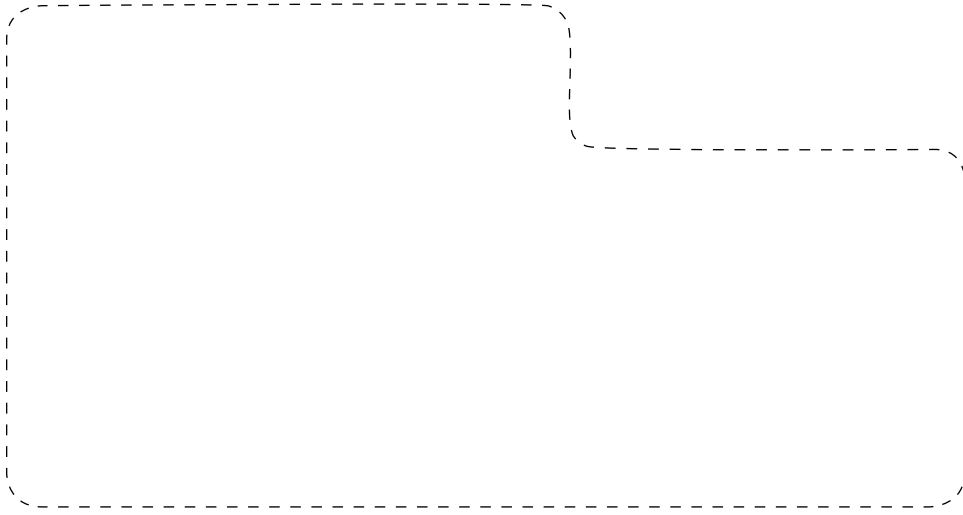


METROPOLITAN
UTILITIES DISTRICT | HomeServe®

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



2112_JL_CLR3_OE

Water Service Line
Responsibility Information

<<MR. SAMPLE A SAMPLE_XX>>
<<MAIL_ADDRESS1_XXXXXXX>>
<<MAIL_ADDRESS2_XXXXXXX>>
<<MAIL_CITY_XX, ST ZIP>>



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

Information Regarding Your Exterior Water Service Line

COVERED PIPE MATERIALS: *All types of pipe material*

ATTN: <<Sample A. Sample>>

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
PHONE: 1-833-805-6754

Please Reply By: <<XX/XX/XXXX>>

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.

Acceptance Form

<<2112SZJLK221ANEZ-XXXX>>

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

<<Sample A Sample_xx>>
<<Serv_Address1_XXXXXXX>>
<<Serv_Address2_XXXXXXX>>
<<Serv_City_xx, ST Zip>>

<<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.

Email: _____ Phone: _____

E-Z PAY (see back of letter)

Payment Schedule:

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

I authorize HomeServe to use account information from the enclosed check to make electronic fund transfers to automatically initiate debits to my bank account at the frequency and in the amounts specified in the Payment Schedule, plus any applicable taxes, in connection with my payments for Exterior Water Service Line Coverage. I understand the enclosed check itself will not be deposited but rather used for account information. 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, plus any applicable taxes. 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.

Signature (required)

<<MatchbackID>>

<<Mailcode>>

<<Customer_No>>

2112SZJLK221ANEZ

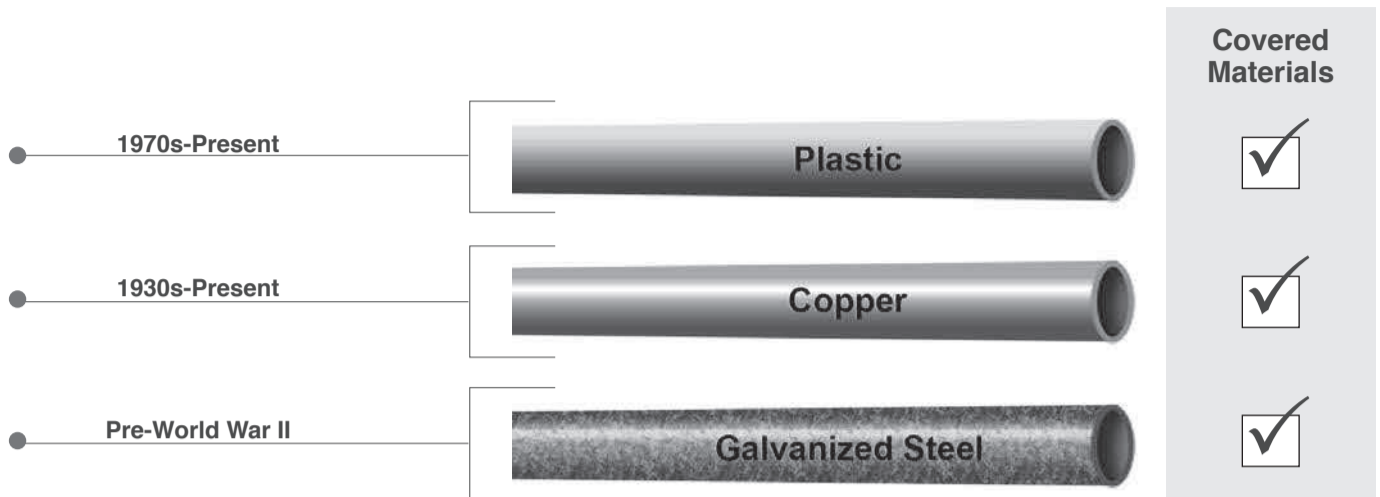
2112_JLX_CLR3

2112SZJLK221ANEZ

2112_JLX_CLR3

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 | 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.

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, plus any applicable taxes. 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

				Exp. Date:
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	□□/□□

Signature (required)

Card Number:

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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)

2112SZJLK221ANEZ 2112_JLX_CLR3

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. On the STREET side, there is an M.U.D. WATER MAIN. A pipe labeled WATER SERVICE LINE runs from the main to the HOUSE FOUNDATION. A CURB STOP (STOP BOX) is located on the street side of the service line. A SHUT-OFF VALVE is located on the house side of the service line. A shaded area labeled TYPICAL HOMEOWNER'S RESPONSIBILITY covers the section of the service line from the curb stop to the shut-off valve.

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.