In 2013, the American Society of Civil Engineers (ASCE) rated America’s water and wastewater infrastructure with a D, with an estimate of more than $3 trillion investments needed across the nation.

Your homeowners’ private lines are subjected to the same elements - root invasion, ground shifting, fluctuating temperatures and more.

There are 650 water main breaks per day in the U.S., resulting in a daily loss of 7 billion gallons of water.¹

Household leaks can waste more than 1 trillion gallons annually nationwide. That’s equal to the annual household water use of more than 11 million homes.²

Most homeowners don’t have enough savings to cover emergency expenses.

When water and sewer lines break, many homeowners believe the responsibility to repair them lies with the city.

When water or sewer lines fail, it can cost a homeowner $1,300 to $3,500 or more to repair.

Studies³ show that most Americans don’t have enough savings to cover this type of unexpected and expensive repair bill.

¹ According to a report sponsored by the National Association of Water Companies and the U.S. Chamber of Commerce. waterisyourbusiness.org
² epa.gov/WaterSense/pubs/fixleak.html
³ Bankrate.com
WHY CHOOSE TO PARTNER WITH THE NLC Service Line Warranty Program?

- At no cost to the city, the NLC Service Line Warranty allows homeowners to purchase affordable protection for their water and sewer lines that will cover the cost of repairing leaks, breaks and clogs.
- The program features generous coverage amounts, and there is never a service fee or deductible. There are no annual or lifetime limits - just peace of mind for the homeowner.
- We are the only warranty program endorsed by the NLC.
- Plumbers dispatched to the homeowner’s residence undergo a rigorous background check conducted by a third-party compliance management firm before being accepted into the network.
- Contractors are local to the community into which the program has been introduced to help keep money in the local economy.

RECOGNITION & ACKNOWLEDGEMENTS

- We have maintained a customer satisfaction rating of greater than 95% for more than a decade.
- 9 of 10 surveyed customers have recommended the program to friends, family and neighbors.
- Over 97% of submitted claims are approved.
- 2014 Pennsylvania Municipal League 2014 Business/Community Partnership Award recipient
- 2013 winner of the Western Pennsylvania Better Business Bureau Torch Award for Marketplace Ethics