



HomeServe®

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



To Be Opened By Addressee

For Residential Address:

<<MR. SAMPLE A SAMPLE_XX>>

<<MAIL_ADDRESS1_XXXXXXX>>

<<MAIL_ADDRESS2_XXXXXXX>>

<<MAIL_CITY_XX, ST ZIP>>



**Estimated Age of
Original Water Line**

<<<<House_Age>>
Years>>

Response Requested by

<<Month XX, XXXX>>

Part 2

Re: Water Line Information for <<Serv_Address1_XXXXXX>>

<<Sample Sample_XXXXXXX>>,

The original water line buried underground on your property <<was installed before <<AOR>>, and you>> are currently not enrolled in Exterior Water Service Line Coverage from HomeServe. Metropolitan Utilities District is working with HomeServe to offer 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 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 1-833-805-6754.
For fastest processing of your coverage, visit www.PlansMUDomaha.com.

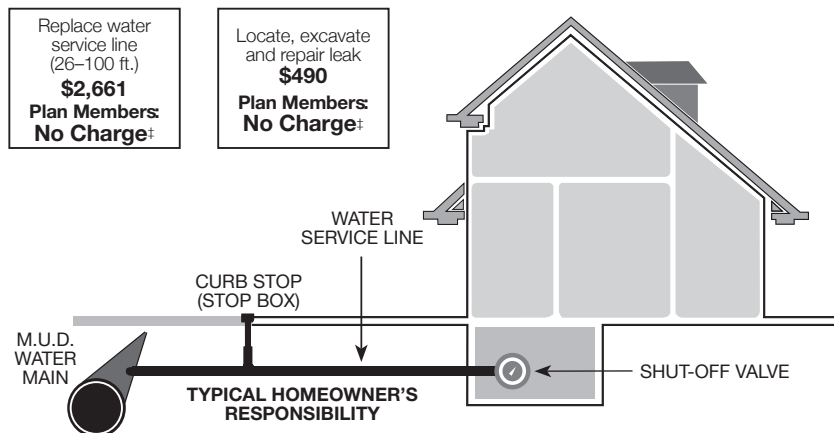
To opt out of future mailings, please contact HomeServe at 1-833-805-6754 and select Option 2.

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.

Part 3

KNOW YOUR RESPONSIBILITY

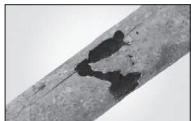
As a homeowner, you are responsible for the water service line on your property, and you will have to arrange and pay for any necessary repairs. This illustration shows the location of the water service line on your property. Also shown are repairs that are commonly performed on this line and how much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

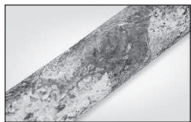
†National average repair costs as of June 2020. No charge for covered repairs up to your service call benefit amount.

MAJOR CAUSES OF WATER SERVICE LINE FAILURES



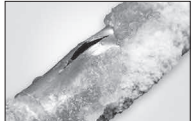
AGING

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 1-833-805-6754 to speak
to a live representative

Visit www.PlansMUDomaha.com
for fastest processing

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.

<<2108xxxxKxxxxNEA-xxxx>>

PLEASE REPLY BY:

<<x/x/xxxx>>

E-mail Address: _____ Phone #: _____

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 <<Product_Name_XXXXXXXXXXXX_2>>. 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-XXX-XXX-XXXX>>. 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.

☐ <<M_PR>> per month
☐ <<Q_PR>> per quarter
☐ <<A_PR>> per year

<<customer no>>

2109_ZJL_App_NC 2108xxxxKxxxxNEA

CREDIT/DEBIT CARD

I authorize HomeServe to charge my first and all future payments, plus any applicable taxes, for <<Product_Name_XXXXXXXXXXXXX_2>> 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-XXX-XXX-XXXX>>. 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.

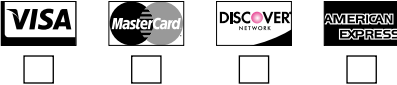
SIGNATURE (required)

ANNUAL CHECK OR MONEY ORDER

I have enclosed my check or money order for my payment of <<A_PR>> for <<Product_Name_XXXXXXXXXXXXX_2>>. 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-xxx-xxx-xxxx>>.

SIGNATURE (required)

- ☐ <<M_PR>> per month
- ☐ <<Q_PR>> per quarter
- ☐ <<A_PR>> per year



Expiration Date:

/

Card Number:

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