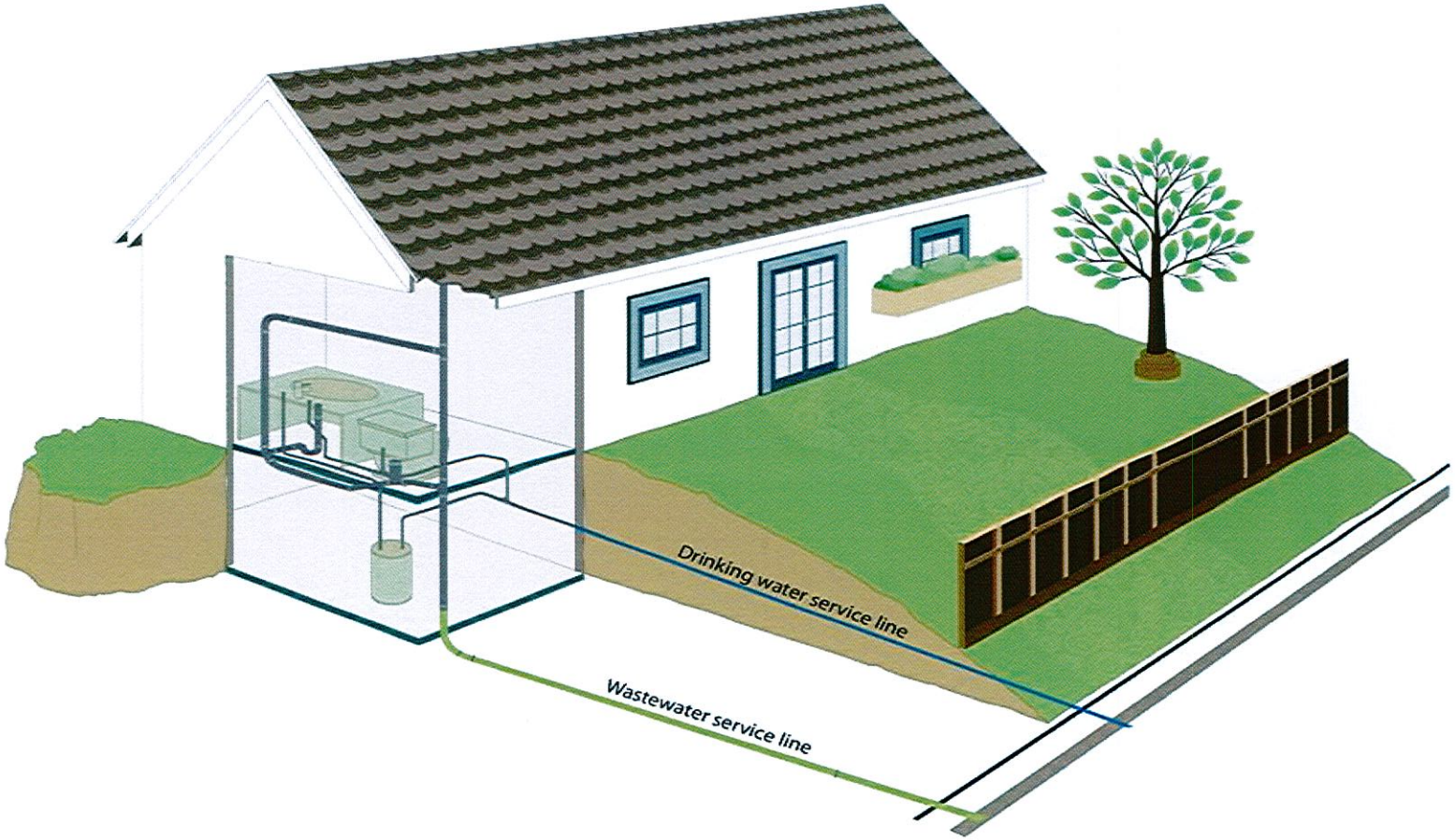
Utility Service Partners, Inc.

NATIONAL LEAGUE of CITIES

City Of North Miami, Florida
March 26, 2013

Building Peace of Mind, One Community at a Time

Provides protection from the point of entry at the home to the utility responsibility



Lateral Service Lines Fail

Utility Service Partners, Inc.

- Occur at the most inconvenient times
- Homeowners are not aware it is their responsibility
- Repairs can be costly
- Can coincide with large water bills
- Causes the homeowner financial and emotional stress
- They usually call the City to fix the problem
- Problem is usually the homeowners issue
- City has no resources to help the homeowner
- Repairs may not be done, or not to code
- Permit fees may go uncollected

Goals of the Program

Utility Service Partners, Inc.

- Create public awareness of the issue
- Provide an affordable solution for homeowners
- Reduce homeowners frustration
- Prevent red lining of communities
- Protect the homeowner from unethical contractors or telemarketers
- Strengthen the integrity of the utility system
- Make sure repairs are done to code
- Reduce local government expenses & capture revenue
- Help grow the local the economy
- Promote water conservation and prevent environmental hazards

External Water & Sewer Line Product Overview

Product	Coverage Description	Coverage Limits per Occurrence
External Water Line Warranty	Covers the repair or replacement of a leaking or broken single underground water supply line serving the home. The warranty covers the consumer owned portion of the water supply line.	$4,000 plus $500 for public sidewalk repair

Product	Coverage Description	Coverage Limits per Occurrence
External Sewer Line Warranty	Covers the repair or replacement of a broken underground sewer line from the utility's main sewer line to the internal point of entry to the home.	$4,000 plus $4,000 for public street repair

- No longer term contracts, no life time or annual caps
- $4,000 per occurrence, $4,000 public street cutting, if necessary
- Optional and voluntary
- Service fees and permit fees are covered
- No Pre-existing Conditions, no excluded materials

Program Highlights

Utility Service Partners, Inc.

- No cost or liability to the city to participate
- Voluntary and optional program with no long term contracts
- Helps strengthens the integrity of the utility system
- Generates revenue for the city and the local economy
- Affordable, convenient, and effective solution for your residents
- Broad coverage terms tailored for each community
- 24 / 7 customer service
- Service from trusted, local contractors
- All repairs performed to local code and permit fees collected
- Effective, honest solicitation and no up selling of other products
- Transparency and accountability

Customer Advocacy Results

BBB ACCREDITED BUSINESS SINCE 9/7/2007

Utility Service Partners

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On a scale of A+ to F
Reason for Rating
BBB Ratings System
Overview

Customer Complaints Summary

Read complaint details

0 complaints closed with BBB in last 3 years | 0 closed in last 12 months

Complaint Type	Total Closed Complaints
Advertising/Sales Issues	0
Billing/Collection Issues	0
Delivery Issues	0
Guarantee/Warranty Issues	0
Problems with Product/Service	0
Total Closed Complaints	0

Definitions | BBB Complaint Process | File a Complaint