

REGULAR CITY COUNCIL WORK SESSION
August 5, 2019
Sixth Corner Meeting Room
4100 Lakeview Avenue North
Robbinsdale, Minnesota
Following the 7:00 p.m. regular City Council Meeting

AGENDA

1. CITY COUNCIL WORK SESSION CALLED TO ORDER BY MAYOR PRO TEM
2. ROLL CALL: Blonigan, Rogan, Selman, Backen, Mayor Murphy
3. RECEIVE: Architect proposal for exploration of community space at Sanborn Park
4. RECEIVE UPDATE: Water Treatment Facility Location Selection
5. REVIEW: Hollingsworth Park Phase II Proposal – Extension of paving
6. DISCUSS: National League of Cities Service Line Insurance Option
7. DISCUSS: Council Chambers and AV System updates
8. RECEIVE: Preliminary 2020 Budget Forecast
9. MONTHLY UPDATE: Problem Properties
10. REVIEW: Strategic Goals
11. OTHER BUSINESS
12. ADJOURNMENT

NLC Service Line Warranty Program Highlights

- The only utility line warranty program endorsed by the National League of Cities (NLC)
- Endorsed by multiple state leagues
- Over 500 municipalities participating nationwide
- No cost to or liability for the city to participate
- Ongoing revenue stream for city
- Educates homeowners about their lateral line responsibilities
- Utility Service Partners (USP) handles all marketing and management of the program
- 24/7/365 bilingual customer service
- All repairs performed to city code by local, licensed contractors
- Reduces calls from residents to City Hall for lateral water and sewer line issues
- Homeowner billed by NLC Service Line Warranty Program
- Provides residents an affordable solution that covers cost of repairs to water and sewer lines for which the homeowner is responsible
- No public funds are used in the marketing, distribution or administration of the NLC Service Line Warranty Program
- The NLC Service Line Warranty Program must be supported by the city into which it is being introduced before any warranty offer letters are mailed to homeowners in the community

PARTICIPATING Minnesota Metro Area CITIES

Edina

St Louis Park

Richfield

Columbia Heights

St Michael

Mounds View

South St Paul

Falcon Heights

Arden Hills

New Brighton

Rosemount

Blaine

NLC SERVICE LINE WARRANTY PROGRAM BENEFITS

CITY

- Provides non-tax revenue stream without any investment
- Reduces calls to City/Public Works when a homeowner's line fails
- Contractors undergo rigorous vetting process to ensure quality service
- Reduces costs associated with sending Public Works to residents' homes to assess lateral line issues
- Keeps money in the local economy by using contractors in the metro area
- Contractors must be current with insurance and required licenses

RESIDENTS

- Affordable utility line repair solution for families on a budget
- Educates homeowners about their service line responsibilities
- Prevents aggravation of having to find a reliable, reputable plumber
- Peace of mind – with one toll-free call a reputable plumber is dispatched
- Keeps money in the homeowner's pocket; without warranty, repairs cost from hundreds to thousands of dollars
- No service fees or deductibles and no paperwork or forms to complete

ACCOLADES & ACCOMPLISHMENTS



- The **only** utility line warranty program endorsed by the National League of Cities
- Over **1.3 million repairs** performed over the last three years saving customers over **\$454 million**
- A customer satisfaction rating of **4.7 out of 5 stars***
- **Accredited by the Better Business Bureau with A+ rating**

* Average repair service rating from customers surveyed via text message and email post service from October 2018 – February 2019

Learn more about the program at www.utilitysp.net or call 1-866-974-4801.