



July 17, 2025

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RUSTY ADRIAN
CITY OF PALMYRA-MO
PO BOX 32
PALMYRA, MO 63461-0032



Dear Member,

The Missouri Municipal League is pleased to continue its endorsement of the National League of Cities (NLC) Service Line Warranty Program by HomeServe. Offered at no cost to League members, the NLC Service Line Warranty Program educates homeowners about their service line responsibilities and offers affordable protection from unanticipated service line repair costs.

Homeowners in participating cities and towns are eligible to purchase low-cost repair service plans for broken or leaking outside water and sewer lines.

Benefits to residents and municipalities include:

- Educates homeowners and reduces local officials' frustration;
- No cost for Missouri cities and towns to participate;
- Affordable rates for residents;
- Increases citizen satisfaction.

Important features of the program:

- The program pays for the repairs, not your residents;
- Customers are provided with a 24/7/365 repair hotline staffed with live agents;
- All repairs performed to local code by rigorously vetted, licensed and insured local contractors;
- HomeServe is responsible for all aspects of the program, including marketing, billing, customer service, and performing all repairs.

47 Missouri municipalities currently offer the program, which has saved Missouri homeowners over \$14 million in repair costs. The League has chosen to endorse the program because of HomeServe's outstanding national reputation. HomeServe is a BBB Accredited Business with an A+ rating. This is the only protection program endorsed by the National League of Cities and multiple state municipal leagues.

For more information, please contact Emilie Zalfini from HomeServe at emilie.zalfini@homeserveusa.com or 412-527-2511. Their website is watersolutions.homeserve.com.

Sincerely,

Richard Sheets
Executive Director
Missouri Municipal League