An important message from Muscatine Power and Water

Late last year, we communicated in our customer newsletter about an optional protection program to help protect your finances from the unexpected expense and inconvenience of emergency water service and sewer/septic line repairs.

MP&W has researched and received references from communities partnering with Service Line Warranties of America (SLWA), a national provider of home emergency repair programs. The programs give homeowners financial relief from the cost of covered repairs due to breakdowns of major systems inside and outside their homes. Homeowners may not be aware that in Muscatine, like most other cities, property owners are responsible for certain systems and repairs to water service and sewer/septic lines on private property. SLWA is offering Exterior Water Service Line Coverage and Exterior Sewer/Sepic Line Coverage to homeowners served by MP&W.

Local customers who have experienced service line damage were surprised that a line replacement can run in the thousands of dollars. That’s a cost difficult for many of us to cover on short notice, and that’s why we wanted to make you aware of this type of optional plan. Plans from SLWA can give you financial relief from the cost of repairs due to breakdowns of major systems. An optional plan from SLWA can help protect you from potentially expensive repair costs.

Service Line Warranties of America is an independent company and MP&W receives no benefit from their protection products sold in Muscatine, however, we can confirm they are reputable.

The enclosed information is provided to help you understand how a plan from SLWA—an independent company not affiliated with or benefitting MP&W—can help protect your finances, and decide whether it’s right for you.

Call Service Line Warranties of America toll-free at 1-844-257-8795 for more information, to sign up for coverage, or to opt out of any future SLWA mailings. Please visit www.slwofa.com for frequently asked questions and links to additional information.

Sincerely,

Muscatine Power and Water
Important Information for Muscatine Homeowners

Dear Customer,

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

Muscatine Power and Water 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/septic line repairs (30-day wait includes 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/septic 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. These are the only service line protection programs for homeowners fully supported by the Muscatine Power and Water.

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. I certainly hope that you never have an exterior water service or sewer/septic 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,

Scott Van Stratten
Customer Service/SLWA

Utility Service Partners Private Label, Inc., known as Service Line Warranties of America ("SLWA"), with corporate offices located at 4000 Town Center Boulevard, Suite 400, Canonsburg, PA 15317, is an independent company separate from Muscatine Power and Water 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.

Reminder: Please Reply by <<Month X, XXXX>>
What would you do if an exterior line emergency?

The illustration above shows where things may go wrong with your exterior lines and how much a licensed and insured plumber would typically charge customers who don’t have coverage. How would you cope if it happened to you? With coverage, it’s not something to worry about; you won’t have to pay for covered repairs up to the service call benefit amount.

Visit www.slwofa.com to protect your exterior line.

Or call toll-free 1-844-257-8795
Available: MON-FRI 9AM-5PM; SAT 9AM-4PM EST

Important Questions & Answers

What quality of repair can I expect?

Most basic homeowners insurance policies do not cover repair or replacement due to normal wear and tear, or due to your failure to repair or maintain your exterior water service line or exterior sewer/septic line. If your exterior water service line or exterior sewer/septic line is covered under your Service Line Warranties America plan, the quality of repair you will receive is guaranteed. About 24 hours a day, 365 days a year. Simply call SLWA toll-free at 1-844-257-8795 and a licensed and insured plumber will come to your home, at no additional cost, to make a service call to your exterior water service line or exterior sewer/septic line. Your service call will be performed under the terms of your Service Line Warranty(s).

What should I know about this coverage?

Who is eligible for coverage?

Yes, coverage provides for repair or replacement of either water service or well lines, as explained in the “What should I know about this coverage” section. Covered Repairs — Guaranteed for one full year.

Does this coverage include well lines?

Yes, coverage provides for repair or replacement of either water service or well lines, as explained in the “What should I know about this coverage” section. Covered Repairs — Guaranteed for one full year.

Take A Look At The Benefits You’ll Receive

Exterior Water Line Coverage

1. Covered Repairs — Guaranteed for one full year.

2. Return Emergency Repair Service Hotline — Open 24 hours a day, 365 days a year.

3. Your Promise To You — Service call benefits for no more than $250 any time, and your coverage can be canceled at your request.

National average repair costs within the SLWA network of licensed and insured contractors.

Visit www.slwaterms.com to see full Terms and Conditions with complete coverage and exclusion details prior to enrolling call 1-844-257-8795 to go on a home buying basis.

Important to note:

SLWA is an independent company, separate from your city, local utility or municipality, providing emergency home repair services and protection solutions to homeowners across the United States. To protect your property, you will need to purchase Service Line Warranties America coverage. You may cancel your plan at any time without a waiting period, at no additional cost.

To see full Terms and Conditions with complete coverage and exclusion details prior to enrolling call 1-844-257-8795.
What would you do in an exterior line emergency?

The illustration above shows when major problems with your sewer and water lines are most likely to occur, and how SLWA would typically charge customers who don’t have coverage. How would you cope if it happened to you? With coverage, it’s not something to worry about.

Your property is not eligible if you are aware of any pre-existing conditions, defects or deficiencies with your exterior water service or sewer/septic lines. If you live in a condominium, you must have written consent from all other homeowners for any work which may affect their portion of the structure. It will be your responsibility to provide Service Line Warranties of America (SLWA) with a signed release from all other homeowners for any work which may affect the portion of the structure.

Important Questions & Answers

Who is eligible for coverage?

An owner of both a residential home permanently secured to the ground and the property on which it is located is eligible for coverage. The water and sewer/septic lines beyond the property boundary may be an additional premium cost.

Does this coverage include well lines?

Not covered: Damage from accidents, negligence or otherwise caused by you, others or unusual circumstances and the product-specific exclusions below.

Coverage provides, up to the benefit amount, for the covered cost to repair or replace a leaking, frozen, low pressure, or permanently blocked exterior water service line from your utility's responsibility or external wall of your home. It also covers connections to your water service from your tap to your property line (26–100 ft.).

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

1. Choose Your Protection Plan(s)

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<tr>
<th>Protection Plan(s)</th>
<th>Exterior Water Service Coverage</th>
<th>Exterior Sewer/Septic Line Coverage</th>
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<tr>
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<td>5% off</td>
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<tr>
<td>ANNUALLY</td>
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2. Choose Your Payment Method

- E-Z Pay (see back of letter)
- Credit/Debit Card
- Check/Money Order
- One-Time Check or Money Order
- Visa MasterCard American Express Discover

3. Your Promise to You

- Guaranteed for one full year.
- Covered Repairs – Guaranteed for one full year.
- 24-Hour Emergency Repair Service Hotline – Open 24 hours a day, 365 days a year.
- Take A Look At The Benefits You'll Receive
- Exterior Water Service Line Coverage:
  - Open 24 hours a day, 365 days a year.
  - Guaranteed for one full year.

Important Questions & Answers

What is the cancellation policy?

You can cancel your plan at any time without additional cost to you by calling 1-844-257-8795. You may cancel either plan within 30 days of your start date for a full refund of the first year. Upon renewal, the applicable plan will continue for an additional year, subject to your continued eligibility for coverage. Following the first year, you will not be subject to a period before you can make a service call, giving you 11 months of coverage during the first year. Upon renewal, the applicable plan will continue for an additional period, subject to your continued eligibility for coverage. Following the first year, you will not be subject to a period before you can make a service call, giving you 11 months of coverage during the first year. Upon renewal, the applicable plan will continue for an additional year, subject to your continued eligibility for coverage.

What is the rate of coverage?

The rate of coverage is for the following exterior lines, for which you have sole responsibility, that are damaged due to normal wear and tear, not accident or negligence.

- Exterior Water Service Line Coverage
- Exterior Sewer/Septic Line Coverage

Visit www.slwofa.com for your exterior lines.