

METROPOLITAN
UTILITIES DISTRICT | HomeServe®

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



To Be Opened By Addressee

0JL_2202BPH

Response Requested

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



METROPOLITAN | HomeServe®
UTILITIES DISTRICT

| | |
|---------------------|----------------|
| Date: | <<X/X/XX>> |
| Response Requested: | Within 30 Days |

— Information Regarding Your Exterior Water Line —

Dear <<Sample A. Sample>>,
Many homeowners are not aware that repairs to the exterior water line that runs on their property are the responsibility of the homeowner. Your property at <<Serv_Address1_XXXXXX>> is not covered with Exterior Water Service Line Coverage from HomeServe.
This water line buried underground is subjected to changing soil conditions, ground shifting and corrosion, which may cause a sudden breakdown, leaving you responsible for the cost of repair or replacement. Replacement of this line can be expensive—costing you thousands of dollars in unforeseen expenses—which may burden finances.
Metropolitan Utilities District has selected HomeServe to offer its eligible customers protection for repairs to their water line. This program provides repair coverage for your water line with no deductible and a 24-hour hotline available 365 days a year.
This protection is available for eligible <<Serv_City>> homeowners.
Benefit Amount: Up to \$10,000 per service call with multiple service calls annually for covered repairs
30-day wait period includes a money-back guarantee
Monthly Rate: \$4.49
Property Address: <<Serv_Address1_XXXXXX>>
<<Serv_Address2_XXXXXX>>
City: <<Serv_City>>

— Important —

Take action to help protect your exterior water line. Complete and return the enclosed form or call 1-833-805-6754 to accept this optional coverage. For fastest processing, please visit www.PlansMUDomaha.com.
Please respond within 30 days..

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.

ACCEPTANCE FORM

<<2202SZJLK221ANEZ-xxxx>>

Please correct name and address information below, if necessary, before submitting.
<<Sample A Sample_xx, Serv_Address1_XXXXXX, Serv_Address2_XXXXXX, Serv_City_xx, ST Zip>>
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: _____

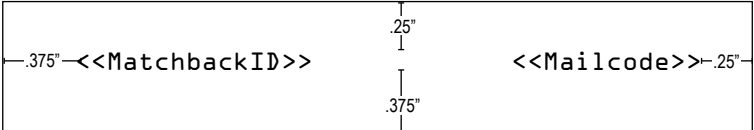
E-Z PAY (see back of letter)

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)

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2202_JL_BPH
<<customer_no>>



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. 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

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.

Signature (required)

- ☐ \$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 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.

Signature (required)

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

KNOW YOUR RESPONSIBILITY

As a homeowner you own the water service line that brings fresh tap water into your home. You are

responsible for the repair of this line from your utility's responsibility to the water meter or main shut-off valve in your home. Changing soil conditions or simply the age of your service line can cause water service line emergencies.

If your service line bursts, finding help can be difficult and time consuming. Water service line leaks or breaks

can be complicated and expensive to fix, often requiring specialized equipment to locate the leak and repair the line.

Metropolitan Utilities District is not responsible for repairs. And basic homeowners insurance typically doesn't cover exterior water service lines damaged due to normal wear and tear. Now you can get optional coverage to protect yourself from the covered cost to repair or replace this line.

Let Exterior Water Service Line Coverage from HomeServe help protect you from expensive repairs to the line that brings water to your home. You'll have peace

of mind knowing you have coverage in case of a covered emergency and a 24-hour Emergency Repair Hotline available to you 365 days a year.

THE BENEFITS OF COVERAGE

Your coverage benefits include:

- 24-Hour Emergency Repair Hotline
- Priority Repair Status
- One-Year Guarantee on all covered repairs

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.

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.

HOMEOWNERS WATER SERVICE LINE RESPONSIBILITIES EXPLAINED



Take the Worry Out of **Repairs**

Local, Licensed and Insured **Contractors**

24-hour Emergency Repair **Hotline**

Exterior Water Service Line Coverage

Visit www.PlansMUDomaha.com

Call toll-free **1-833-805-6754**

AVAILABLE: MON-FRI 8AM-8PM | SAT 10AM-4PM EST

For more information go to
www.PlansMUDomaha.com or call
1-833-805-6754

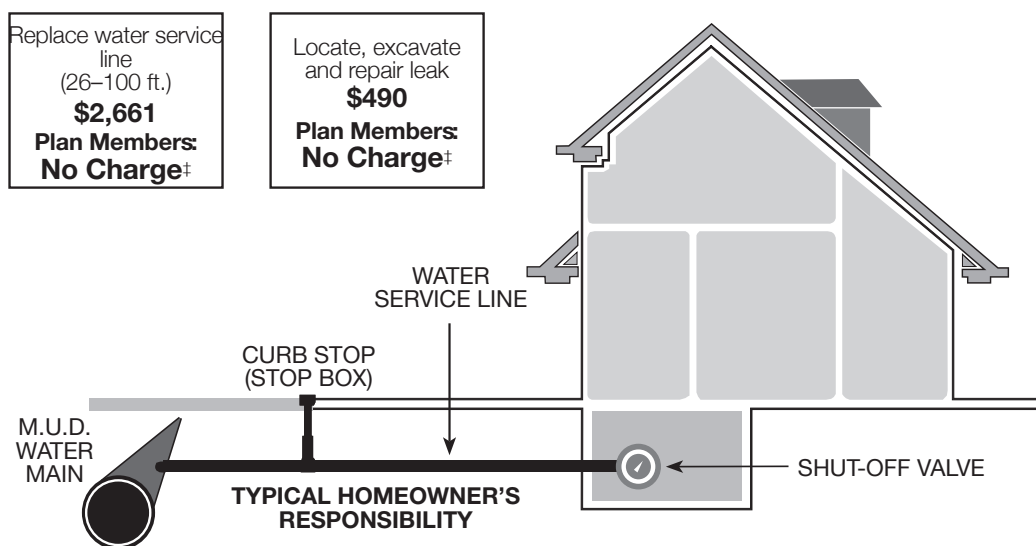
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WATER SERVICE LINE EMERGENCIES EXPLAINED

EXTERIOR WATER SERVICE LINE COVERAGE

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. How would you cope if it happened to you?

With optional Exterior Water Service Line Coverage from HomeServe, it's not something you have to worry about; you'll benefit from a priority response and no bill to pay for covered repairs, up to \$10,000 per service call.



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

**Sign up for
Exterior Water
Service Line
Coverage
Today**



Help protect your finances with coverage for the service line that brings water to your home.

For just \$4.49 per month you can ensure that service line protection is just one phone call away.

With coverage you receive:

NO BILLS TO PAY FOR COVERED REPAIRS

- Don't pay any bills for covered repairs to locate, repair and replace your service line, up to \$10,000 per service call (30-day wait period includes a money-back guarantee).
- You can make multiple calls per year up to your service call benefit amount.

24-HOUR, 365 DAY-A-YEAR REPAIR HOTLINE

- 24-hour Emergency Repair Hotline is available to you 365 days a year.
- Priority response—an insured contractor will be dispatched to your home.
- Enjoy professional, reliable assistance from a locally licensed and insured contractor.

30-DAY MONEY-BACK GUARANTEE

Accept Exterior Water Service Line Coverage and, if in the first 30 days you decide that this coverage is not for you, you can cancel and receive a complete refund.

ONE-YEAR GUARANTEE

All covered repairs are guaranteed for one full year against defects in materials and workmanship.

Visit **www.PlansMUDomaha.com**
Call Toll-Free **1-833-805-6754**
Available: Mon-Fri 8am-8pm | Sat 10am-4pm EST

For more information go to
www.PlansMUDomaha.com
or call **1-833-805-6754**