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Randy Barrett  
Town Of Winfield  
PO Box 596  
Winfield, WV 25213-0596



Dear Randy Barrett:

The West Virginia Municipal League (WVML) is pleased to endorse the National League of Cities (NLC) Service Line Warranty Program as a preferred program partner again for 2017. Offered at no cost to WVML member cities, the NLC Service Line Warranty Program, administered by Utility Service Partners, Inc. (USP) is an important educational tool to inform homeowners of their service line responsibilities. The program is an affordable home protection solution for your residents to help them deal with the financial burden of unanticipated service line repair and replacement costs. Homeowners may purchase low-cost protection plans, which provide repairs for damaged outside water and sewer lines, up to \$8,500 for each occurrence.

Some additional program benefits are:

1. No cost for West Virginia cities and towns to participate
2. Affordable rates for residents
3. Repairs made by trusted local contractors
4. Reduces local officials' frustration
5. Increases citizen satisfaction

Other things to consider are: 1) USP pays for the repairs, not your residents, 2) all repairs are performed to local code, 3) customers are provided with a 24/7/365 customer service repair hotline, and 4) USP is responsible for all aspects of the program, including marketing, billing, customer service, and performing all repairs.

WVML has chosen to partner with USP, a HomeServe company, because of its outstanding national reputation. It is the only protection program endorsed by the National League of Cities, multiple state municipal leagues and nearly 400 cities in North America. USP is a BBB Accredited Business with an A+ rating and has maintained a customer satisfaction rating exceeding 98%.

WVML is here to assure the program works for West Virginia cities and towns who participate. I strongly encourage you to consider adopting the NLC Service Line Warranty Program for your municipality. Please contact Emilie Zalfini of Utility Service Partners, Inc., the program administrator. She can be reached at 724-749-1060 or ezalfini@utilitysp.net. Please also visit [www.utilitysp.net](http://www.utilitysp.net).

Sincerely,

Lisa Dooley  
Executive Director  
West Virginia Municipal League