

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

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

Water Service Line Information

OIL-2207BUL-9X12

Water Service Line Details

METROPOLITAN
UTILITIES DISTRICT

HomeServe®

<<Serv_City_xx>> Water Line Responsibility Information

Response Requested

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



For:

<<Serv_City_xx>> homeowners

Re:

Exterior water pipe conditions

Please reply within 30 days

Potential Structural Pipe Failures

FACTORS THAT MAY LEAD TO EXTERIOR WATER PIPE BREAKDOWN



— Soil and ground conditions can have an effect on exterior water service pipes—if the ground settles enough, the pipe can break. Temperature fluctuations in any type of climate may lead to cracks and pipe failure.



— Pipe age can also be a contributing factor combined with the use of materials that may be as old as your home.



— Environmental factors like surrounding soil properties can cause potential corrosivity that may result in a pipe fracture.



— Physical characteristics of pipes may cause failure: Inadequate installation, joint connection failure, pipe wall thickness that can degrade over time due to corrosion or high water pressure.

OWNERSHIP RESPONSIBILITY – The exterior water service line on your property belongs to you. Although the Metropolitan Utilities District is your utility provider, the cost of repairing or replacing the line is your responsibility and comes out of your household budget. If the line breaks down, it is up to you to find a technician.

REPLACEMENT COSTS – Many factors may compromise lines: Pipe age, pipe material, pipe corrosion, ground shifting and normal wear and tear. Your line could be buried between 1.9 and 8 feet deep,[†] depending on the region of the country, and is unlikely to be inspected. A breakdown can happen to any line. The average cost of replacing a water line is \$2,661.* Water lines damaged from normal wear and tear are not typically covered by basic homeowners insurance.

PROTECTION INFORMATION – The Metropolitan Utilities District wants to help you avoid paying thousands out of pocket if your line needs to be replaced, and has selected HomeServe to offer eligible homeowners *optional* Exterior Water Service Line Coverage. For just \$4.49 per month, you get access to HomeServe’s network of contractors to promptly repair or replace your water line in the event of failure, with up to \$10,000 per service call with multiple calls annually (30-day waiting period includes a money-back guarantee) for covered repairs. Coverage includes repairing your line and, if necessary, excavation fees. Protection covers all types of pipe materials.

Please Reply: Within 30 Days

Please Complete and Return the Acceptance Form Today
Call Toll-Free 1-833-805-6754 or Visit www.PlansMUDomaha.com and
enter Promo Code: DM2207B
Available Mon-Fri 8am-8pm | Sat 10am-4pm EST

[†]The nationwide average for pipe depth is 5 feet.

*National average repair costs as of June 2020.

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.

Water Service Line Responsibility Explained

The illustration shows the exterior water service line that is your responsibility as a homeowner. Also shown are repairs that are commonly performed on this line and how much a licensed and insured contractor would typically charge a homeowner for repairs.

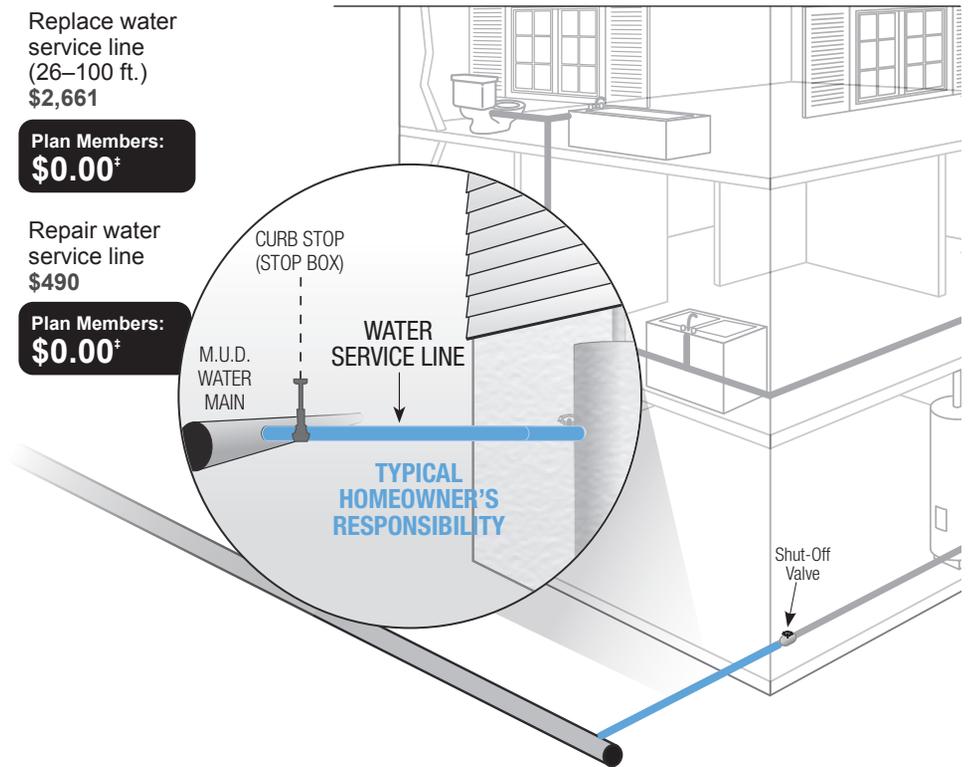
Give yourself less to worry about with Exterior Water Service Line Coverage from HomeServe. You'll benefit from a priority response and no bill to pay for covered repairs, up to \$10,000 per service call.

Replace water service line (26–100 ft.)
\$2,661

Plan Members:
\$0.00[‡]

Repair water service line
\$490

Plan Members:
\$0.00[‡]



[‡]National average repair costs as of June 2020. No charge for covered repairs up to your service call benefit amount.

Frequently Asked Questions And Answers

What am I responsible for?

As a homeowner, you are responsible for the exterior water service line from the water main to your home.

Does my homeowners insurance cover this?

Most basic homeowners insurance policies do not cover repair or replacement due to normal wear and tear of the exterior water service line.

Who is eligible for coverage?

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.

What should I know about this coverage?

What's covered: 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. 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. Disputes resolved by arbitration, without class action or jury trial, unless otherwise stated in your full Terms and Conditions.

When can I make 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.

What is the cancellation policy?

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).

What is the term of my service agreement?

The plan is annual. Unless you cancel, your plan automatically renews annually at the then-current renewal price with your same payment terms.

What is E-Z Pay?

E-Z Pay is 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.

Who is HomeServe?

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.

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.

Signature (required)

Payment Schedule:

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



Exp. Date:

/

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.

Signature (required)

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