1. Call to Order by Mayor Kevin Hammond:
2. Consent Agenda:
   a. Approval of January 3, 2018 Minutes:
   b. Approval of January 8, 2018 Special Meeting minutes:
   c. Approval of January 2018 bills (checks to include: 36871 - 36974):
   d. Approval of February 7, 2018 agenda
3. Citizens Comments:
4. New Business:
   a. Mayoral Appointments
   b. Water Protection Plan – Doug KRWA
   c. Spring Court Conference – Send Bonnie & Kim
   d. Spring Clerks Conference – Send Bonnie & Kim
   e. Water Conference – Kim
   f. Slurry Seal Streets – July or Aug
   g. Contract for Court Services Officer
   h. New Radar gun – Police Dept
   i. New Vac Truck for Water/Wastewater
   j. Home Serv- insurance plan for citizens water/sewer lines
   k. Digital LED sign for City Hall
   l. Spring Clean Up – June 9th
   m. Household Hazardous Waste Collection – June 16th
   n. City Christmas Party – December 15th
5. Old Business:
   a. Land Bank update
   b. WAMPO- Walkable places
6. Executive Session:
   a. Attorney/Client Meeting:
   b. Personnel Issues:
7. Pardon City Attorney:
8. Planning Commission Update:
9. Police and Personnel:
10. Treasurer Report:
11. Department Reports:
   a. Mayor:
   b. Parks:
   c. Streets:
   d. Gas:
   e. Water:
   f. Sewer:
12. Governmental Remarks:
13. Adjournment:

*NOTE: this Agenda is subject to change without notice*
STATEMENT OF ADOPTION

On February 7, 2018, the Mayor and Governing Body of the City of Garden Plain, Kansas, at an official business meeting adopted the City of Garden Plain Source Water Protection Plan and has filed a copy of the plan with the Watershed Management Section, Bureau of Water, Kansas Department of Health and Environment.

Copies of said plan have also been filed with--

1. Kingman County Conservation District
2. City Clerk of the City of Garden Plain

Copies of the plan can be obtained from--

City Clerk
City of Garden Plain
P.O. Box 336 / 505 N. Main Street
Garden Plain, Kansas 67050-0336

The service and assistance of the members of the Source Water Protection Planning Committee in preparation of the plan is acknowledged and greatly appreciated.

Committee Members
Paul McPhillips, Sr., City Council Person
Joe Fisher, City Council Person
Jenny Zoglman, City Council Person
Tyler Bugner, City Council Person
Tracy Thul, City Council Person
Art Wolfe, Public Works Superintendent

By our signatures, we acknowledge the above statements to be true, and that we are authorized by the Governing Body of the City of Garden Plain, Kansas, to make such representation.

__________________________
Larry Lampe, Mayor

__________________________
Kevin Hammond

__________________________
Kimberly C. McCormick, City Clerk

__________________________
date

__________________________
date
CITY OF GARDEN PLAIN

SOURCE WATER PROTECTION PLAN

Approved by the Governing Body and Signed by the Mayor
February 7, 2018
# TABLE OF CONTENTS

1. Source Water Protection Area  
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3. Water Quality Protection Measures  
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5. Inform the Public  
6. Source Water Protection Strategy  
7. Emergency Water Supply Plan and Water Conservation Plan  

**Appendices**  
1. Maps of Source Water Assessment Area, Source Water Protection Area and Water Well Completion Logs  
2. Contaminant Source Inventory and Identified Sites  
3. Recommended Water Quality Protection Measures  
4. Susceptibility Analysis Score  
5. Decision on Rigorous Delineation and Control  
6. Public Participation  
7. Review and Approval by Kansas Department of Health and Environment  
8. Contact List  
9. Water Right Documents  
10. Annual Review Check-off
1. SOURCE WATER PROTECTION AREA DESCRIPTION

City of Garden Plain Point of Diversion Locations and Information:

<table>
<thead>
<tr>
<th>Identification Name or Number</th>
<th>Well No. 1</th>
</tr>
</thead>
<tbody>
<tr>
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<td>Subdivision</td>
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</tr>
<tr>
<td>Address</td>
<td>5315 NE 140 Avenue</td>
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<td>Normal Quantity and Rate (Range)</td>
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<td>Kingman</td>
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<td>Distance from SE Corner</td>
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<tr>
<td>Distance from SE Corner</td>
<td>1,640' N × 1,006' W</td>
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<td>DWR File Number</td>
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</tr>
<tr>
<td>Normal Quantity and Rate (Range)</td>
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</tr>
<tr>
<td>Status</td>
<td>Active</td>
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</tbody>
</table>
I. Source Water Assessment and Source Water Protection Area (cont.)

Basis of Source Water Protection Area:

For most Kansas Public Water Supply Systems utilizing groundwater, the groundwater that is pumped into the distribution system is withdrawn from an aquifer that receives most of its supply from natural, local precipitation. Gravity is the biggest factor that causes water to flow. Precipitation on the land surface will move downward with gravity, through a porous formation until it reaches a non-porous formation which stops its downward movement. This water will then move laterally, with the help of gravity, to a lower elevation. The lateral movement of groundwater in an unconfined aquifer can be significantly slower than the vertical movement.

Many factors were considered before a determination was made of the area that should be designated as the source water protection area. The full 2-mile “circle” of the Source Water Assessment completed in 2003 was the starting point of the discussion. An evaluation of the topography and surface drainage, the aquifer, well construction, pumping rates, volumes and estimated drawdown of the wells was made. The areas outside of Zone B (within 2,000 feet) which are believed to have very little to no chance of impacting the groundwater quality at the wells was removed from consideration. The boundaries chosen for the protection area were generally placed on physical features readily observable in the field and which are most likely to contain the areas that could impact the quality of the groundwater pumped by the city’s water wells.

Because of the historical, and likely current, regional groundwater flow from west to east in the sand and gravel Holdrege or Meade Formation (see portion of Plate No. 1 of Kansas Geological Survey Bulletin No. 120 and Plate No. 3 of Kansas Geological Survey Bulletin No. 144), the relatively sandy soils and a local recharge area likely close to the wells, the chosen source water protection area should be the area in the immediate area of the Garden Plain water wells, and the area to the west and south upgradient from the wells.

The following narrative describes the local factors and circumstances unique to the Source Water Assessment / Source Water Protection Area:

The Kansas Geological Survey has published two Geology and Groundwater Bulletins for the area. Bulletin No. 120 reports on the water resources of Reno County (directly north of the well field). Bulletin No. 144 reports on the water resources of Kingman County. While the maps of the water table don’t quite match along the common county border, it is in agreement that the general regional groundwater flow direction is from west to east. The Kingman County Bulletin names the Holdrege Formation as the local aquifer. The operation of the City of Cheney wells in the section to the west could influence the current groundwater flow paths.

The City of Garden Plain has three wells authorized under their water rights. These wells are identified numerically as Well Nos. 1, 2 & 3. The wells range in depths of 63 to 74 feet. The logs of each well show some lenses of clay, but none are at the same depth at each well, suggesting that these clays are not continuous across the aquifer. Local recharge to the aquifer and the wells is likely significant. Copies of the well logs are found in Appendix No. 1.
1. Source Water Assessment and Source Water Protection Area (cont.)

In Reno County, the area is under the jurisdiction of Equus Beds Groundwater Management District No. 2 for water appropriation purposes. To the west, the Division of Water Resources has established South Central Kansas Designated Use Area 27, which is fully appropriated. New, viable locations where water right approvals can be given will be difficult to find if not impossible.

At the current time, the City of Garden Plain wells are authorized by a unique water appropriation permits. Appropriation of Water, File No. 38,899 authorizes Well No. 1; Appropriation of Water, File No. 38,900 authorizes Well No. 3; Appropriation of Water, File No. 38,901 authorizes Well No. 2. Each appropriation is authorized a quantity not in excess of 48,900 million gallons per year (m.g.y.) at a rate of diversion not to exceed 250 gallons per minute (g.p.m.), limited to a total of 48,900 m.g.y. The original deadline to perfect the appropriations was December 31, 1993. This deadline has been extended 3 times, and is currently December 31, 2018. Further extensions to 2028 in 5-year blocks should be available if needed, justified, and requested prior to any deadline. Easements for these three wells expire on September 20, 2087. The easement for the chlorination building expires on September 23, 2090.

Based on the above observations, it has been decided that the protection area would include all of the area of Zones A & B of the source water assessment (the area within 100 feet and within 2,000 feet of all three wells, respectively), and the land in Zone C located in the West Half of Section 3, all of Sections 4 and 5, the North Half of Sections 8 & 9, and the Northwest Quarter of Section 10, all in Township 27 South, Range 5 West, Kingman County, Kansas. The Source Water Protection Area boundary lines will be drawn on recognizable features on the ground, such as roads and surveyed section lines, as much as possible. Placing the boundary on more recognizable features such as roads, field edges, etc., eliminates the confusion an arc with a prescribed distance from the wells might create, as was done with the 2003 Source Water Assessment. All of the land in the protection area is within the original Zone C of the 2003 Source Water Assessment. Maps of the City of Garden Plain’s Source Water Assessment Area and Source Water Protection Area may be found in Appendix 1. The total protection area comprises approximately 3.75 square miles.

For water right purposes, the wells are designated to be in the North Fork Ninnescah River Drainage Basin. The United States Geological Survey (USGS) designates the area in which the wells are located as Hydrologic Unit Code (HUC) 110300140305 (Lower Cheney Reservoir - North Fork Ninnescah River Hydrologic Unit of the Outlet North Fork Ninnescah River Subwatershed). The south and west side of the protection area is also in HUC 110300150203 (Lower Smoos Creek Hydrologic Unit of the Smoos Creek Subwatershed) The Smoos Creek Subwatershed is in the South Fork Ninnescah River Watershed. All of these are in the Arkansas River Basin.
2. CONTAMINANT SOURCE INVENTORY

The pollutant source inventory was developed using the checklist found at Appendix 2. Analysis of the protection area was accomplished with a drive-through survey of the protection area. The drive-through survey and inventory was conducted by Douglas S. Helmke, P.G., Kansas Rural Water Association, on June 13, 2017.

Kansas Source Water Assessment Program Plan - Contaminant Source Inventory
Name of Public Water Supply: City of Garden Plain
Water Supply Diversion Point: Well Nos. 1, 2 & 3
Inventory Prepared by: Douglas S. Helmke, P.G. - Kansas Rural Water Association
Date Inventory Completed: June 13, 2017

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Present</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>E</td>
<td>Alfalfa Field</td>
<td>x</td>
<td>Zone B</td>
</tr>
<tr>
<td>M</td>
<td>Animal Feeding Operation</td>
<td>x</td>
<td>Zone C</td>
</tr>
<tr>
<td>211</td>
<td>Cattle Farm</td>
<td>x</td>
<td>Zones B &amp; C</td>
</tr>
<tr>
<td>AF</td>
<td>Electric Power Lines</td>
<td>x</td>
<td>Zones A, B &amp; C</td>
</tr>
<tr>
<td>AH</td>
<td>Farmstead</td>
<td>x</td>
<td>Zones B &amp; C</td>
</tr>
<tr>
<td>BF</td>
<td>Gravel Road</td>
<td>x</td>
<td>Zones B &amp; C</td>
</tr>
<tr>
<td>BH</td>
<td>Graving Livestock</td>
<td>x</td>
<td>Zones A, B &amp; C</td>
</tr>
<tr>
<td>4971</td>
<td>Irrigation Systems</td>
<td>x</td>
<td>Zones B &amp; C</td>
</tr>
<tr>
<td>AL</td>
<td>Irrigation Well</td>
<td>x</td>
<td>Zone B</td>
</tr>
<tr>
<td>Y</td>
<td>Lagoons &amp; Liquid Waste</td>
<td>x</td>
<td>Zones B &amp; C</td>
</tr>
<tr>
<td>3449</td>
<td>Miscellaneous Metal Work Manufacturing</td>
<td>x</td>
<td>Zone C</td>
</tr>
<tr>
<td>6515</td>
<td>Mobile Home Park</td>
<td>x</td>
<td>Zone C</td>
</tr>
<tr>
<td>BN</td>
<td>Native Grass Land (not CRP)</td>
<td>x</td>
<td>Zones A, B &amp; C</td>
</tr>
<tr>
<td>4600</td>
<td>Pipeline (Petroleum, Chemical, Etc.)</td>
<td>x</td>
<td>Zones B &amp; C</td>
</tr>
<tr>
<td>BQ</td>
<td>Pond</td>
<td>x</td>
<td>Zones B &amp; C</td>
</tr>
<tr>
<td>F</td>
<td>Range &amp; Pasture</td>
<td>x</td>
<td>Zones A, B &amp; C</td>
</tr>
<tr>
<td>N</td>
<td>Rural Homestead, with Septic Tank &amp; Laterals</td>
<td>x</td>
<td>Zones B &amp; C</td>
</tr>
<tr>
<td>AP</td>
<td>Telephone Lines</td>
<td>x</td>
<td>Zones B &amp; C</td>
</tr>
<tr>
<td>BA</td>
<td>Wells</td>
<td>x</td>
<td>Zones B &amp; C</td>
</tr>
<tr>
<td>111</td>
<td>Wheat Field</td>
<td>x</td>
<td>Zones A, B &amp; C</td>
</tr>
<tr>
<td>Other</td>
<td>Communication Tower</td>
<td>x</td>
<td>Zone C</td>
</tr>
</tbody>
</table>
2. Contaminant Source Inventory (cont.)

In the Kansas Source Water Assessment Program, the assessment areas were divided into three zones: Zone A, Zone B and Zone C. These zones were developed for the purpose of determining assessment scores. In theory, the presence a contaminant source in Zone A has a greater risk than a similar contaminant source in Zone B, etc. The zones for water systems using groundwater were defined in this manner:

Zone A = Land within 100 feet of the wells  
Zone B = Land within 2,000 feet of the wells  
Zone C = Land within 2 miles of the wells

A general description of the contaminant sources found in the protection area, with emphasis on Zones A and B, as shown in the Source Water Assessment, is as follows:

-Within 100 feet of the City’s wells (Zone A) are:
  1. Wheat Field
  2. Native Grass / Range / Pasture with Occasional Grazing
  3. Electric Power Lines

-Within 2,000 feet City’s wells (Zone B) are:
  1. Alfalfa Field
  2. Irrigation System and Irrigation Well
  3. Other Wells
  4. Farmsteads and Rural Homesites
  5. Cattle and Other Livestock
  6. Pipelines
  7. Ponds
  8. Dirt and All-Weather Surface Roads
  9. Power Lines
  10. Telephone Lines

Within the protection area, 21 categories of potential pollutant sources were identified. The inventory worksheet identifying the potential pollutant sources may be found in Appendix 2.

The land within the Source Water Protection Area has a variety of uses. All of the City of Garden Plain wells are located on privately owned land. Nearly all of the land in the protection area is used for agricultural purposes. Approximately 50 percent of the agricultural lands are used for growing various grains or animal feedstock. The other 50 percent is in grass either grazed or harvested. There are also a number of farmsteads and rural households, paved and dirt roads, gas and petroleum pipelines, and a small mobile home park. A small metal fabrication shop, a center-pivot irrigation system and irrigation well, and a cellular communication tower also exist. There is also one Confined Animal Feeding Operation permit, but there was no evidence that the number of animal units at the facility was at the permitting threshold.

See map in Appendix 1. See inventory in Appendix 2.
3. **WATER QUALITY PROTECTION MEASURES**

The City of Garden Plain has identified measures to assure protection of the quality of its source of water. These Water Quality Protection Measures are described in Appendix 3 of this document.

4. **SUSCEPTIBILITY ANALYSIS**

The purpose of a susceptibility analysis is to identify risks. It is a systematic procedure for determining the likelihood that a public water supply's raw water will contain contaminants at concentrations of concern. Using this information, a water system can direct water quality protection efforts in the most effective manner, thereby reducing contamination risks to its drinking water source.

The Source Water Protection Planning Committee used the susceptibility analysis procedure developed by the Kansas Department of Health and Environment for use in the Kansas Source Water Assessment Program. The following is a quote from the Kansas Source Water Assessment Report that describes in part the susceptibility analysis process:

"This analysis was based on a decision tree framework consisting of a series of yes and no questions. These questions considered the proximity of contaminant sources to the water supply intake, the type of contaminant, and the application of pollution prevention or water quality protection practices to sources of contamination. As the evaluator moved through the analytical framework, susceptibility points were accumulated based on the presence of contaminant sources in the assessment area (AA)."

"After all the questions were answered, the susceptibility likelihood score (SLS) was calculated for each contaminant of concern category. The SLS was determined by counting the number of contaminant risk factors found to occur in the delineated AA and applying a multiplier to this number. Because the number of contaminant category risk factors is not equal, the multiplier is used to establish a common scale for the SLS of each contaminant category."

The process described above was used to determine the susceptibility of the City of Garden Plain's wells. For this activity, the protection area for each well was separated into three zones: Zone A – 100 foot radius around the wells; Zone B – 2000 foot radius around the wells; Zone C – 2 mile radius around the wells. The decision tree procedure of questions was used to assess the circumstances pertinent to each zone and the scores were recorded using the Kansas Department of Health and Environment’s Automated Source Water Assessment Tool (ASWAT).

The resulting SLS scores for Well Nos. 1, 2 & 3 do not indicate whether the wells are at high or low risk to contamination, but rather the scores are intended to help the water system identify the types of contaminants that are most likely to impact the wells. With this information in hand, the water system can then direct water quality protection efforts towards addressing (and hopefully lowering) the highest contamination risks to a well. All risk factors should be addressed in a source water protection plan, but the use of a susceptibility analysis helps focus the protection activities.
4. Susceptibility Analysis (cont.)

The decision tree procedure and SWAT scoring used to tally the Susceptibility Likelihood Score (SLS) for the city’s wells may be found in Appendix 4 of this document. The Susceptibility Likelihood Score (SLS) for the City of Garden Plain’s wells are as follows:

<table>
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<tr>
<th>Susceptibility Likelihood Score (SLS)</th>
<th>A</th>
<th>B</th>
<th>B*</th>
<th>C</th>
<th>C*</th>
<th>D</th>
</tr>
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<tbody>
<tr>
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<td>35</td>
<td>37</td>
<td>36</td>
<td>42</td>
<td>34</td>
</tr>
<tr>
<td>SLS Range</td>
<td>Low</td>
<td>Low</td>
<td>Low</td>
<td>Low</td>
<td>Low</td>
<td>Low</td>
</tr>
</tbody>
</table>

Contaminant Risk Factors
A – Microbiological                     C – Synthetic Organic Compounds (SOC’s)
B – Inorganic Compounds (IOC’s)         C* – Pesticides
B* – Nitrates                           D – Volatile Organic Compounds (VOC’s)

The Susceptibility Likelihood Score (SLS) can range from 0 to 100. The greater the number, the greater the susceptibility of the water supply to contamination by the contaminant of concern. While the SLS is intended to reflect the relative susceptibility of the water supply to contamination by a particular contaminant group, there is no quantitative or value scale intended. Therefore, an SLS below a certain value is not intended to represent no problem to the water supply. There is also no intent to develop an overall or single “susceptibility score” for the water supply. The SLS is most useful for helping the public water supply direct water quality protection actions towards a contaminant category of concern. For example if the SLS for microbiological contamination is high relative to volatile organic compounds, water supply protection planners would conclude that attention should be directed towards microbiological contaminant sources rather than VOC sources.

Based on the Susceptibility Likelihood Scores shown above, there is no one category of contamination threat to the City of Garden Plain water supply. All efforts to reduce the risks from all contaminant sources will be beneficial, including those not addressed by the assessment tool.

In the opinion of the Source Water Protection Planning committee, the most significant potential risks to the quality and supply of the source water to the City of Garden Plain, ranked highest to lowest, are:

1. Abandoned Livestock Well
2. Wheat Farming near Wells
3. Cattle Grazing near Wells
4. Increasing Number of Rural Homes with Septic Systems
5. Irrigation System with Potential for Chemigation
6. Petroleum Pipelines
7. Vandalism

A listing of other potential pollutant sources that may pose a risk can be found in Appendix 3.
5. INFORM PUBLIC OF SOURCE WATER PROTECTION PLAN

In accordance with the 1996 Safe Drinking Water Act Amendments, the results of the Source Water Assessment portion of the City of Garden Plain Source Water Protection Plan have previously been made public. The Source Water Assessment requirements are: delineation of the protection area, an inventory of the potential contaminant sources, and a susceptibility analysis to determine the risk of contamination to the water source. The Kansas Department of Health and Environment has provided this information to the public on their website at:

http://www kdheks gov/nps/swap/download/GARDENPLAINCITYOF.pdf

The City of Garden Plain will provide information to the public regarding the Source Water Protection Plan in the following manner:

Upon approval of the Source Water Protection Plan, a summary will be prepared and provided to the water systems patrons. This will be accomplished by incorporating it into the Consumer Confidence Report prepared each year by the City of Garden Plain and on the city web page. Notices will also be sent to property owners in the source water protection area that are not customers of the water system.

6. SOURCE WATER PROTECTION STRATEGY

The Source Water Protection Strategy describes the actions necessary to minimize the risk to the quality of the source water utilized by the City of Garden Plain.

1. The following actions will be taken to implement Water Quality Protection Measures:

   a. The Garden Plain Police Department, the Kingman County Commissioners, the Sedgwick County Commissioners, the Kingman County Departments of Emergency Management, Planning and Zoning, Appraiser, and Noxious Weeds, Kingman County Sheriff, the South Central Kansas Local Environmental Protection Group, the Cheney Fire Department, the Kingman County Conservation District, the Kingman County USDA Office, the Kingman County Research & Extension Office, Cheney Lake Watershed, Inc., the Sedgwick County Emergency Management Department, the Kansas Department of Health and Environment (KDHE) Bureaus of Watershed Management and Water, and the KDHE South Central District Office and will be contacted and informed of the location of the City of Garden Plain's Source Water Protection Area and the development of the Source Water Protection Plan.

   b. The City will lead an effort to create an unrestricted Garden Plain Community Improvement Fund at the Central Kansas or South Central Kansas Community Foundation.
6. **Source Water Protection Strategy (cont.)**

c. The Kingman County Sheriff’s Department will be asked in the notification they receive to add the well locations to the list of facilities that are regularly patrolled for suspicious activity and general crime prevention.

d. The City will ask to partner with the City of Cheney and Cheney Lake Watershed Inc. to promote the NRCS Healthy Soils initiative for the area’s agricultural producers and landowners to explain the mutual benefits of enhanced soil management.

e. The City will work with owners of abandoned water wells to have them plugged in accordance with Kansas Department of Health and Environment regulations.

f. The City will invite the Kingman County Zoning Administrator to explain the process of establishing a Water Quality Protection District as provided in the Kingman County Zoning Regulations, and the improvement in the levels of protection such a district might provide.

g. The pipeline companies will be notified that pipeline maintenance within the source water protection area is important and that it should be done in a manner that doesn’t negatively impact groundwater quality.

h. The Kansas Department of Agriculture will be asked to inspect the nearby irrigation wells for the presence and proper installation and maintenance of chemigation equipment.

2. The following actions will be taken to assure continued maintenance of Water Quality Protection Measures presently in place:

a. Each year the Source Water Assessment and Protection Plan will be re-evaluated. (This will occur at about the same time of the year that the water systems Consumer Confidence Reports are due.) At this time, progress and continued completion of the protection goals will be evaluated. If any new potential pollutant sources are identified, the potential risk they may pose to the water supply will be evaluated and the plan revised to reflect the change, if necessary.

b. Efforts will be made to maintain good communication with the landowners and producers within the protection area and local agencies that serve them, to provide beneficial information concerning recommended Water Quality Protection Measures.
6. **Source Water Protection Strategy (cont.)**

3. The following actions will be taken to assure that persons responsible for future potential pollutant sources are aware of the expectations / requirements of the City of Garden Plain’s Source Water Protection Plan:

   a. The source water will be tested regularly and the reports reviewed and compared to insure no significant change to water quality. The results will be made available to the customers and area landowners through the Consumer Confidence reports.

   b. Efforts will be made to stay alert to any future activities that could potentially effect the water quality of City of Garden Plain’s groundwater supply.

   c. Efforts will be made to educate new landowners and producers concerning the recommended Water Quality Protection Measures by making available information concerning the Source Water Protection Plan once a year. This will be done at the same time that the Consumer Confidence Report is made available to all water users. Information concerning educational materials and resources available through the Kingman County Conservation District, Kingman County K-State Extension Office and the South Central Kansas Local Environmental Protection Group will be provided.
7. EMERGENCY WATER SUPPLY PLAN AND WATER CONSERVATION PLAN
Did you KNOW?*

50% of customers will turn to their utility for help with a home repair emergency

59% of Americans had a home repair emergency in the past year

56% of Americans have less than $1,000 in savings to cover an emergency home repair

*2012 Ipsos Survey of policyholders and non-policyholders
2016 Harris Poll

Why Partner with HomeServe?
We know that as a member of the APGA, you are looking for innovative ways to bring valuable services to your customers that demonstrate your commitment to the community in which you live, work and serve. HomeServe shares those values.

- HomeServe is an A+ Better Business Bureau Accredited Business with a customer satisfaction rating of 98%.
- HomeServe is partnered with over 500 municipalities, utilities, and association partnerships.
- HomeServe’s award-winning contact center utilizes state-of-the-art technology to deliver an outstanding customer experience.
- HomeServe’s People Promise is an internal mission to bring together both the company and its employees by creating a mutual commitment to support the communities we serve.

HomeServe is a proud member of APGA
businessdevelopment@homeserveusa.com
Homeserveenergyinsider.com/APGA | 1-866-974-4801
Providing **reliable repair service** to your community

**Who is HomeServe?**

HomeServe is proud to be an APGA partner. HomeServe and APGA are well aligned on the most important issues: community, service, reliability.

HomeServe's suite of home repair products provides best-in-class home repair plans that protect homeowners against the expense and inconvenience of home emergencies by providing affordable coverage and quality service. These affordable plans provide repair service in an emergency, through a 24/7 repair hotline, by local, licensed and insured technicians with no deductibles and are available to all APGA members, from the smallest to the largest.

APGA members can partner directly with HomeServe to bring this important protection to their customers. In addition, a partnership with HomeServe can provide a new source of revenue from customer participation in repair programs.

**Protection Plans**

- Gas Fuel Line
- Exterior Electrical Line
- Water Service Line
- HVAC Equipment
- Water Heater
- Sewer Line
- Interior Electrical Wiring

HomeServe is a proud member of APGA
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Recent Harris Poll results (2000 adults surveyed)

- Nearly 2 in 5 Americans don’t have the necessary funds set aside to cover a $500 repair (including almost half of millennials)
- 1 in 2 Americans describe their current state of household finances as either fair, poor, or terrible.
- 3 in 10 Americans aged 37+ cited they had no money set aside for emergency repairs.
- 46% of respondents had an emergency repair in the last 12 months.
- 80% of respondents either strongly or somewhat agreed with the statement: *Local community governments should be responsible for educating homeowners about external water lines on their property that are not covered by homeowners’ insurance, the city/town or the local utility (i.e., meaning that if a problem were to occur, the homeowner would be solely responsible for the cost out of pocket).*
WHY CHOOSE UTILITY SERVICE PARTNERS?

EXPERIENCE

REPUTATION

PARTNERSHIP

"This award underscores one of the primary reasons the National League of Cities selected USP as a partner. The organization's exemplary record of customer service and transparency is what has driven the success of this partnership over the years."

Clarence Anthony
Executive Director
National League of Cities
Experience

Utility Service Partners is the administrator for the National League of Cities Service Line Warranty Program
- Over 475 cities in North America are participating in the program
- Invested more than $64 million in private infrastructure repairs
- Returned nearly $4 million to cities through revenue sharing component

Management team that has provided these types of services for over 15 years

USP is a solution provider
- Educate homeowners about their responsibility
- Provide an affordable repair solution

Keep our promise to your homeowners
- 97% claim approval rating
- 95% customer satisfaction rating
Reputation

Brand stewardship
- 2013 BBB Torch Award for Marketplace Ethics
- A+ Accredited BBB rating

Commitment to local government
- **Only** service line warranty provider that will never market to consumers without the consent and support of the City

Respect for homeowner’s privacy
- Limited mailings to residents
INFRASTRUCTURE CHALLENGES...
A NATIONAL PROBLEM

D+ 2013 ASCE NATIONAL PUBLIC INFRASTRUCTURE RATING

OVER 850 WATER MAIN BREAKS EVERY DAY ACROSS THE U.S.

$ EPA ESTIMATES THAT CITIES WILL SPEND HEAVILY ON INFRASTRUCTURE OVER THE NEXT 20 YEARS

$77 billion for repair or replacement of public water distribution systems
$10 billion for wastewater collection system upgrades
$22 billion for new sewer construction
$45 billion to control combined sewer overflows
$7 billion to control municipal storm water
CHALLENGES FOR HOMEOWNERS

LATERAL LINES ARE SUBJECTED TO THE SAME ELEMENTS AS PUBLIC LINES
- ground shifting, fluctuating temperatures, tree root penetration, corrosion and more

OUT OF SIGHT, OUT OF MIND
- water and sewer lines located outside, usually underground

FAILED LINES WASTE THOUSANDS OF GALLONS OF WATER
- and present an environmental hazard

COMMON HOMEOWNER MISCONCEPTIONS
- the City is responsible for maintenance of the water and sewer lines on their property
- repairs are covered by their homeowner's policy
HOMEOWNERS ARE NOT PREPARED

1 in 5 households are putting off repairs because they don't have the money

60% of utility customers don't know their responsibility for service line repairs

59% of homeowners have had a home repair emergency in the last year

44% of homeowners say it's hard to find a reliable repair service

56% of Homeowners have $1,000 or less set aside for home repairs

72% of utility customers would appreciate a recommendation on home emergency repair services.
SOLUTION FOR MUNICIPALITIES AND THE HOMEOWNERS THEY SERVE

PEACE OF MIND
Repair protection for leaking, clogged or broken water and sewer lines from the point of utility connection to the home exterior

COVERAGE INCLUDES
- Educating homeowners about their service line responsibilities
- Up to $8,500 coverage per repair incident
- Includes public street and sidewalk cutting
- No annual or lifetime limits
- No deductibles, service fees, forms or paperwork
- 24/7/365 availability
- Repairs made only by licensed, local area contractors
- Affordable rates and multiple payment methods

PROGRAM HIGHLIGHTS
- Over 475 cities and 400,000 homeowners participating
- Saved homeowners over $33 million in service line repair costs over the last three years
- Consistent customer satisfaction rating of 95%
- 9 of every 10 customers surveyed have recommended the NLC Service Line Warranty Program to friends, family and neighbors
Municipality Solution for Homeowners

Homeowner repair protection for leaking, clogged or broken water and sewer lines from the point of utility connection to the home exterior

Coverage includes:

- Educating homeowners about their service line responsibilities.
- Up to $8,500 coverage per repair incident.
- Includes public street and sidewalk.
- No annual or lifetime limits.
- No deductibles, service fees, forms, or paperwork.
- 24/7/365 availability.
- Repairs made only by licensed, local contractors.
- Affordable rates and multiple payment methods.
Municipality Solution for Homeowners

Homeowner repair protection for in-home water supply lines and in-home sewer lines and all drain lines connected to the main sewer stack that are broken or leaking inside the home after the point of entry.

Coverage includes:

- Up to $3,000 coverage per repair incident.
- Repair of clogged toilets
- Includes coverage for broken or leaking water, sewer, or drain lines under the slab or basement floor
- No annual or lifetime limits.
- 24/7/365 availability
- No deductibles, service fees, forms, or paperwork.
- Repairs made only by licensed, local contractors.
- Affordable rates and multiple payment methods.
City’s Role

Use of Logo and City Official’s Signature

- City review and approval before mailing
  - Input on message to residents
- Once approved we provide mailing date
- Will *not* mail without City partnership and approval of material
- Direct mail - 3 mailing campaigns per year
  - No telemarketing or door to door solicitation
- Turnkey Approach
  - We handle marketing, billing, claims and customer service
    - No public funds used
City’s Role (cont)

Only company to use partnership method
- Partnership allows best possible benefits at lowest rates (economies of scale)
- NLC endorsement (and use of name) requires continued transparency
- Provide press release (and web banner)
  - Program offered by outside company via partnership
  - Includes our information and directs them to contact us
- Online Partner Portal
  - How many residents enrolled, which products enrolled in, claims filed (and $ paid), accruing royalty, customer satisfaction surveys
- Do not require exclusivity
  - Other companies can still market to residents
  - Program unavailable to residents without partnership
OVER 475 PARTNERS IN 36 STATES

- Alabama
- Arkansas
- Arizona
- California
- Colorado
- Connecticut
- Florida
- Georgia
- Iowa
- Illinois
- Indiana
- Kansas
- Kentucky
- Louisiana
- Maryland
- Michigan
- Minnesota
- Missouri
- North Carolina
- Nebraska
- New Jersey
- New Mexico
- Nevada
- Ohio
- Oklahoma
- Oregon
- Pennsylvania
- South Carolina
- South Dakota
- Texas
- Utah
- Virginia
- Washington
- West Virginia
- Wisconsin
- Wyoming
"The program has already paid out over $1 million in repairs and replacements for our homeowners' lateral service lines. My constituents are happy that we have provided this option for city homeowners. We use the revenue associated with the program to assist lower income homeowners with repairs to their service lines. I am sure your City will be pleased with the NLC Service Line Program."

Felicia Moore  
City Councilwoman  
Atlanta, GA

"This program has been available to Clarksburg's residents for nearly two years, and it's a real winner. Resident satisfaction is high and it's a lot easier to tell citizens about this great service rather than explain why they are on the hook for costly repairs."

James C. Hunt  
past NLC President  
former Council Member  
Clarksburg, WV

"The Service Line Protection Program helps Phoenix residents and the city government. Revenue from the program goes to core city services like police, fire, parks, libraries and senior centers. The warranties give residents an affordable option for repairs to their sewer and water lines."

Jon Brodsky  
Public Information Officer  
Phoenix, AZ
HOMEOWNER TESTIMONIALS

"Glad the city made this recommendation and that I purchased it. Fantastic contractor!"  
Julie M., Mooresville, NC

"Having water and sewer line coverage is a Godsend. When I bought my home and turned on the water, there was a leak in the alley that the city said I was responsible for and the repair cost a small fortune. Thank you for this protection. It really eases my mind!"  
Patricia G., Abilene, TX

"After my recent home fire, it was very comforting to contact SLW and be told that my line would be immediately repaired. The fast service was truly appreciated, and I highly recommend your service - I have already recommended SLW to all my family and friends."  
James H., Charleston, WV

"I recently had a huge problem with my sewer line and I cannot begin to express how helpful it was to have this coverage. It gets increasingly difficult to keep up with repairs. Having the warranty made it easy."  
Marsha B., New Brighton, PA
Dear Felicia,

On Christmas Day my sewer line backed up into my house and into my tub. I could not flush toilets or take a shower or wash dishes or clothes or even my hands. It turned out to be due to a clogged sewer line in my front yard. Thanks to you, I had the warranty and did not have to pay for the $2000 plus repair! Thank you! The warranty company had a good customer service and the local plumbing company that they sent to do the work, Atlanta Plumbing Plus, WAS AMAZING! They did a wonderful job and were very respectful of my property (and my anxiety about the situation). Thank you so much Felicia for always looking out for us!

Cindy

Homeowner, Atlanta, GA
WHY SHOULD YOU OFFER THIS PROGRAM?

BECAUSE an unforeseen repair expense could be hard on a budget.

BECAUSE homeowners believe service line repairs are the City’s responsibility.

BECAUSE without a referral, your citizens may use inferior contractors.

BECAUSE the City can further help its residents by generating funds for important programs.

BECAUSE your homeowners deserve the very best customer experience.