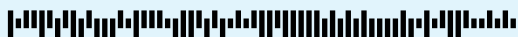


Reminder: Please Reply by <<Month X, XXXX>>



<<MR. SAMPLE A SAMPLE>>
<<MAIL_ADDRESS1>>
<<MAIL_ADDRESS2>>
<<MAIL_CITY, ST ZIP>>



Dear <<Mr. Sample>>,

This letter contains important information about your responsibilities as a homeowner in the event of an emergency with your water service or sewer line.

The exterior water service and sewer lines, which run from your utility's point of maintenance to your home, are your responsibility. If you were unfortunate enough to suffer a leak, break or clog in these lines, it would be up to you to find a plumber and get the lines repaired.

The City of Alliance has partnered with Service Line Warranties of America (SLWA) to help eligible homeowners be prepared and have the best possible service in the case of such an emergency. So you're invited to enroll in Exterior Water Service Line Coverage and Exterior Sewer/Septic Line Coverage from SLWA. Accept this *optional* coverage and you'll receive as many service calls as you need up to \$8,500 per call for covered water service or well line repairs, and as many service calls as you need up to \$8,500 per call for covered sewer line repairs (30-day wait with a money-back guarantee for both) and no deductible. You will also have access to a 24/7, 365-day-a-year emergency repair service hotline. Once you have made your service call, SLWA will take care of your covered repair, dispatching a qualified plumber to your home and paying the bill directly. Peace of mind starting for as little as \$6.25 per month. Your emergency is dealt with and your water service or sewer line is back to normal.

In the event of an emergency, these plans can save you a significant amount of money—a service line replacement may cost you thousands of dollars. They can also save you the time of finding a plumber, which can be difficult in the best of times, let alone in an emergency. Having these plans also helps eliminate worry, as you can be sure of a professional job completed by local, licensed and insured plumbers.

Please take the time to read the information on the back of this letter. If you would like to sign up for a plan, simply complete and return the enclosed form or call toll-free 1-844-257-8795. We certainly hope that you never have an exterior water service or sewer line emergency, but if you should ever have a problem, you'll be glad you're covered. These programs are managed by SLWA, and no public funds were used for the mailing of this letter.

For fastest processing, please visit www.slwofa.com.

Sincerely,

The City of Alliance

Utility Service Partners Private Label, Inc., known as Service Line Warranties of America ("SLWA"), with corporate offices located at 11 Grandview Circle, Suite 100, Canonsburg, PA 15317, is an *independent company separate from the City of Alliance* and offers this optional service plan as an authorized representative of the service contract provider, North American Warranty, Inc., 175 West Jackson Blvd., Chicago, IL 60604. Your choice of whether to participate in this service plan will not affect the price, availability or terms of service you have with your local utility or municipality.

Acceptance Form

Please confirm your name and address below and make any changes if necessary.

<<Sample A. Sample_xxxxx>>
 <<Serv_Address1_xxxxxxx>>
 <<Serv_Address2_xxxxxxx>>
 <<Serv_City_xx, ST Zip>>



By providing my e-mail address, I request that I be notified when my current and future service agreements and any related documents are available at www.slwofa.com, and I acknowledge that I can access these documents. I can change my preferences or request paper copies online or by calling SLWA.

E-mail Address _____

Phone #

Choose Your Protection Plan(s)

For fastest processing, please visit www.slwofa.com.

BEST VALUE

Exterior Water Service Line Coverage and Exterior Sewer/Septic Line Coverage <<Mailcode-xxxx>> <<Mailcode-xxxx>>	FIRST-YEAR SAVINGS OF 10% OFF when you select both plans	
	<input type="checkbox"/> \$13.50 \$12.15	<input type="checkbox"/> \$162.00 \$145.80
	MONTHLY	YEARLY
Exterior Water Service Line Coverage <<Mailcode-xxxx>>	<input type="checkbox"/> \$6.25	<input type="checkbox"/> \$75.00
Exterior Sewer/Septic Line Coverage <<Mailcode-xxxx>>	<input type="checkbox"/> \$7.25	<input type="checkbox"/> \$87.00

Yes, please sign me up for the protection plan(s) from SLWA I have selected above. By signing below, I agree to the terms on the reverse side of the letter, understand there are limitations and exclusions, and meet the eligibility requirements for this coverage. SLWA will invoice me based on my selection above and I will select a payment method on the invoice. I understand this optional coverage is based on an annual contract and will *automatically renew annually* on the same payment terms I selected at the then-current renewal price. I can always cancel at any time.

Signature (required)

To protect your privacy, we do not share your information except to deliver this service.