



An important message from the City of Columbia.

You may not be aware that, as a homeowner, you are responsible for the maintenance and repair of the exterior water service line up to the water meter and sewer/septic service line on your property, in addition to your internal plumbing.

In the City of Columbia, we value our customers, which is why we are passing along the enclosed information about protecting yourself from unexpected water line, sewer line and internal plumbing repair costs with coverage from HomeServe. This information outlines the protection and peace of mind available to City of Columbia customers.

If you have any questions about the coverage, please call HomeServe toll-free at 1-844-863-1411 or go online to www.ColumbiaServicePlans.com.

City of Columbia
www.ColumbiaSC.net • 803-545-3300

Some Background on the City of Columbia's Endorsement of HomeServe

Why is the City endorsing water service line, sewer service line, and internal plumbing repair plan programs?

- Many of our customers are unaware that, in addition to their internal plumbing, property owners are responsible for the water service line between a customer's water meter and house and the sewer service line between a customer's property line and house.
- Most homeowner's insurance policies do NOT cover these types of repairs. Check your insurance policy to be sure.
- The City cannot repair breaks to privately owned lines. Because of that, in 2012, the City Council Environment & Infrastructure Committee requested staff look into endorsing a repair plan program.

Am I required to purchase a repair plan?

- No. The plans offered by HomeServe are OPTIONAL. The City does not and will not require its customers to purchase any of these repair plans.

Are there other repair plans that HomeServe is offering to eligible City customers?

- HomeServe is currently offering a water line service plan, a sewer line service plan, and an interior plumbing plan to eligible City customers at this time. Customers interested in multiple plans will need to sign up for each individually. To learn about all three HomeServe plans offered to City customers and eligibility requirements, call HomeServe at 1-844-863-1411 or visit www.ColumbiaServicePlans.com.

Why should I consider purchasing a repair plan?

- The City does not repair lines owned by the property owner. HomeServe may be able to assist through the repair plans.
- 100% of the proceeds the City of Columbia receives from HomeServe will be used for a residential assistance program. This program will be known as Change Up and will be developed to assist low income customers.

What if there is a problem with a City-owned line near my house?

- The City will repair City-owned lines regardless of coverage. Customers can call 803-545-3300 at any time to report a leak in the City-maintained portions of these service lines.

Tell me more about Change Up - the City's residential assistance program.

- The Change Up program will be designed to assist low income customers with their water and sewer bill. Customers will need to meet certain criteria to qualify. The Change Up program is under development.

Has the City given away my contact information?

- No. The City has NOT given customer mailing addresses to HomeServe. Instead, we have agreed to work with HomeServe on approved mailings sent to our customers through the City's billing database.

Who is paying for the HomeServe mailings?

- Marketing and mailing costs associated with promoting the repair plans through these mailings are paid by HomeServe. The City is NOT covering any of these marketing expenses for promoting these repair plans.

Who is paying for promoting the Change Up program?

- HomeServe promotions MAY include information on the Change Up program once it has been launched. All material included in the packets HomeServe uses to promote the repair plans will be paid by HomeServe.
- The City MAY cover the costs of promotional materials they provide for the Change Up program. Since the commission the City receives for these products will go to support the Change Up program, these materials MAY mention the repair plans from HomeServe, but will NOT be the primary focus of Change Up promotional materials.

How was HomeServe selected?

- The City chose to use a competitive process called a Request for Proposals (RFP) to seek companies that offered water and sewer service line repair plans.
- The decision to solicit an endorsement agreement was several years in the making and did not come lightly.
- In January 2014, the RFP was issued. HomeServe was selected as the company the City would endorse.
- The City of Columbia has entered into an agreement to endorse HomeServe, a company that offers water service line, sewer service line, and internal plumbing repair plans.
- In February 2015, HomeServe began to notify City of Columbia water and sewer customers of the plans available for repairs on privately owned water and sewer service line(s). In May 2016, HomeServe began notifying City customers of its internal plumbing repair plan.