



Richard Morris
Mayor
City of Fort Benton-MT
PO Box 8
Fort Benton, MT 59442-0008

March 13, 2020

Dear Richard:

The Montana League of Cities and Towns is pleased to endorse the National League of Cities (NLC) Service Line Warranty Program. 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. Thawing of frozen lines is also covered.

Benefits to residents and municipalities include:

- Educates homeowners and reduces local officials' frustration
- No cost for Montana cities and towns to participate
- 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 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 Rob Meston at HomeServe. He can be reached at 412-874-8866 or robert.meston@homeserveusa.com. Their website is www.NLC.org/serviceline.

Sincerely,

A handwritten signature in black ink, appearing to read "T. Burton".

Tim S. Burton
Executive Director