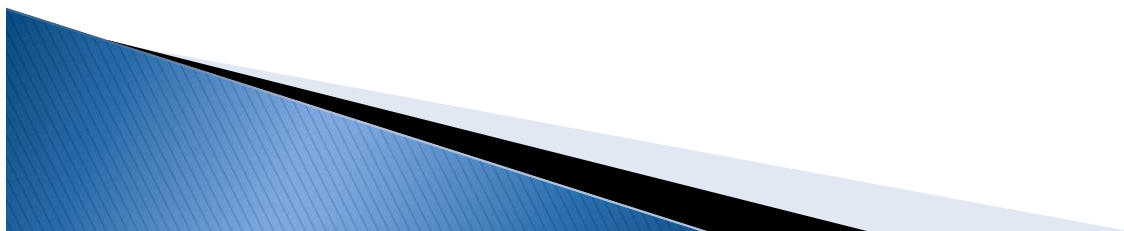


Rock Falls Has A New Partner

The logo consists of a blue triangle pointing upwards, with a white light effect emanating from its center. To the right of the triangle, the text "Utility Service" is written in a large, bold, blue font, and "Partners, Inc." is written in a smaller, blue font below it.

**Utility
Service**
Partners, Inc.

An NLC Enterprise Programs Partner





NATIONAL
LEAGUE
of CITIES

NLC SERVICE LINE WARRANTY PROGRAM

NLC Service Line Warranty Program

The NLC Service Line Warranty Program, administered by Utility Service Partners, helps city residents save thousands of dollars on the high cost of repairing broken or leaking water or sewer lines. This program is offered to the residents of Rock Falls and is endorsed by the National League of Cities.





NLC SERVICE LINE WARRANTY PROGRAM

About Utility Service Partners



Utility Service Partners, Inc. (USP) is one of the largest independent providers of service line warranties in North America.

Since its formation in September 2003, USP has pioneered partnerships with city/municipal governments and utilities to provide utility line warranties to their customers. USP is proud to have been selected as a National League of Cities (NLC) Enterprise Programs Partner.



BBB Rating:
A+
as of 12/21/2011



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NLC SERVICE LINE WARRANTY PROGRAM

▶ Enrollment

If you are a homeowner and a sewer or water customer in Rock Falls, Utility Service Partners, Inc. only solicits through direct mail — no telemarketing is ever employed. All homeowners will have the option to enroll in the program, regardless of the age of their residence.

▶ To enroll call 855-535-7141.

▶ Warranty

All customers receive a set of terms and conditions upon enrollment in a utility warranty program. They have 30 days from the date of enrollment to cancel and receive a full refund.





NLC SERVICE LINE WARRANTY PROGRAM

Water Line Warranty

The external water warranty covers the underground service line from the point of connection to the city main line to the water meter. It also covers the underground service line between the water meter and the exterior foundation of the home. Coverage caps listed in the terms & conditions are per occurrence as follows:

\$4,000 plus an additional \$500 for public sidewalk cutting, if necessary

Sewer Line Warranty

The external sewer line warranty covers the underground service line from the point of connection to the city main line to the point of entry to the home. Coverage caps listed in the terms & conditions are per occurrence as follows:

\$4,000 plus an additional \$4,000 for public street cutting, if necessary





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NLC SERVICE LINE WARRANTY PROGRAM



Who Performs the Repairs?

When a resident has a broken or leaking line, they contact USP's 24 hour repair hotline. USP will have an approved local licensed plumber contact you within 1 hour of filing the repair claim. The repair is performed professionally and quickly, typically within 24 hours.