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Jessica Simpson  
City Of Gold Hill-Or  
PO Box 308  
Gold Hill, OR 97525-0308

July 7, 2020



Dear Jessica:

With the current challenges we are facing, it is more important than ever that we have solutions to ensure the safety and livability of our citizens' homes and help residents avoid unexpected household repair expenses. The National League of Cities (NLC) Service Line Warranty Program, recommended by the League of Oregon Cities (LOC), provides this protection to homeowners.

Offered at no cost to League members, the NLC Service Line Warranty Program educates homeowners about their service line responsibilities and provides optional, affordable protection from unanticipated service line repair costs. Homeowners in participating municipalities are eligible to purchase low-cost repair service plans for broken or leaking outside water and sewer lines, covering up to \$8,500 per occurrence.

Benefits to residents and municipalities include:

- Educates homeowners and reduces local officials' frustration
- No cost for Oregon cities to participate
- Revenue share component to help drive dollars back to the city
- Affordable rates for residents
- Increases citizen satisfaction

Important features of the program:

1. Program pays for the repairs, not your residents
2. Customers are provided with a 24/7/365 repair hotline staffed with live agents
3. All repairs performed to local code by rigorously vetted, licensed and insured local-area contractors
4. Encompasses all aspects of administration – educational outreach, billing, customer service, repairs, customer satisfaction measurement and partner reporting

The cities of Reedsport, Winston, Umatilla, Hines, Bandon, Coos Bay, Newberg, Glendale, Aurora, Estacada, Hermiston and Cottage Grove currently offer the program, which has saved Oregon homeowners over \$500,000 in repair costs over the past three years. This is the only program of its kind endorsed by the National League of Cities and multiple state leagues.

The program is offered by HomeServe, a leading provider of home repair solutions in North America with an outstanding national reputation. We encourage you to consider joining over 650 U.S. municipalities in adopting the NLC Service Line Warranty Program for your citizens.

For more information, please contact Natalie Westphal. She can be reached at 724-749-1006 or [Natalie.Westphal@homeserveusa.com](mailto:Natalie.Westphal@homeserveusa.com). Their website is [www.NLC.org/serviceline](http://www.NLC.org/serviceline).

Sincerely,

A handwritten signature in blue ink, appearing to read 'Mike Cully'.

Mike Cully  
Executive Director  
League of Oregon Cities