



Dear Valued Customer,

Beginning in January, letters were mailed to all residential water homeowners explaining a new **optional** protection plan being offered by HomeServe. This plan provides protection from the cost and inconvenience associated with potential repairs to a residential property owner's exterior water line.

Purchasing a plan is optional and we encourage homeowners to research the program's benefits before enrolling. Please consider your situation, including the age of the home, the age and material of the water service line, and your ability to pay for the service.

Enclosed in this mailing is the first correspondence from HomeServe providing educational and enrollment information. The enclosed information is provided to help you understand how a plan from HomeServe—an independent company—can help protect your finances against unexpected repairs and decide whether it's right for you.

Call HomeServe toll-free at 1-833-805-6754 for more information, to sign up for coverage, or to opt out of any future HomeServe mailings. Additional information may be found on HomeServe's website at www.PlansMUDOmaha.com.

A handwritten signature in cursive script that reads "Stephanie Mueller".

Stephanie Mueller
Vice President
Corporate Communications & Customer Success
Metropolitan Utilities District

Important Information for Metropolitan Utilities District Customers

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


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

Dear <<Mr. Sample>>,

This letter contains important information about your responsibilities as a homeowner in the event of an emergency with your water service line.

The exterior water service line that runs from the water main on your street to your home is your responsibility as the homeowner. If you were unfortunate enough to suffer a break or burst in this line, it would be up to you to find a plumber and get the leak repaired.

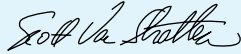
The Metropolitan Utilities District has selected HomeServe to help eligible customers be prepared and have the best possible service in the case of such an emergency. So you're invited to enroll in Exterior Water Service Line Coverage from HomeServe. Accept this *optional* coverage and you'll receive up to \$10,000 per service call (30-day wait period includes a money-back guarantee) with as many calls as you need for covered water service line repairs and no deductible. You will also have access to a 24/7, 365-day-a-year emergency repair service hotline. Once you have made your service call, HomeServe will take care of your covered repair, dispatching a qualified plumber to your home and paying the bill directly. Peace of mind for only \$4.49 a month. Your emergency is dealt with and your water supply is back to normal.

In the event of an emergency, this plan can save you a significant amount of money—a service line replacement may cost you thousands of dollars. It can also save you the time of finding a plumber, which can be difficult in the best of times, let alone in an emergency. Having this plan also helps eliminate worry, as you can be sure of a professional job completed by local, licensed and insured plumbers.

Please take the time to read the information on the back of this letter. If you would like to sign up for this plan, simply complete and return the attached form below or call toll-free 1-833-805-6754. I certainly hope that you never have an exterior water service line emergency, but if you should ever have a problem, you'll be glad you're covered with Exterior Water Service Line Coverage.

For fastest processing, please visit www.PlansMUDomaha.com.

Sincerely,



Scott Van Stratten
 Customer Service
 HomeServe

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.

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Acceptance Form

<<2002SZJLK221ANEZ-xxxx>>

Please correct name and address information below, if necessary, before submitting. For fastest processing, please visit www.PlansMUDomaha.com.

<<Mr. Sample A. Sample, Serv_Address1, Serv_Address2, Serv_City, ST Zip>> **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 Complete Section A, B or C E-mail Address Phone #

A. 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

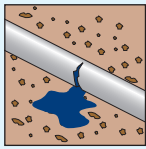
I authorize HomeServe to charge my account for Exterior Water Service Line Coverage at the frequency specified and my financial institution to debit these payments, plus any applicable taxes, from the account provided. I understand that, regardless of the payment frequency I select, my optional coverage 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.
 PLEASE MAKE PAYABLE TO HOMESERVE

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

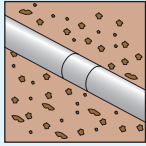
Signature (required)

What would you do in an exterior water service line emergency?

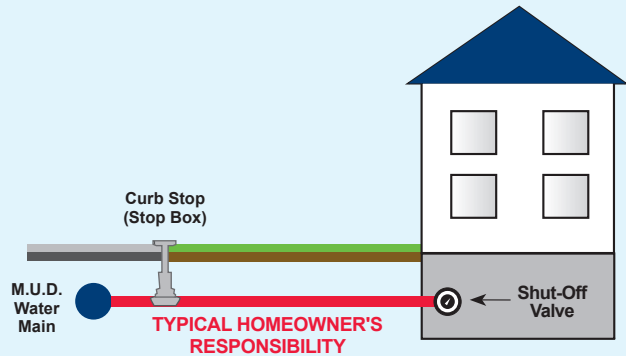
The illustration shows where things may go wrong with your exterior water service line—and how much a licensed and insured plumber would typically charge customers who don't have coverage. How would you cope if it happened to you? With Exterior Water Service Line Coverage, it's not something to worry about; you'll have no bill to pay for covered repairs up to the benefit amount.



Locate, excavate and repair leak **\$798**
Plan Members: **No Charge**‡



Replace water service line (26–100 ft.) **\$2,585**
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.

Take A Look At The Benefits You'll Receive	Exterior Water Service Line Coverage
1. Up to \$10,000 per service call – with as many calls as you need annually for covered repairs.	✓
2. 24-Hour Emergency Repair Service Hotline – Open 24 hours a day, 365 days a year.	✓
3. Our Promise to You – If you are ever dissatisfied with Exterior Water Service Line Coverage, simply call HomeServe toll-free 1-833-805-6754, and your coverage will be discontinued at your request.	✓

Visit www.PlansMUDomaha.com to protect your water service line
Or call toll-free 1-833-805-6754 | Available: Mon-Fri 8am-8pm | Sat 10am-4pm EST

Important Questions & 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. To see full Terms and Conditions with complete coverage and exclusion details prior to enrolling call 1-833-805-6754 or go 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.

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B. CREDIT/DEBIT CARD

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.

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

VISA MASTERCARD AMEX DISCOVER

Expiration Date:

□□ / □□

Card Number:

□□□□□□□□□□□□□□□□

Signature (required)

C. 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 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.

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.
PLEASE MAKE PAYABLE TO HOMESERVE

Signature (required)