to \$10,000 per service call (30-day waiting period includes a money-back guarantee) with multiple service calls annually for covered repairs. This protection covers all types of pipe material regardless of how old it is. For just \$4.49 per month, you can avoid paying for the costs of covered repairs to your exterior water service line.

IMPORTANT

Take action to help protect your finances against the cost of unexpected water service line repairs. Complete and return the enclosed form or call 1-833-805-6754.

VISIT: www.PlansMUDomaha.com ENTER PROMO CODE: DM2207A	Please Reply By: <<XX/XX/XXXX>>
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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.

2207_JL_CL_LTR_2207SZLJK221A
Flat Size: 8.5" wide x 11" high
Ink: 1c/1c, k/k
Stock: 60# offset

5/3/22 10:41 AM

11" long

2207SZLJK221A

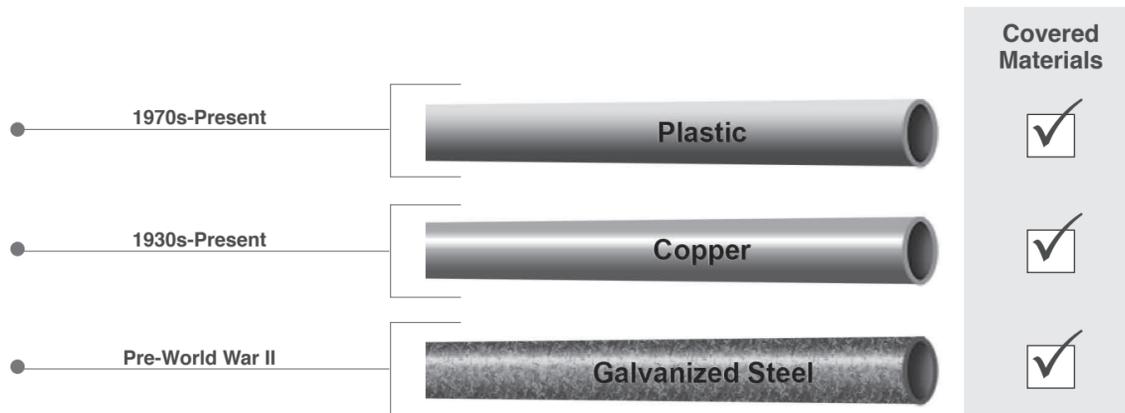
2207_JL_CL_LTR

NPC1

You are receiving this letter to make you aware of your responsibility in the event of an exterior water service line disruption.

COMMONLY USED PIPE MATERIALS

Below are common water service line materials. The material your line is made of depends on when it was installed. Breakdowns can happen regardless of the material, and many factors, including aging, corrosion and ground shifting, contribute to water line breakdowns. This protection covers all types of pipes, regardless of material or age.



Please Complete and Return the Enclosed Form.
 VISIT: www.PlansMUDomaha.com and enter Promo Code: **DM2207A**
 PHONE: 1-833-805-6754

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.

2207_JL_CL_LTR

8.5"

Acceptance Form

<<2207SZJLK221ANEZ-xxxx>>

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

<<Sample A. Sample>>
<<Serv_Address1_xxxxxxx>>
<<Serv_Address2_xxxxxxx>>
<<Serv_City, ST Zip>>

Promo Code: DM2207A

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

By providing my e-mail address, I request that I be e-mailed my current and future agreements and any related documents, and I acknowledge that I can access these documents. I can change my preferences or request paper copies online or by calling HomeServe. The phone number and e-mail address provided below are good ways to reach me.

E-mail: _____ **Phone:** _____

2207SZJLK221ANEZ
2207_JL_CL_APP

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 to my bank account at the frequency and amount specified in the Payment Schedule, plus any applicable taxes, 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. 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 the automatic payments and 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. I confirm that I am the homeowner, meet all other coverage eligibility requirements, have read the information in this package in its entirety, and understand there are limitations and exclusions.

5.5"

Matchback ID Code:
10pt OCR A Extended
text box: 2.975" w, + clearance
.375" from Left trim
.375 from Bottom trim
.25" clearance right and top
magenta rule line and
measurements do not print

-.375"-<<MatchbackID>> .25"
|.375"
-<<Mailcode>>-.25"

Signature (required)

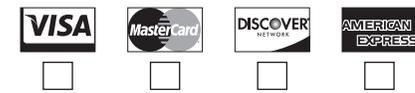
8.5"

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. 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 the automatic payments and 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. I confirm that I am the homeowner, meet all other coverage eligibility requirements, have read the information in this package in its entirety, and understand there are limitations and exclusions.

Payment Schedule:

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



Exp. Date:

□□/□□

Signature (required)

Card Number:

□□□□□□□□□□□□□□□□

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 that will be *automatically renewed annually* at the then-current renewal price, and that I will be invoiced for future payments unless I cancel. I can cancel this contract any time at no additional cost by calling 1-833-805-6754 or visiting www.homeserve.com.

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

PLEASE MAKE PAYABLE TO HOMESERVE

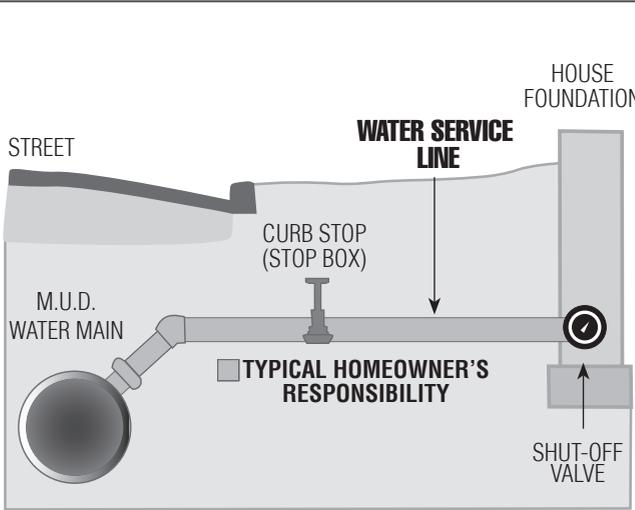
Signature (required)

5.5"

2207_JL_CL_APP

2022 WATER LINE RESPONSIBILITY REVIEW

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. It identifies the M.U.D. WATER MAIN, CURB STOP (STOP BOX), WATER SERVICE LINE, and SHUT-OFF VALVE. A shaded area labeled 'TYPICAL HOMEOWNER'S RESPONSIBILITY' covers the water service line from the curb stop to the shut-off valve.

2207_JL_CLR_INS

Replace water service line
(26–100 ft.) **\$2,661**
PLAN MEMBERS: NO CHARGE[‡]

Locate, excavate and repair leak
\$490
PLAN MEMBERS: NO CHARGE[‡]

[‡]National average repair costs as of June 2020. 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 help 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. 50% of homeowners don't know they are responsible for the exterior water service line and mistakenly believe their utility or city/municipality will cover damages.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 \$2,600.² Homeowners can take steps today to prepare themselves and help protect their water service lines and finances from the costs and damages of water-line related home emergencies.

¹HomeServe biannual State of the Home Survey, conducted by Harris Poll on behalf of HomeServe, spring 2020.

²Estimate based on national average repair costs, June 2020.