

Service Line Program

_____ by _____



Solutions for Municipalities and
Homeowners Presentation

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Leading Provider of Home Repair Solutions Partnerships



Offering services for over 20 years



4.8 out of 5 stars customer satisfaction



HomeServe Key Statistics*

- Over **4.6 million** customers
- Over **9.8 million** policies
- Over **1,300** municipal and utility partnerships
- Job serviced **every 38 seconds**
- Customer savings to date: **over \$2.5 billion**

* As of January 2026

Aging Infrastructure

Challenging for municipalities and homeowners

Lateral lines are subjected to the same elements as public lines

- Ground shifting, fluctuating temperatures, tree root penetration, corrosion, and more

Out of sight, out of mind

- Water and sewer lines located outside, usually underground

Failed lines waste thousands of gallons of water

- Presents a potential environmental hazard

Common homeowner misconceptions

- Municipality is responsible for maintenance of the water and sewer lines on their property
- Repairs are covered by their homeowner's policy



Homeowners are unprepared for emergencies and expect solutions from the municipality/utility



78% of homeowners believe the utility provider should educate them on repairs and preventative measures. (Ipsos Public Affairs/HomeServe 2019)



56% of Americans can't cover a **\$1,000** emergency expense with savings. (Bankrate 2022)



60% of homeowners with annual household incomes under \$50,000 a year reported **having \$500 or less or no money set aside** for a home repair emergency. (Harris Poll/HomeServe 2021)



Solution for Municipalities and their Residents



Residents

Optional low-cost protection against potentially expensive water, sewer, plumbing repairs



Educates residents about their responsibility for exterior lines



Municipality



Reduces calls to the City



Timely repairs reduce water loss from line breaks – use of local contractors infuses money into the local economy

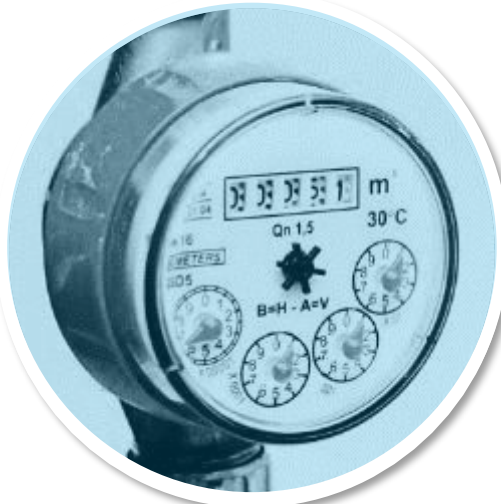


Turnkey program – provides marketing, billing, claims, customer service



No cost for the City to participate

Optional Homeowner Protection



External Water Line

Up to \$12,000 per incident to repair/replace broken, cracked, or clogged exterior lines
\$6.99/month



External Sewer Line

Up to \$12,000 per incident to repair/replace broken, cracked, or clogged exterior lines
\$11.99/month



In-home Plumbing

Up to \$3,000 per incident on all water, sewer, and drain lines inside the home after point of entry
\$16.99/month



No annual or lifetime limits, deductibles, service fees, forms, or paperwork



Homeowner opt in or out at any time – no penalty



Toll-free emergency number available 24 hours a day, 365 days a year



No pre-inspection



Locally based, fully licensed and vetted contractors



Guaranteed repairs

Homeowner Education

- No public funds used in marketing, distribution, or administration of the program
- Direct mail only – Limited to 3 mailing campaigns per year
- Partner must review and approve marketing material before each and every campaign
- Marketing clearly states city does not provide program and is voluntary for homeowner
- Easy enrollment options – consumer choice of mail, phone or web

Optional Revenue Share

- Optional Non-tax revenue share for the Municipality
- Municipality utilize funds for important initiatives:
 - ✓ Infrastructure improvements
 - ✓ Fund low-income assistance program/community charities
 - ✓ Assistance for leak reimbursement



CURRENT CALIFORNIA PARTNERS (41)

City of Antioch
City of Chula Vista
City of Claremont
City of Daly City
City of Duarte
City of Fillmore
City of Fresno
City of Gustine
City of Imperial Beach
City of Laguna Beach
City of La Habra
City of La Puente
City of Maywood
City of Port Hueneme
City of Rialto
City of San Bernardino
City of San Diego
City of Santa Paula
City of Sierra Madre
City of South El Monte
City of Stockton

City of Vallejo
City of West Covina
Town of Yountville
City of Yuba City
Alameda County Water District
California Water Service Company
Contra Costa Water District
Crestline Village Water District
Diablo Water District
East Bay Municipal Utility District
East Valley Water District
Golden Hills Community Services District
Golden State Water Company
Great Oaks Water Company
Liberty Utilities Corp. (Apple Valley Ranchos Water)
Liberty Utilities Corp. (Park Water)
Rincon del Diablo Water District
San Jose Water Company
West Bay Sanitation District
Woodlands Municipal Water Company

Thank you!

For additional information,
please contact:

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