



Covington Public Works/Utilities

DIRECTOR OF PUBLIC WORKS

City of Covington

Public Works Meeting

City Hall

Downstairs Board Room 4:00 P.M.

March 5, 2024

- 1. HomeServe insurance for water customers. (See Attached)**
- 2. TDOT pavement program for Tipton. (See Attached)**
- 3. Well 5 repair schedule.**
- 4. Discharge permit for WWTP.**
- 5. Pothole repair.**
- 6. Grass cutting season.**
- 7. Employee staffing update.**

Other Business:

- 1. Code Division monthly report: (See attached)**

Adjourn:



HomeServe®

Aging Infrastructure Solutions for Municipalities, Utilities, and
Homeowners

Infrastructure challenges - a national problem

Annual Household Leaks Waste



Source: epa.gov

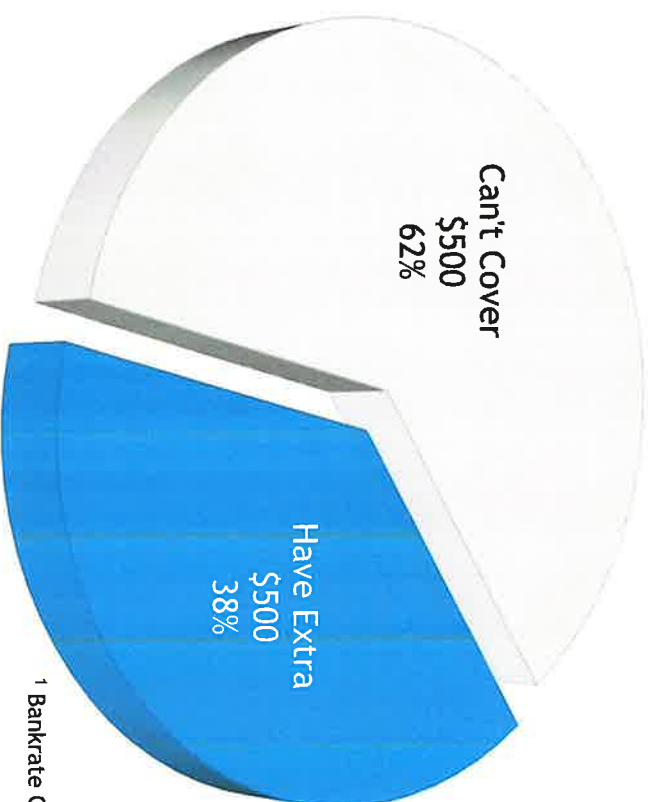
Customer Leaks Clearly a Problem

- Lack of customer understanding regarding responsibility of service lines/leaks
- Lost time for each utility due to leaks
 - Many phone calls per leak for staff
 - Operators verifying repair
- Customers & Utilities hit hard financially
- Renters leave to escape leak charges
- In-house leak adjustments increase risk on utilities
- Customer is responsible but still blames utility
- Uncertainty of who to trust with the repair



Unaffordable for Customers

Americans Unable to Cover an Unexpected Expense of \$500¹



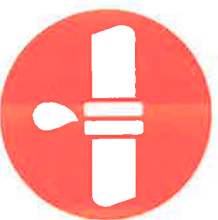
¹ Bankrate Group Study

TWO PROBLEMS - ONE SOLUTION

NLC Service Line Warranty Program and ServLine

NLC Service Line Warranty Program

by



Line Protection

Educates homeowners about their responsibility for service lines and offers optional coverage for repairs/replacements



by HomeServe®



Leak Protection

Covers the cost of a high water bill due to a leak for all customers

These programs* allow the utility or municipality to proactively address customer pain points, resulting in increased customer satisfaction.



**Can be offered or implemented separately if desired*



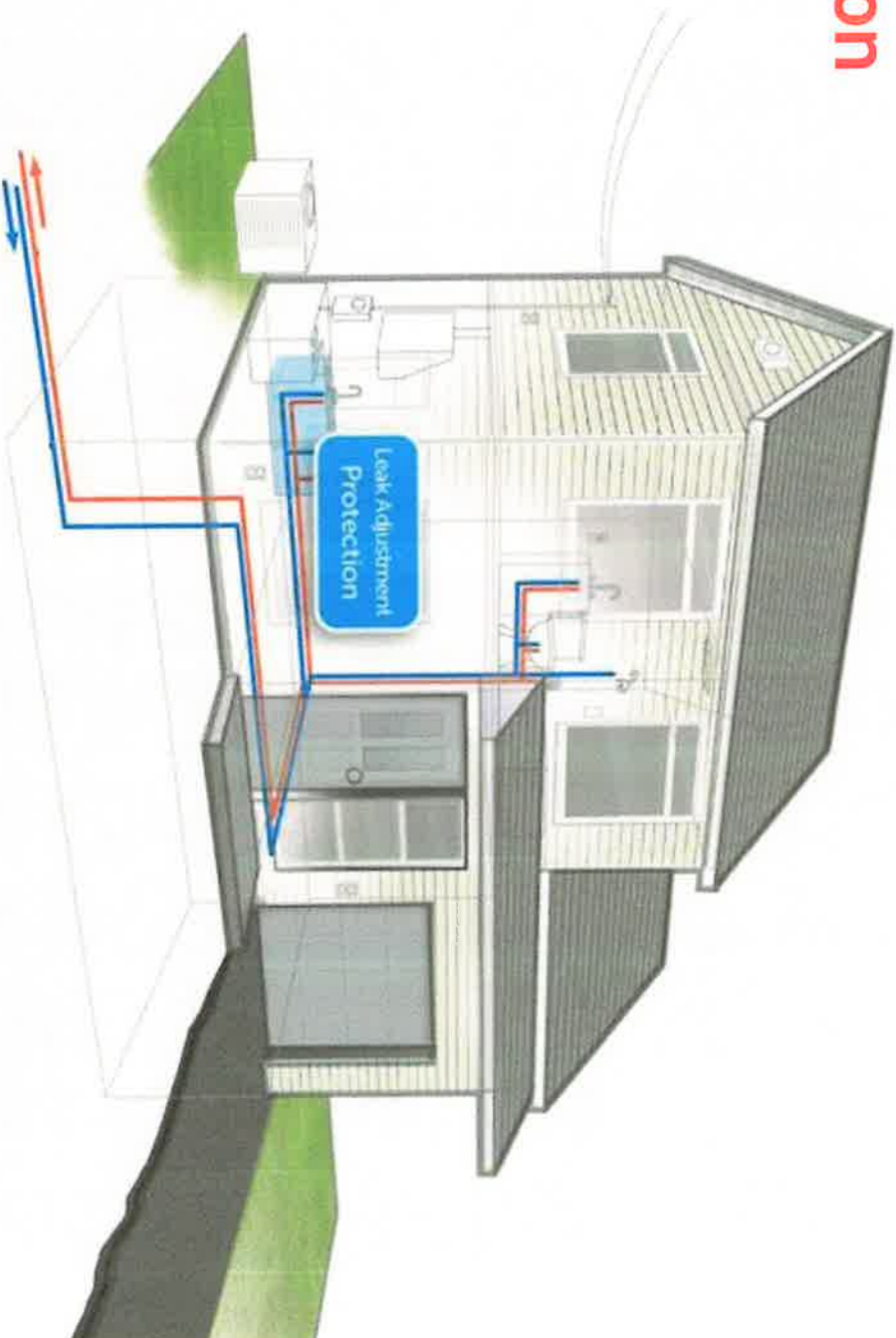
SERVLINE
by HomeServe®

**Transforming the Leak Adjustment Process to
Deliver Exceptional Customer Service**

A Proactive Solution



- An easy-to-use Leak Adjustment Insurance Program
- A proven customer service relation tool with 96% avg participation across the nation
- Eliminates financial burden of unexpected high water bill



Leak Adjustment Protection

- Customizable program
- Residential and Small Commercial coverage available
 - Master-Metered, Multi-Habitational as separate rate
- Utility chooses protection limit
 - \$500, \$1,000, or \$2,500
- No deductible - customer only pays avg bill up to protection limit
 - Example: Customer has \$50 avg & receives \$1,000 bill one month. Customer pays \$50, ServLine pays utility \$950
- Small fee per customer per month
- No cost to the utility



Simple Program Implementation

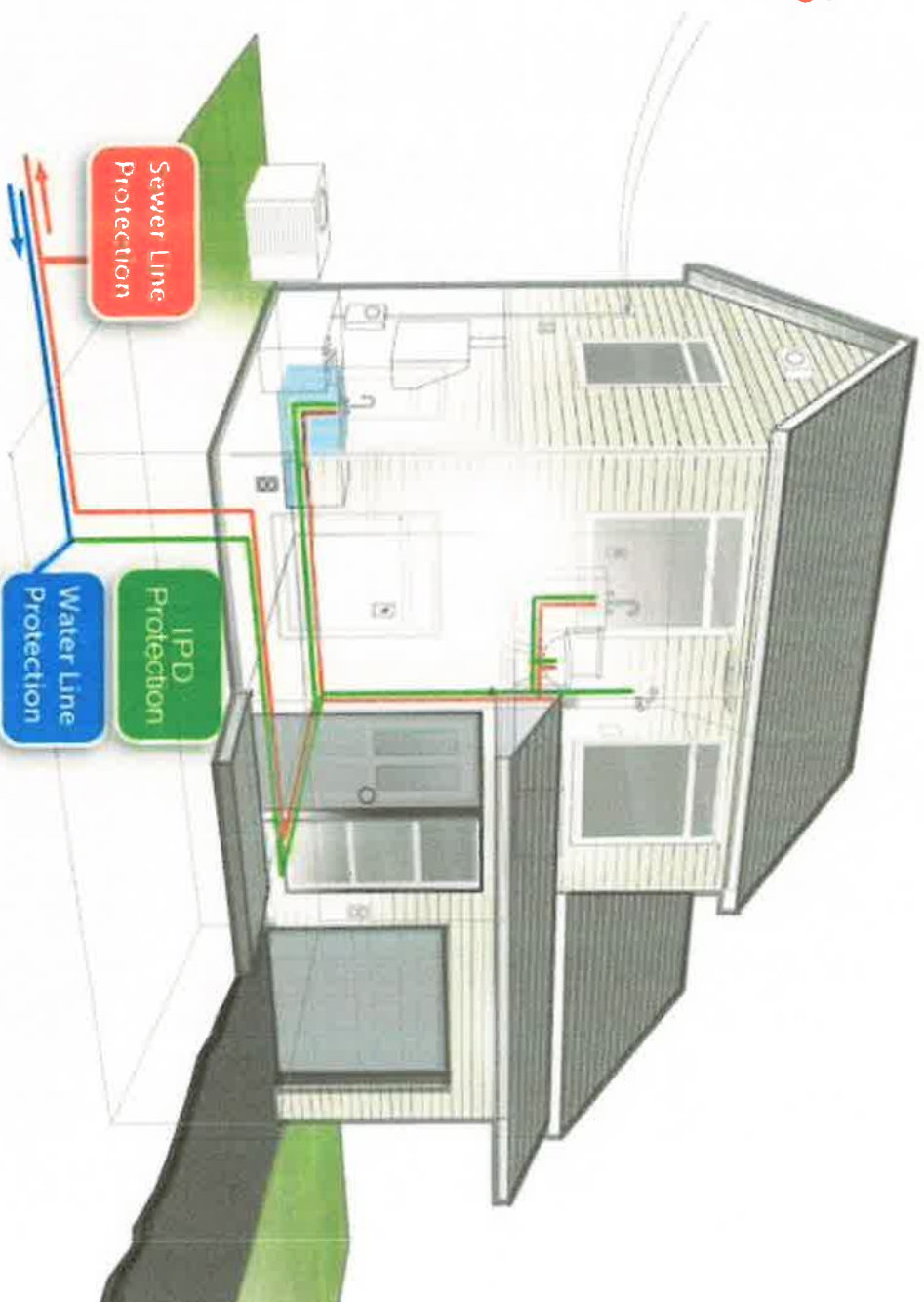
- Added as a separate line item on the bill
 - Can include in base water rate if desired
- Begins with auto-enrolling all eligible customers and giving them the freedom to decline participation prior to being charged
- Brochures sent to the customer 1-2 months prior to launch of program
- Training conducted to ensure clarity & understanding for staff
- Claims and Customer Service handled by SerVLine



Service Line Repairs

NLC Service Line Warranty Program by HomeServe

- Optional low-cost protection against expensive service line repairs.
- Educates residents about their responsibility.
- Turnkey program - provides marketing, billing, claims, & customer service.
- No cost to cities/utilities to participate.



Coverage Options



WATER LINE



SEWER LATERAL



IN-HOME PLUMBING &
DRAINAGE

- Water/Sewer Line: Up to \$8,500 coverage per incident for repair or replacement of leaking, clogged or broken lines from the point of utility connection to the home exterior
 - Septic & Well Lines included
- In-Home P&D: Up to \$3,000 per incident on all water, sewer, & drain lines inside the home after the point of entry
- No annual or lifetime limits, deductibles, service fees, forms or paperwork
- 24/7/365 availability

Homeowner Education

- Simple direct mail - indicating the program is optional
- Must be approved by the utility or letter is not sent
- 3 Mailings per year
- Utility name/logo and HomeServe name are represented together promoting trust among customers
- Customers signup with HomeServe directly



Thank You!

Jenna Hazelet, Director Business Development

jenna.hazelet@homeserveusa.com

T – (423) 326-7634

www.servline.com



**TENNESSEE DEPARTMENT OF TRANSPORTATION
FISCAL YEARS 2024 - 2026
COMPREHENSIVE PAVEMENT PROGRAM**



Region	County	Route	Description	Beg_LM	End_LM	Type	24	25	26
3	Sumner	SR-174	From East Broadway Street to South Tunnel Road	15.5	22	Traditional	CN		
3	Sumner	SR-386	From near Forest Retreat Road to near Saundersville Road	1.83	6.28	Traditional		CN	
3	Sumner	SR-6	From Near US231 to SR 52	26.8	31.42	Traditional			CN
3	Sumner	SR-6	From near Greensboro Drive to West of Joann Street	11	14.91	Traditional	CN		
4	Tipton	SR-179	From SR-54 to SR-14	0	5.8	Preservation			CN
4	Tipton	SR-3	From E. Woodlawn Ave. to Winn St.	9.6	15.4	Traditional		CN	
4	Tipton	SR-3	From LM 18.17 to LM 18.85 (ICRR)	18.17	18.85	Traditional		CN	
4	Tipton	SR-384	From SR 59 to SR 3	6.25	9.73	Traditional		CN	
4	Tipton	SR-54	From SR 3 to Haywood Co. Line	0	9.77	Traditional		CN	
4	Tipton	SR-54	From North Maple St. to SR-3	0	0.25	Traditional		CN	
3	Trousdale	SR-25	From SR-10 to the Smith County Line	0.53	3.63	Traditional		CN	
1	Unicoi	SR-352	From North Carolina State Line to near SR 36	0	9.06	Traditional		CN	
1	Union	SR-131	From Union County Line to near Williams Creek Bridge	0	7.85	Preservation		CN	
1	Union	SR-144	From SR-33 to SR-170	5.03	7.65	Traditional	CN		
1	Union	SR-170	From Anderson County Line to near SR-144	0	5.86	Traditional	CN		
1	Union	SR-61	From SR 33 to near SR 131	10.73	15.65	Preservation		CN	

01/31/2024

Subject to Change

CODE COMPLIANCE DEPARTMENT
REPORT: March 5, 2024



TOUCHPOINTS:

Personnel Report: Full Staff

Training: On going in numerous subjects

On Going Projects:

- Blight Grant
- Property Maintenance Concerns
- Disaster Relief/Recovery Assistance/Long-term Recovery group