

**NOTICE – 01/27/2010**

Frederick County residents have notified the Division of Utilities and Solid Waste Management that they have received a letter, acceptance form, and fact sheet from Home Service (Home Service USA Repair Management Corporation) regarding water line service coverage. This mailing is NOT affiliated or endorsed by the Frederick County Division of Utilities and Solid Waste Management. This mailing is an unsolicited marketing effort for insurance and/or warranty coverage for privately owned (residential) water lines. In the event that you are interested in such coverage, it is recommended that you contact your homeowner's insurance carrier to see if such coverage is necessary.

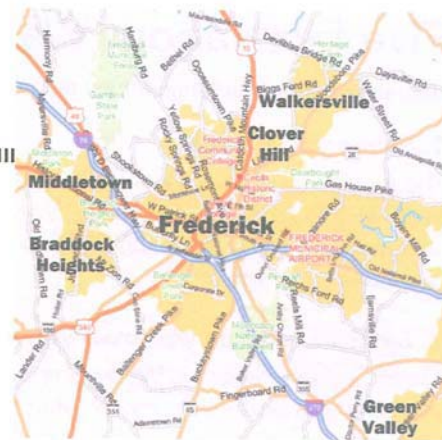
If you have any additional questions regarding this matter, please contact the billing office at 301-600-1025.

Shown below is an example of the mailing some residents have received.

State of Maryland, Frederick County, City of Frederick  
Water Line Service Coverage for:



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You are responsible for the maintenance and repair of the water line at the above address.  
Please complete and return this form or call 1-877-444-7750 before February 17, 2010.

HSxxx-Sxx-110Ax\_APP

## GUARANTEED ACCEPTANCE FORM

### Step 1: Choose your method of payment

Debit/Credit Card Option:  VISA  MASTERCARD Expiration Date:

Card Number:

E-Z Pay Checking Option:  I have enclosed a check for my first payment and understand that all future payments will be charged to this account.  
(See reverse for details)

Check or Money Order:  Please sign me up for Water Line Service Coverage. I have enclosed my check or money order for my payment of \$59.88

**PLEASE MAKE CHECK PAYABLE TO HOME SERVICE.**

### Step 2: Choose your payment frequency

\$4.99 per month  \$14.97 per quarter  \$59.88 per year

If I have chosen debit/credit card or E-Z Pay, I authorize Home Service to charge my first and all future payments to my checking account or debit/credit card and my financial institution to debit these payments from my checking account or debit/credit card. This authorization is to remain in effect until Home Service receives notification of change or cancellation.

Signature: \_\_\_\_\_ E-Mail: \_\_\_\_\_

Please make any corrections to your name or address below.

**HSMDC-SHN-110A2**

# Five facts about Water Line Service Coverage

## 1. Saves you money

The typical repair cost for a broken water supply line ranges from \$1,130 to \$2,661 or more. With Water Line Service Coverage you pay NOTHING for covered repairs, within generous coverage limits.

## 2. Lasts as long as you own your home

Continued enrollment in Water Line Service Coverage gives you seamless protection, month after month, year after year, so you never have to worry about costly repairs again.

## 3. Makes your emergency a priority

You'll move to the top of the list in the case of an emergency and have a 24-hour toll-free number to call so you can get

your water supply line repaired, and the water in your house back on, FAST.

## 4. Both old homes and new construction are eligible

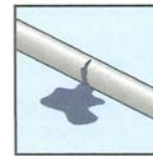
No matter the age of your home, if you meet eligibility requirements, your acceptance is guaranteed.

## 5. It's risk-FREE

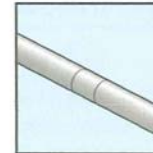
You have 30 days to review your protection from your date of enrollment. You can cancel your enrollment any time during your review period and receive a full refund.

# What would you do in a water service line emergency?

The illustration below shows where things can go wrong with your water service line — and how much a Home Service contractor would typically charge customers who don't have Water Line Service Coverage. How would you cope if it happened to you? With Water Line Service Coverage, it's not something you have to worry about; you'll benefit from an emergency response and no bill to pay for covered repairs!



Locate, excavate and repair leak **\$1,130**  
**Plan Members – No Charge!\***



Replace segment of pipe **\$2,661**  
**Plan Members – No Charge!\***

\*For covered repairs.

In some towns, the service line beyond the property boundary to the main connection in the street may be an additional responsibility of the homeowner.



You can't prevent costly home emergencies,  
but you can prepare for them.

Please reply by February 17, 2010

Dear Frederick Homeowner:

00000427

Your water supply line is the pipe that brings fresh water into your home. It is your responsibility to maintain and repair this line in the event of a leak or breakage. Repairing a broken line could cost you thousands of dollars, and in financial times like these that's an expense no one should have to bear.

### Affordable coverage

That's why we'd like to invite you to join Water Line Service Coverage — to protect your home and your finances from the costs associated with repairs or replacement of a leaking or broken water service line on your property. For just \$4.99 a month, you'll have up to \$6,000 in annual coverage that will automatically pay the costs of covered repairs or replacement with no paperwork to file or deductible to pay.

### You can't afford to be without

No one expects to have problems with the water service line that runs to their home. But when home emergencies do occur they can seriously impact your finances — draining your savings or, in the most dire cases, with no way to pay for necessary repairs. So why live with the worry? Why not be prepared.

### Respond by February 17, 2010

Enroll today in Water Line Service Coverage by calling 1-877-444-7750 or completing the attached form and protect your home and your finances today. As a Frederick homeowner you are guaranteed acceptance, if you qualify. So join us today.

Sincerely,

Michael Backus  
Vice President, Customer Service

Entity ID: F11099769

Home Service USA Repair Management Corp. ("Home Service") is the company responsible for providing this service to you. It does so under a delegated authority from AMT Warranty Corp. who is your contract issuer.

**Call toll-free 1-877-444-7750 or visit [www.hsusacorp.com](http://www.hsusacorp.com)**

Available: Mon. – Fri. 8 a.m. – 8 p.m., Sat. 10 a.m. – 4 p.m. EST

HSxxx-Sxx-110xx\_LTR

## Get Water Line Service Coverage especially for Frederick Homeowners

- 30 Day **Risk-Free** Review
- Up to \$6,000 of annual coverage
- Up to \$3,000 of coverage per event
- Coverage lasts as long as you own your home
- 24-hour service guaranteed
- Priority service by expert technicians
- All permanent repairs guaranteed

**Respond by:**  
February 17, 2010



# Questions & Answers

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## **What am I responsible for?**

As a homeowner, you are responsible for the water service line on your property, from the water company's connection all the way into your home. The water company's connection is normally in the road in front of your home.

## **What is included in this coverage?**

You will be covered up to \$3,000 per service call for the cost of repairing or replacing burst or leaking water service lines from the property boundary or well casing to the foundation wall. This includes all service call charges, labor and materials for covered repairs — so you'll have no bill to pay within the coverage limits.

## **Does my homeowners insurance cover this?**

Most homeowner's insurance policies do not cover repair or replacement of the water service line. If you find you have similar coverage, your service agreement fee will be refunded in full.

## **Who is eligible to join?**

Any residential homeowner with a home up to 5,001 sq. ft. can join. Tenants should check with their landlord before applying. Mobile homes, multi-unit dwellings, and commercial properties are not eligible for coverage.

## **When can I make a service call?**

Membership starts the day your Enrollment Form is processed and lasts for one year. There is an initial 30-day waiting period to make a claim, giving you 11 months of coverage during the first year of coverage. This prevents service calls on pre-existing conditions and helps keep the coverage affordable.

## **What is E-Z PAY?**

E-Z Pay is a paperless and stress free way to pay for your coverage. You authorize us to automatically debit your bank/checking account as your payment becomes due, at no additional cost! Your coverage will be automatically renewed so there's no risk of it expiring and losing your benefits. We will automatically debit the checking account from which you wrote your first payment. You choose your payment frequency and we take care of the rest! Your authorization remains in effect until you notify Home Service of change or cancellation. It's that simple!

## **Who is Home Service USA Corp.?**

Home Service is an independent company that partners with many large utility companies and protects hundreds of thousands of households across the US from emergencies related to broken water service lines. Home Service has been a Better Business Bureau accredited business since 2007. Visit [www.bbb.org](http://www.bbb.org) for more information on Home Service USA's BBB status.

**Call toll-free 1-877-444-7750 or visit [www.hsusacorp.com](http://www.hsusacorp.com)**

Available: Mon. – Fri. 8 a.m. – 8 p.m., Sat. 10 a.m. – 4 p.m. EST



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 367 LANCASTER PA

POSTAGE WILL BE PAID BY ADDRESSEE

HOME SERVICE PROCESSING CENTER  
PO BOX 522921  
MIAMI, FL 33152-9956



**Thank you!**



**To avoid delays, please**

- ✓ Sign and complete your Guaranteed Acceptance Form
- ✓ Make your check payable to Home Service
- ✓ Enclose your Guaranteed Acceptance Form and check - and nothing else

**Thank you**