

METROPOLITAN UTILITIES DISTRICT

January 15, 2020

Dear valued customer,

At Metropolitan Utilities District, we value our customers and strive to provide uninterrupted water service 24 hours a day, seven days a week. We do this by maintaining the water mains in the streets that connect to customers' water service lines. Unfortunately, there are times when customer-owned water service lines need to be repaired. For more information on water service line responsibilities for M.U.D. and homeowners, please visit our website at www.mudomaha.com/homeserve.

As a water customer of M.U.D. you will receive mailed communication from HomeServe USA. HomeServe provides home repair solutions and is offering an optional protection plan for water service line coverage to our residential homeowners. This plan helps protect customers from the cost and inconvenience associated with potential repairs to customer-owned water service lines.

In the coming months, you will receive educational letters and enrollment information from HomeServe. Purchasing a plan is completely 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.

Your confidence in M.U.D. as a community partner is of the utmost importance to us. We felt it was important to communicate this relationship to you prior to any correspondence from HomeServe. More information can be found at www.mudomaha.com/homeserve or by calling HomeServe at 1-833-805-6754.

Respectfully,



Stephanie Mueller
Vice President, Customer Experience