



Please respond by:
December 4, 2018

Please review the enclosed information:

Status summary and explanation of water line responsibility

Status Review:

October 30, 2018

We are writing you today regarding your exterior water service line not being covered with Exterior Water Service Line Coverage from HomeServe. This *optional* protection can help protect you against a water or well line failure that may cost thousands in out-of-pocket expenses to replace if a breakdown occurs.

Response requested within 30 days

Status:
Not covered

[Redacted]
Water line responsibility:
[Redacted]

Property in:
Pompano Beach

Take action today. Please respond by completing and returning the enclosed form. For fastest processing visit

Explanation of benefits

Most homeowners are not aware that they are responsible for the water line buried underground on their property. Your water company does not own this line and does not pay to repair or replace the line.

Eligible Pompano Beach homeowners can accept protection, which includes multiple service calls annually up to \$5,000 per call for covered repairs (30-day wait period and a 30-day money-back guarantee). Your rate is only \$3.99 per month—after an instant rebate of \$0.50 off per month for the first year.[†]

Your response is requested. Please complete and send back the enclosed form today.

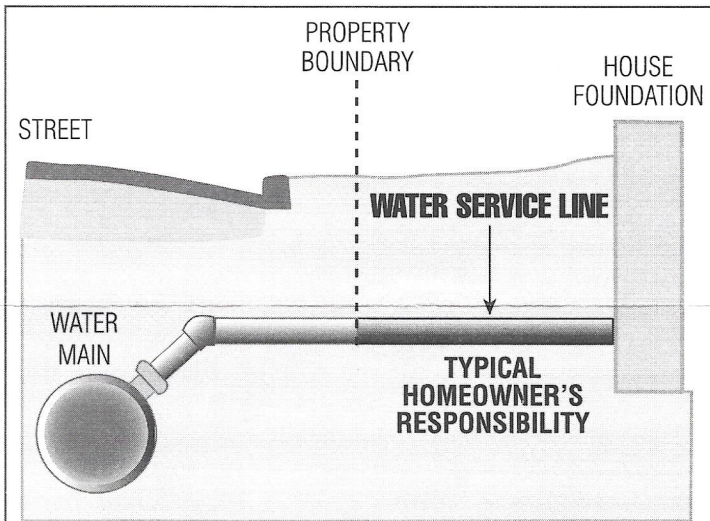
[†]Savings as compared to renewal price. For more information about the instant rebate, see [Redacted]

This *optional* coverage is offered by FPL Energy Services, Inc. (FPLES), Florida license #E099597, and not Florida Power & Light Company (FPL). FPLES is an unregulated subsidiary of FPL. The coverage is administered by HomeServe USA Repair Management (Florida) Corp. ("HomeServe"), Florida License #W220985, with corporate offices located at 601 Merritt 7, 6th Floor, Norwalk, CT 06851. The coverage is provided by ServicePlan of Florida, Inc., Home Warranty Assoc. #70033, 175 West Jackson Blvd., Chicago, IL 60604. *FPLES, HomeServe and ServicePlan of Florida, Inc. are each separate and independent companies.* This service plan is not provided by your local electric or water utility.

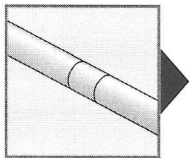
Important Coverage Information: Eligibility: An owner of both a residential home permanently secured to the ground and the land it is located on may be eligible for coverage. Recreational vehicles or homes on wheels and properties used for commercial purposes are not eligible for coverage. Your property is not eligible if you are aware of any pre-existing conditions, defects or deficiencies with your exterior water service line prior to enrollment. If you live in a development community with a condominium, co-op or homeowners association, your exterior water service line may not be an individual homeowner's responsibility, so please check with your association before accepting this coverage. Benefit Details: Coverage provides, up to the benefit amount, for the covered cost to repair or replace a leaking, low pressure or permanently blocked exterior water service line, for which you have sole responsibility, from your property boundary or external wall of your well casing to the external wall of your home, that is damaged due to normal wear and tear, not accident or negligence. Not covered: Repair to any exterior water service line that branches off the main line, thawing of frozen pipes, and damage from accidents, negligence or otherwise caused by you, others or unusual circumstances. Additional exclusions apply. Making a Service Call: Your plan starts the day your form is processed, and there is an initial 30-day waiting period before you can make a service call, giving you 11 months of coverage during the first year. Upon renewal/reactivation (if applicable), you will not be subject to a waiting period. Cancellation: You may cancel within 30 days of your start date for a full refund (or less any claims paid if cancelled at any time after renewal/reactivation, where applicable). If you cancel after the first 30 days you will be entitled to a refund of 90% of the unearned pro-rata price less any claims paid (where applicable). You may also contact HomeServe to cancel if you find your utility or municipality provides similar coverage to you at no charge, and you will receive a refund less any claims paid (where applicable). Renewal: Your coverage is based on an annual contract and is billed on a monthly basis through your utility bill, described as Water Protection Plan. Your service agreement will be automatically renewed annually at the then-current renewal price. To see full Terms and Conditions with complete coverage and exclusion details prior to enrolling call [REDACTED] or go to HomeServeUSA.com/FPLESNovember.

Once enrolled, your full Terms and Conditions including complete coverage details and exclusions, warranties and disclaimers will also be sent to you. FPLES is an unregulated subsidiary of FPL. This optional Exterior Water Service Line Coverage is offered by FPLES and not FPL. The coverage is administered by HomeServe. The coverage is provided by ServicePlan of Florida, Inc. HomeServe is an independent company, separate from FPLES. If you would like to be removed from this mailing list, please call [REDACTED].

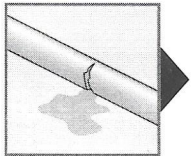
Water service line disruptions: Here's how they may affect homeowners



The service line beyond the property boundary may be an additional responsibility of the homeowner, but is not included in this coverage.



Replace water service line
(26-100 ft.) **\$2,585**
PLAN MEMBERS: NO CHARGE[‡]



Locate, excavate and repair leak **\$798**
PLAN MEMBERS: NO CHARGE[‡]

[‡]National average repair costs within the HomeServe network as of March 2018. No charge for covered repairs up to your service call benefit amount.

Exclusions apply. See details in accompanying letter.

One of the most common misconceptions regarding water infrastructure is that the utility or the government will take care of the problem if there is a leak on private property, but the homeowner is primarily responsible for the service line that brings fresh water to their home. The bottom line is that homeowners should take steps today to prepare themselves and help protect their finances from the costs and damages of water-line related home emergencies.

Homeowners are largely unaware that a leak on their own property is likely their responsibility to fix, often at a significant cost.

Many may mistakenly assume that the damage is covered by their homeowners insurance policy. Most basic homeowners insurance policies do NOT cover water line breaks due to normal wear and tear on a homeowner's property.

The cost of replacing a water service line averages \$2,500.¹ Homeowners can take steps today to prepare themselves and help protect their finances from the costs and damages of water-line related home emergencies.

¹Estimate based on national average repair costs within the HomeServe network, March 2018.

ACCEPTANCE FORM

For fastest processing, please visit HomeServeUSA.com/FPLESNovember.



PLEASE REPLY BY: 12/4/2018

By providing my email address, I request that I be notified when my current and future service agreements and any related documents are available at www.MyHomeServeUSA.com, and I acknowledge that I can access these documents. I can change my preferences or request paper copies online or by calling HomeServe. I also agree to receive email promotional materials about other product offerings from FPLES or its affiliates.


PLEASE CORRECT INFORMATION BELOW, IF NECESSARY, BEFORE SUBMITTING.



Email Address

Phone #

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YES, please sign me up for Exterior Water Service Line Coverage from HomeServe. I authorize a charge of \$3.99, plus any applicable taxes, to be placed on my monthly Florida Power & Light Company (FPL) electric bill. I understand that this optional plan is billed on a monthly basis and based on an annual contract that will be *automatically renewed annually* at the then-current renewal price (currently \$4.49 per month). I authorize FPLES and HomeServe to share my FPL account number with each other only as needed to process my enrollment and bill me for this program on my monthly FPL bill, and for FPL to provide FPLES my FPL billing information as necessary for FPLES to administer billing-related issues. I have the option to cancel this contract at any time by calling . I confirm that I am the homeowner and have read the information in this package, understand there are limitations and exclusions, and meet the eligibility requirements for this coverage.

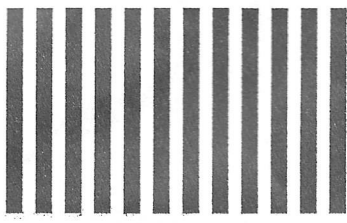
By signing below, I acknowledge and agree to the terms in the Important Coverage Information section on the back of the enclosed letter.

Signature (required)





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

HOMESERVE PROTECTION PLANS
PO BOX 522921
MIAMI FL 33152-9956



Please remember to Sign and Complete the form to
accept coverage brought to you by FPL Energy Services.

Thank You!