



We Are Columbia

MEETING DATE: August 16, 2016

DEPARTMENT: Utilities and Engineering

FROM: *Joey Jaco, Director of Utilities and Engineering*

SUBJECT: HomeServe USA

PRESENTER: Eric West, Director Account Management (HomeServe)

FINANCIAL IMPACT:

CLEAN WATER 2020?: No

FEMA DR-SC4241?: No

The July round of HomeServe mailers is scheduled to go out to customers by the end of this week. The target date is July, 21. Current City of Columbia Water and/or Sewer customers who have not opted out of receiving these mailings will be sent one of the two following types of coverage options:

- Water service line coverage - for the water service line from their water meter to their home
- Sewer service line coverage - for the sewer service line from their home to either their property line or their septic system

Attached are the packets that customers will be receiving. An interior plumbing coverage option is also available to customers, but it is not being advertised in a separate packet.

A description of the City's relationship with HomeServe can be found online at www.columbiasc.net/customer-care <<http://www.columbiasc.net/customer-care>> under About the Plumbing Service Plans Endorsed by the City of Columbia. The City's endorsement letter and a customer FAQ can also be found on that page. I have attached it for your convenience.

Some items of note, as these questions have come up before:

- All HomeServe letters to customers state that these plans are optional.
- City Council voted to apply all City proceeds towards a resident assistance program called Change Up that is under development.
- HomeServe is responsible for all costs associated with producing and mailing this marketing material.
- Instructions for opting out of the mailings can be found in the Important Coverage Information on the letters and brochures included in the packets.

ATTACHMENTS:

- cityhomesserveletter-faq (PDF)
- SewerPlan-07-2016 (PDF)
- WaterPlan-07-2016 (PDF)



An important message from the City of Columbia.

You may not be aware that, as a homeowner, you are responsible for the maintenance and repair of the exterior water service line up to the water meter and sewer/septic service line on your property, in addition to your internal plumbing.

In the City of Columbia, we value our customers, which is why we are passing along the enclosed information about protecting yourself from unexpected water line, sewer line and internal plumbing repair costs with coverage from HomeServe. This information outlines the protection and peace of mind available to City of Columbia customers.

If you have any questions about the coverage, please call HomeServe toll-free at 1-844-863-1411 or go online to www.ColumbiaServicePlans.com.

City of Columbia
www.ColumbiaSC.net • 803-545-3300

Some Background on the City of Columbia's Endorsement of HomeServe

Why is the City endorsing water service line, sewer service line, and internal plumbing repair plan programs?

- Many of our customers are unaware that, in addition to their internal plumbing, property owners are responsible for the water service line between a customer's water meter and house and the sewer service line between a customer's property line and house.
- Most homeowner's insurance policies do NOT cover these types of repairs. Check your insurance policy to be sure.
- The City cannot repair breaks to privately owned lines. Because of that, in 2012, the City Council Environment & Infrastructure Committee requested staff look into endorsing a repair plan program.

Am I required to purchase a repair plan?

- No. The plans offered by HomeServe are OPTIONAL. The City does not and will not require its customers to purchase any of these repair plans.

Are there other repair plans that HomeServe is offering to eligible City customers?

- HomeServe is currently offering a water line service plan, a sewer line service plan, and an interior plumbing plan to eligible City customers at this time. Customers interested in multiple plans will need to sign up for each individually. To learn about all three HomeServe plans offered to City customers and eligibility requirements, call HomeServe at 1-844-863-1411 or visit www.ColumbiaServicePlans.com.

Why should I consider purchasing a repair plan?

- The City does not repair lines owned by the property owner. HomeServe may be able to assist through the repair plans.
- 100% of the proceeds the City of Columbia receives from HomeServe will be used for a residential assistance program. This program will be known as Change Up and will be developed to assist low income customers.

What if there is a problem with a City-owned line near my house?

- The City will repair City-owned lines regardless of coverage. Customers can call 803-545-3300 at any time to report a leak in the City-maintained portions of these service lines.

Tell me more about Change Up - the City's residential assistance program.

- The Change Up program will be designed to assist low income customers with their water and sewer bill. Customers will need to meet certain criteria to qualify. The Change Up program is under development.

Has the City given away my contact information?

- No. The City has NOT given customer mailing addresses to HomeServe. Instead, we have agreed to work with HomeServe on approved mailings sent to our customers through the City's billing database.

Who is paying for the HomeServe mailings?

- Marketing and mailing costs associated with promoting the repair plans through these mailings are paid by HomeServe. The City is NOT covering any of these marketing expenses for promoting these repair plans.

Who is paying for promoting the Change Up program?

- HomeServe promotions MAY include information on the Change Up program once it has been launched. All material included in the packets HomeServe uses to promote the repair plans will be paid by HomeServe.
- The City MAY cover the costs of promotional materials they provide for the Change Up program. Since the commission the City receives for these products will go to support the Change Up program, these materials MAY mention the repair plans from HomeServe, but will NOT be the primary focus of Change Up promotional materials.

How was HomeServe selected?

- The City chose to use a competitive process called a Request for Proposals (RFP) to seek companies that offered water and sewer service line repair plans.
- The decision to solicit an endorsement agreement was several years in the making and did not come lightly.
- In January 2014, the RFP was issued. HomeServe was selected as the company the City would endorse.
- The City of Columbia has entered into an agreement to endorse HomeServe, a company that offers water service line, sewer service line, and internal plumbing repair plans.
- In February 2015, HomeServe began to notify City of Columbia water and sewer customers of the plans available for repairs on privately owned water and sewer service line(s). In May 2016, HomeServe began notifying City customers of its internal plumbing repair plan.

PRSRT STD
U.S. POSTAGE
PAID
MAILED FROM
ZIP CODE XXXXX
PERMIT NO. XXX



Important Information Enclosed

SEWER/SEPTIC SERVICE LINE RESPONSIBILITY

For:

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



Response Requested:
Within 30 days

Current Coverage:
<<Product_Name_XXXXXXXXXXXX>>

Available Coverage:
Exterior Sewer/Septic Service Line Coverage

Dear <<Sample A. Sample>>,

Recently we wrote to eligible City of Columbia customers about sewer/septic line coverage available to them. Many have decided to accept this coverage and we'd like to provide you with an opportunity to do so as well.

Please consider accepting coverage

Because you may be eligible, we want you to know about this *optional* coverage and your responsibility regarding the sewer/septic line on your property.

Homeowner responsibility and financial costs

Most homeowners aren't aware that they are financially responsible for the sewer/septic line buried underground on their property. Replacing this line may cost you thousands of dollars and could require excavation. Exterior Sewer/Septic Service Line Coverage from HomeServe gives you up to \$10,000 in annual coverage (30-day wait period with a money-back guarantee), with multiple service calls for covered repairs up to your benefit amount and no deductibles. You will also have 24/7 access to our emergency hotline 365 days a year. Peace of mind for only \$8.99 a month. This coverage could be an important financial help if your sewer/septic line suddenly fails. Sewer/septic line failures are difficult to predict and can happen at any time. Accept coverage today and rest easy knowing your finances will be protected up to the benefit amount.

Please respond by <<Month X, 2016>>

Accept this coverage by filling out and returning the attached form or calling 1-844-863-1411.

For fastest processing, visit www.ColumbiaServicePlans.com.

Sincerely,

John Kitzie
Chief Operating Officer
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 City of Columbia* and offers this optional service plan as an authorized representative of the contract issuer, AMT Warranty Corp., 59 Maiden Lane, 43rd Floor, New York, NY 10038. Your choice of whether to participate in this service plan will not affect the price, availability or terms of service from the City of Columbia.

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ACCEPTANCE FORM

<<1607XCLA306ASCA-xxxx>>

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

PLEASE REPLY BY:

<<Mr. Sample A. Sample, Serv_Address1, Serv_Address2, Serv_City, ST Zip>>

<<x/x/2016>>

By providing my e-mail address I request that my current and future contracts and any related documents be delivered by e-mail and acknowledge that I can access these documents. I may request a paper copy of my contract or any related documents, end electronic delivery or update my e-mail address by simply calling HomeServe.

Email: _____

PHONE: _____

E-Z PAY (see back of letter)

I have enclosed a check for my first payment of:

- \$8.99 per month
- \$26.97 per quarter
- \$107.88 per year

I authorize HomeServe to charge my account for Exterior Sewer/Septic Service Line Coverage at the frequency specified and my financial institution to debit these payments 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, which may be adjusted based on my claims history. I have the option to cancel this contract at any time without additional cost to me by calling 1-844-863-1411. I confirm that I am the homeowner and have read the information in this package and meet the eligibility requirements for this coverage.

PLEASE MAKE PAYABLE TO HOMESERVE

-.375"-<<MatchbackID>>
|.25"
|.375"

SIGNATURE (required)

<<customer_no>>

Important Coverage Information: Eligibility: A residential homeowner with sole responsibility for the exterior sewer/septic service line may be eligible for coverage. Residences not affixed to a permanent foundation, vehicles and properties used for commercial purposes are not eligible for coverage. If you live in a development community with a condominium, co-op or homeowners association, your exterior sewer/septic service line may not be an individual homeowner's responsibility, so please check with your association before accepting this coverage. Benefit Details: Coverage provides, up to the benefit amount, for the covered cost to repair or replace a leaking or permanently blocked sewer line that takes wastewater away from the external wall of your home up to your property boundary, or septic line that takes wastewater away from the external wall of your home up to your property boundary or up to the point of connection to the septic tank on your property, that is damaged due to normal wear and tear, not accident or negligence. Not covered: Septic tanks, leaching fields, pumps, grinders, accidents and damage or negligence caused by you or others. Additional exclusions apply. Making a Service Call: Your plan starts the day your form is processed, and there is an initial 30-day waiting period before you can make a service call, giving you 11 months of coverage during the first year. This prevents service calls on pre-existing conditions and helps keep the coverage affordable. Cancellation: You may cancel within 30 days of your start date for a full refund; cancellations after the first 30 days will result in a pro-rata refund less any claims paid (where applicable). Most basic homeowners insurance policies **do not** cover repair or replacement of this line. If you find you have similar coverage, you can contact HomeServe to cancel and you will receive a refund of your service agreement fee, less any claims paid (where applicable). Renewal: Your coverage is based on an annual contract. For E-Z Pay, credit card or debit card customers: regardless of the payment frequency you select, your service agreement will be automatically renewed annually on the same payment terms selected, at the then-current renewal price, which may be adjusted based on your claims history.

To see full Terms and Conditions with complete coverage and exclusion details prior to enrolling call 1-844-863-1411 or go to www.ColumbiaServicePlans.com. HomeServe is an independent company, separate from City of Columbia, providing emergency home repair services and protection solutions to homeowners across the U.S. The City of Columbia reviewed companies that provide home protection solutions in a competitive process. HomeServe was selected by the City of Columbia in 2015 to offer City of Columbia customers optional yet affordable programs that provide protection against costly and inconvenient repairs to systems on their property. If you would like to be removed from HomeServe's mailing list, please call 1-844-863-1411.

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.

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CREDIT/DEBIT CARD

I authorize HomeServe to charge my first and all future payments for Exterior Sewer/Septic 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, which may be adjusted based on my claims history. I have the option to cancel this contract at any time without additional cost to me by calling 1-844-863-1411. I confirm that I am the homeowner and have read the information in this package and meet the eligibility requirements for this coverage.

- \$8.99 per month
- \$26.97 per quarter
- \$107.88 per year









EXPIRATION DATE:

 /

CARD NUMBER:

SIGNATURE (required) _____

ONE-TIME CHECK OR MONEY ORDER

I have enclosed my check or money order for my payment of \$107.88 for optional Exterior Sewer/Septic Service Line Coverage. I confirm that I am the homeowner and have read the information in this package and meet the eligibility requirements for this coverage.

Please be sure to sign and date your check or money order in the amount of \$107.88 for this coverage.
PLEASE MAKE PAYABLE TO HOMESERVE

SIGNATURE (required) _____

KNOW YOUR RESPONSIBILITY

As a homeowner, you own the sewer/septic line that removes wastewater from your home.

You are responsible for the repair of this line that runs on your property to your home. Simple wear and tear, including tree roots or shifting ground, can cause sewer/septic line emergencies.

If your sewer/septic line fails, finding help can be difficult and time consuming.

A sewer/septic line blockage or breakage can be complicated and expensive to fix, often requiring specialized equipment to locate the blockage and repair the line. If it's a difficult repair, you could be without service for a long time.

Your utility is not responsible for repairs to the exterior sewer/septic line on your property. And basic homeowners insurance typically doesn't cover repairing or replacing this line.

Let Exterior Sewer/Septic Service Line Coverage from HomeServe help protect your finances.

Now you can get optional coverage to protect yourself from the covered cost to repair or replace this line. You'll have a 24-hour Emergency Repair Hotline available to you 365 days a year and peace of mind knowing you have coverage in case of a covered emergency.

Important Coverage Information: Eligibility: A residential homeowner with sole responsibility for the exterior sewer/septic service line may be eligible for coverage. Residences not affixed to a permanent foundation, vehicles and properties used for commercial purposes are not eligible for coverage. If you live in a development community with a condominium, co-op or homeowners association, your exterior sewer/septic service line may not be an individual homeowner's responsibility, so please check with your association before accepting this coverage. Benefit Details: Coverage provides, up to the benefit amount, for the covered cost to repair or replace a leaking or permanently blocked sewer line that takes wastewater away from the external wall of your home up to your property boundary, or septic line that takes wastewater away from the external wall of your home up to your property boundary or up to the point of connection to the septic tank on your property, that is damaged due to normal wear and tear, not accident or negligence. Not covered: Septic tanks, leaching fields, pumps, grinders, accidents and damage or negligence caused by you or others. Additional exclusions apply. Making a Service Call: Your plan starts the day your form is processed, and there is an initial 30-day waiting period before you can make a service call, giving you 11 months of coverage during the first year. This prevents service calls on pre-existing conditions and helps keep the coverage affordable. To see full Terms and Conditions with complete coverage and exclusion details prior to enrolling call 1-844-863-1411 or go to www.ColumbiaServicePlans.com. HomeServe is an independent company providing emergency home repair services and protection solutions to homeowners across the U.S. The City of Columbia reviewed companies that provide home protection solutions in a competitive process. HomeServe was selected by the City of Columbia in 2015 to offer City of Columbia customers optional yet affordable programs that provide protection against costly and inconvenient repairs to systems on their property. If you would like to be removed from HomeServe's mailing list, please call 1-844-863-1411.

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HOMEOWNERS SEWER/SEPTIC LINE

RESPONSIBILITIES EXPLAINED

Take the Worry Out of **REPAIRS**

Local, Licensed and Insured **CONTRACTORS**

24-hour Emergency Repair **HOTLINE**

**EXTERIOR SEWER/SEPTIC
SERVICE LINE COVERAGE**

▶ PROTECT YOUR SEWER/SEPTIC LINE

WITH COVERAGE YOU RECEIVE:

NO BILLS TO PAY FOR COVERED REPAIRS

- Don't pay any bills for covered repairs up to the coverage limit. Exterior Sewer/Septic Service Line Coverage provides up to \$10,000 annually (30-day wait period with a money-back guarantee) to repair or replace your sewer/septic line.
- You have multiple service calls, up to your annual 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—a local and insured contractor will be dispatched promptly to your home.
- Enjoy professional, reliable assistance from a locally licensed and insured contractor.

30-DAY MONEY-BACK GUARANTEE

Accept Exterior Sewer/Septic 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.

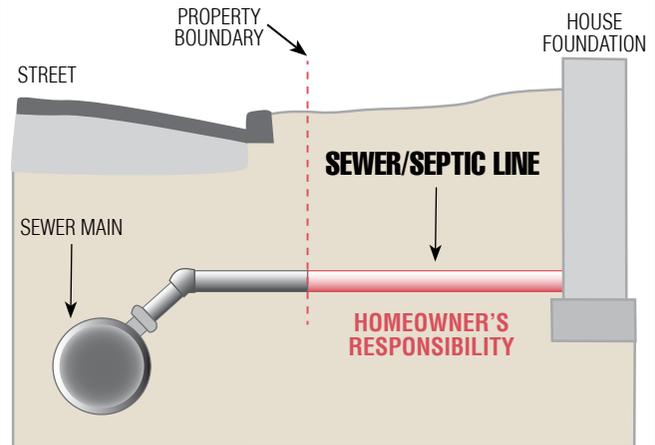
ONE-YEAR GUARANTEE

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

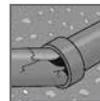
▶ The illustration shows the exterior sewer/septic line that is your responsibility as a homeowner. Also shown are repairs that are performed on this line and how much a licensed and insured contractor would typically charge a homeowner for repairs.

HOW WOULD YOU COPE IF IT HAPPENED TO YOU?

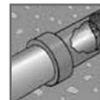
With optional Exterior Sewer/Septic Service Line Coverage from HomeServe, it's not something you have to worry about; you'll benefit from a priority response and no bill to pay for covered repairs, up to \$10,000 per year!



Replace sewer/septic line **\$3,929**
PLAN MEMBERS: NO CHARGE!†



Replace collapsed section of sewer/
septic line **\$1,249**
PLAN MEMBERS: NO CHARGE!†



Unblock sewer/septic line **\$238**
PLAN MEMBERS: NO CHARGE!†

The service line beyond the property boundary to the main connection may be an additional responsibility of the homeowner, but it is not included in this coverage. Coverage includes the external septic line but excludes any repair work needed on your septic tank, leaching field, pump or grinder.

†National average repair costs as of January 2016. No charge for covered repairs up to your annual benefit amount.

Visit www.ColumbiaServicePlans.com

Call toll-free 1-844-863-1411

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

5.5" wide



We Are Columbia

An important message from the City of Columbia.

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City of Columbia
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Some Background on the City of Columbia's Endorsement of HomeServe

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Am I required to purchase a repair plan?

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3.5"

PRSRT STD
U.S. POSTAGE
PAID
MAILED FROM
ZIP CODE XXXXX
PERMIT NO. XXX



Important Information Enclosed

WATER SERVICE LINE RESPONSIBILITY

For:

<<MR. SAMPLE A SAMPLE>>

<<MAIL_ADDRESS1>>

<<MAIL_ADDRESS2>>

<<MAIL_CITY, ST ZIP>



Response Requested:
Within 30 days

Dear <<Sample A. Sample>>,

Recently we wrote to eligible City of Columbia customers about water service line coverage available to them. Many have decided to accept this coverage and we'd like to provide you with an opportunity to do so as well.

Please consider accepting coverage

Because you may be eligible, we want you to know about this *optional* coverage and your responsibility regarding the water line on your property.

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Please respond by <<Month X, 2016>>

Accept this coverage by filling out and returning the attached form or calling 1-844-863-1411.

For fastest processing, visit www.ColumbiaServicePlans.com.

Sincerely,

John Kitzie
Chief Operating Officer
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 City of Columbia* and offers this optional service plan as an authorized representative of the contract issuer, AMT Warranty Corp., 59 Maiden Lane, 43rd Floor, New York, NY 10038. Your choice of whether to participate in this service plan will not affect the price, availability or terms of service from the City of Columbia.

1607_SCL_AW_WSL 1607SCLA233ASCZ

ACCEPTANCE FORM

<<1607SCLA233ASCZ-xxxx >>

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

PLEASE REPLY BY:

<<Mr. Sample A. Sample, Serv_Address1, Serv_Address2, Serv_City, ST Zip>>	<<x/x/2016>>
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By providing my e-mail address I request that my current and future contracts and any related documents be delivered by e-mail and acknowledge that I can access these documents. I may request a paper copy of my contract or any related documents, end electronic delivery or update my e-mail address by simply calling HomeServe.

Email: PHONE:

E-Z PAY (see back of letter)

I have enclosed a check for my first payment of:

- \$4.99 per month
- \$14.97 per quarter
- \$59.88 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 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, which may be adjusted based on my claims history. I have the option to cancel this contract at any time without additional cost to me by calling 1-844-863-1411. I confirm that I am the homeowner and have read the information in this package and meet the eligibility requirements for this coverage.

PLEASE MAKE PAYABLE TO HOMESERVE

.375" <<MatchbackID>> .25" .375"	<<Mailcode>> .25"
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SIGNATURE (required)

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To see full Terms and Conditions with complete coverage and exclusion details prior to enrolling call 1-844-863-1411 or go to www.ColumbiaServicePlans.com. HomeServe is an independent company, separate from City of Columbia, providing emergency home repair services and protection solutions to homeowners across the U.S. The City of Columbia reviewed companies that provide home protection solutions in a competitive process. HomeServe was selected by the City of Columbia in 2015 to offer City of Columbia customers optional yet affordable programs that provide protection against costly and inconvenient repairs to systems on their property. If you would like to be removed from HomeServe's mailing list, please call 1-844-863-1411.

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CREDIT/DEBIT CARD

I authorize HomeServe to charge my first and all future payments 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, which may be adjusted based on my claims history. I have the option to cancel this contract at any time without additional cost to me by calling 1-844-863-1411. I confirm that I am the homeowner and have read the information in this package and meet the eligibility requirements for this coverage.

- \$4.99 per month
- \$14.97 per quarter
- \$59.88 per year

				EXPIRATION DATE:
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	□□/□□

CARD NUMBER:

□	□	□	□	□	□	□	□	□	□	□	□	□	□	□	□	□	□	□	□
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SIGNATURE (required) _____

ONE-TIME CHECK OR MONEY ORDER

I have enclosed my check or money order for my payment of \$59.88 for optional Exterior Water Service Line Coverage. I confirm that I am the homeowner and have read the information in this package and meet the eligibility requirements for this coverage.

Please be sure to sign and date your check or money order in the amount of \$59.88 for this coverage.
PLEASE MAKE PAYABLE TO HOMESERVE

SIGNATURE (required) _____

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 the meter into 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. If it's a difficult repair, you could be without water for a long time.

The City of Columbia is not responsible for repairs to the exterior water line on your property. And basic homeowners insurance typically doesn't cover repairing or replacing this line.

Let Exterior Water Service Line Coverage from HomeServe help protect your finances.

Now you can get optional coverage to protect yourself from the covered cost to repair or replace this line. You'll have a 24-hour Emergency Repair Hotline available to you 365 days a year and peace of mind knowing you have coverage in case of a covered emergency.

Important Coverage Information: Eligibility: A residential homeowner with sole responsibility for the exterior water service line may be eligible for coverage. Residences not affixed to a permanent foundation, recreational vehicles and properties used for commercial purposes are not eligible for coverage. If you live in a development community with a condominium, co-op or homeowners association, your exterior water service line may not be an individual homeowner's responsibility, so please check with your association before accepting this coverage. Benefit Details: Coverage provides as many service calls as you need for covered repairs to repair or replace a leaking, frozen or permanently blocked exterior water service line from the City of Columbia's water meter to the main shut off valve inside your home that is damaged due to normal wear and tear, not accident or negligence. Not covered: Repair to any exterior water service line that branches off the main line, accidents and damage or negligence caused by you or others. Additional exclusions apply. Making a Service Call: Your plan starts the day your form is processed, and there is an initial 30-day waiting period before you can make a service call, giving you 11 months of coverage during the first year. This prevents service calls on pre-existing conditions and helps keep the coverage affordable.

To see full Terms and Conditions with complete coverage and exclusion details prior to enrolling call 1-844-863-1411 or go to www.ColumbiaServicePlans.com. HomeServe is an independent company, separate from the City of Columbia, providing emergency home repair services and protection solutions to homeowners across the U.S. The City of Columbia reviewed companies that provide home protection solutions in a competitive process. HomeServe was selected by the City of Columbia in 2015 to offer City of Columbia customers optional yet affordable programs that provide protection against costly and inconvenient repairs to systems on their property. If you would like to be removed from HomeServe's mailing list, please call 1-844-863-1411.

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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

▶ PROTECT YOUR WATER SERVICE LINE

WITH COVERAGE YOU RECEIVE:

NO BILLS TO PAY FOR COVERED REPAIRS

- Don't pay any bills for covered repairs to repair or replace your water service line (30-day wait period with a money-back guarantee).
- You can make multiple service calls per year for covered repairs.

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

- 24-hour Emergency Repair Hotline is available to you 365 days a year.
- Priority response—a local and insured contractor will be dispatched promptly 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.

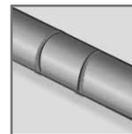
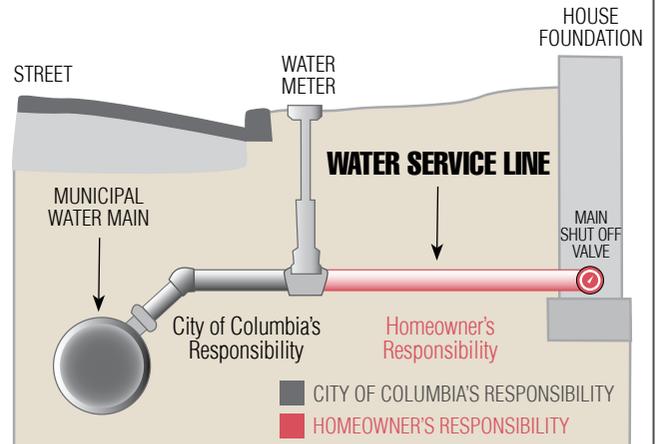
ONE-YEAR GUARANTEE

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

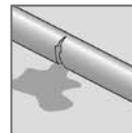
▶ The illustration shows a typical exterior water service line that is your responsibility as a homeowner. Also shown are repairs that are performed on this line and how much a licensed and insured contractor would typically charge a homeowner for repairs.

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!



▶ Replace water service line **\$2,587**
PLAN MEMBERS: NO CHARGE!†



▶ Locate, excavate and repair leak **\$464**
PLAN MEMBERS: NO CHARGE!†

†National average repair costs as of January 2016.
No charge for covered repairs.

Visit www.ColumbiaServicePlans.com
Call toll-free 1-844-863-1411

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

5.5" wide



We Are Columbia

An important message from the City of Columbia.

You may not be aware that, as a homeowner, you are responsible for the maintenance and repair of the exterior water service line up to the water meter and sewer/septic service line on your property, in addition to your internal plumbing.

In the City of Columbia, we value our customers, which is why we are passing along the enclosed information about protecting yourself from unexpected water line, sewer line and internal plumbing repair costs with coverage from HomeServe. This information outlines the protection and peace of mind available to City of Columbia customers.

If you have any questions about the coverage, please call HomeServe toll-free at 1-844-863-1411 or go online to www.ColumbiaServicePlans.com.

City of Columbia
www.ColumbiaSC.net • 803-545-3300

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Some Background on the City of Columbia's Endorsement of HomeServe

Why is the City endorsing water service line, sewer service line, and internal plumbing repair plan programs?

- Many of our customers are unaware that, in addition to their internal plumbing, property owners are responsible for the water service line between a customer's water meter and house and the sewer service line between a customer's property line and house.
- Most homeowner's insurance policies do NOT cover these types of repairs. Check your insurance policy to be sure.
- The City cannot repair breaks to privately owned lines. Because of that, in 2012, the City Council Environment & Infrastructure Committee requested staff look into endorsing a repair plan program.

Am I required to purchase a repair plan?

- No. The plans offered by HomeServe are OPTIONAL. The City does not and will not require its customers to purchase any of these repair plans.

Are there other repair plans that HomeServe is offering to eligible City customers?

- HomeServe is currently offering a water line service plan, a sewer line service plan, and an interior plumbing plan to eligible City customers at this time. Customers interested in multiple plans will need to sign up for each individually. To learn about all three HomeServe plans offered to City customers and eligibility requirements, call HomeServe at 1-844-863-1411 or visit www.ColumbiaServicePlans.com.

Why should I consider purchasing a repair plan?

- The City does not repair lines owned by the property owner. HomeServe may be able to assist through the repair plans.
- 100% of the proceeds the City of Columbia receives from HomeServe will be used for a residential assistance program. This program will be known as Change Up and will be developed to assist low income customers.

What if there is a problem with a City-owned line near my house?

- The City will repair City-owned lines regardless of coverage. Customers can call 803-545-3300 at any time to report a leak in the City-maintained portions of these service lines.

Tell me more about Change Up - the City's residential assistance program.

- The Change Up program will be designed to assist low income customers with their water and sewer bill. Customers will need to meet certain criteria to qualify. The Change Up program is under development.

Has the City given away my contact information?

- No. The City has NOT given customer mailing addresses to HomeServe. Instead, we have agreed to work with HomeServe on approved mailings sent to our customers through the City's billing database.

Who is paying for the HomeServe mailings?

- Marketing and mailing costs associated with promoting the repair plans through these mailings are paid by HomeServe. The City is NOT covering any of these marketing expenses for promoting these repair plans.

Who is paying for promoting the Change Up program?

- HomeServe promotions MAY include information on the Change Up program once it has been launched. All material included in the packets HomeServe uses to promote the repair plans will be paid by HomeServe.
- The City MAY cover the costs of promotional materials they provide for the Change Up program. Since the commission the City receives for these products will go to support the Change Up program, these materials MAY mention the repair plans from HomeServe, but will NOT be the primary focus of Change Up promotional materials.

How was HomeServe selected?

- The City chose to use a competitive process called a Request for Proposals (RFP) to seek companies that offered water and sewer service line repair plans.
- The decision to solicit an endorsement agreement was several years in the making and did not come lightly.
- In January 2014, the RFP was issued. HomeServe was selected as the company the City would endorse.
- The City of Columbia has entered into an agreement to endorse HomeServe, a company that offers water service line, sewer service line, and internal plumbing repair plans.
- In February 2015, HomeServe began to notify City of Columbia water and sewer customers of the plans available for repairs on privately owned water and sewer service line(s). In May 2016, HomeServe began notifying City customers of its internal plumbing repair plan.

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