Who We Are

HomeServe USA Corp. (HomeServe) is a leading provider of home repair solutions serving nearly 4 million customers across the US and Canada under the HomeServe, Home Emergency Insurance Solutions, Service Line Warranties of America (SLWA) and Service Line Warranties of Canada (SLWC) names. Since 2003, HomeServe has protected homeowners against the expense and inconvenience of water, sewer, electrical, HVAC and other home repair emergencies by providing affordable repair coverage, installations and quality local service. As an A+ rated Better Business Bureau Accredited Business, HomeServe is dedicated to being a customer-focused company supplying best-in-class repair plans and other services to consumers directly and through over 600 leading municipal, utility and association partners.

Serving nearly 4 million households

600+ Municipal, utility and association partners that offer our services

The North American arm of HomeServe plc, a London Stock Exchange listed company

15 years Serving customers in North America

Connecticut Top Workplace winner for 2014, 2015, 2016 and 2017

Winner of 18 Stevie Awards for Sales and Customer Service

98% Customer satisfaction

Receive high ratings from customers after providing services

A BBB Accredited Business with an A+ rating

For more information about HomeServe, please go to www.homeserveusa.com. For information on SLWA visit www.slwofa.com and for SLWC visit www.slwofc.ca.
What We Do

Homeowners who face a home repair emergency must deal with finding a qualified repair person quickly and paying for the unexpected expense. Not knowing who to call or how much a repair will cost can be frustrating and overwhelming. That’s where HomeServe can help. At HomeServe, we offer affordable repair service plans that provide homeowners prompt, easy solutions, saving them time and money.

- **Home repairs are a common, expensive and inconvenient problem**
- **HomeServe is a trusted company to use and to partner with**
- **HomeServe offers peace of mind and protection to homeowners**

HomeServe plans protect homeowners from the high cost and hassle of emergency home repairs with plans that:

- Cover parts and labor to repair critical water, electrical, gas and HVAC systems
- Start at less than $5 a month
- Provide quick, reliable service through local, licensed, and insured contractors or HomeServe technicians

"My team enjoys dealing with HomeServe USA because they are honest and transparent in all of their dealings with us. It is always a win-win-win."

– Balkan Plumbing, Richmond Hill, NY
Why What We Offer Is Important

| 37% of homeowners have trouble finding a contractor² | 50% of homeowners have $1,000 or less on hand for an emergency home repair² | 73% of the 91 million single-family homes are over 25 years old¹ |
| 51% of homeowners have had some type of repair emergency in the last year² | 42% of homeowners don’t realize they have responsibility for service line repairs² |

Homeowners are often unaware of their responsibility for certain repairs on their property. Many believe these repairs are covered by their basic homeowners insurance policy or the local utility company. For example, many homeowners assume their local utility covers the water pipe that runs from the street to their home. Typically, this is not the case. If this pipe breaks the homeowner is responsible for the repairs, which could range on average from $450 for a spot repair to $2,500 for a replacement.

With HomeServe, homeowners get help in a hurry and protection against the hassle and expense of this and other household emergencies.

"Really happy for great, professional, friendly service all the way from customer service to contractors. Thank you for a great job and big help."
– G. Silva, Norwalk, California

1. US Census Estimates, 2. Harris Poll
Consumer Benefits

24-HOUR, TOLL-FREE SERVICE HOTLINE, available seven days a week, 365 days a year, including holidays

NO NEED TO SPEND TIME SEARCHING for a qualified contractor in an emergency

LOCAL, LICENSED, INSURED, QUALIFIED contractors dispatched to make repairs to covered systems

COVERED REPAIRS COMPLETED AT NO CHARGE up to the benefit amount

COVERED REPAIRS GUARANTEED for one year

AFFORDABLE SERVICE PLANS starting at under $5 per month

30-DAY MONEY-BACK GUARANTEE with ability to cancel at any time

NO DEDUCTIBLE for the majority of plans and no paperwork

“Love it. One phone call. It was handled. Wow”
– G Peacock, Los Angeles, California
Fast service. End of the week, late Friday, I experienced a sewer back-up into the house. I was able to get service within hours even though it was a holiday weekend. Live people answered right away and addressed the problem professionally and quickly. I would highly recommend HomeServe for this coverage!

– E Petry, Springfield, Pennsylvania
EXTERIOR ELECTRICAL WIRING
Homeowners are responsible for many of the exterior electrical components outside their home, including the weatherhead, attachment hardware, meter box and service entrance cabling. This plan protects against costly repairs to this equipment.

INTERIOR ELECTRICAL WIRING
Provides homeowners with a convenient solution to fix electrical malfunctions in outlets, switches, breakers, fuses, faulty wiring or the electrical panel itself.

ELECTRICAL SURGE COVERAGE
This plan offers repair or replacement of residential electrical products that fail due to an electrical surge in a residence.

*My recent experience with HomeServe has been excellent. I have been extremely impressed with the electrical company who responded to my repair request for service. The technician was courteous, professional and obviously knowledgeable. The appointment process was also easy and seamless. Thank you I will recommend your service to others.*

– J Mitchell, Houston, Texas
The service was prompt. The workers were polite, courteous and accommodating. I would not hesitate to recommend this company. Thank you for your service.

– F. Aceto, Largo, Florida

**HVAC Services**

**HEATING SYSTEM**
Protects customers from the cost of repairs to central, natural gas or propane, forced-air or circulating hot water heating systems.

**COOLING SYSTEM**
Great for customers with central air-conditioning, plans cover costs associated with repairs to internal or external components of central AC systems.

Some HomeServe HVAC plans also provide an annual tune-up to help make sure systems are running at maximum efficiency. In select areas, heating and cooling system installations are available.

**WATER HEATERS**
Depending on plan, covers repair and/or replacement of water heaters, making this a valuable plan for many customers.
**Some of Our Partners**

**Association Partners**
- National League of Cities
- Association of Municipalities of Ontario
- American Public Gas Association

**Municipalities & Districts**
- Alameda County Water District
- Altoona Water Authority
- Beaufort-Jasper Water Sewer Authority
- Birmingham Water Works
- Charleston Water System
- City of Baltimore
- City of Columbia, SC
- City of Hamilton, ON
- City of Kansas City, MO
- City of Madison, WI
- City of Phoenix
- City of Tulsa
- Contra Costa Water District
- Des Moines Water Works
- Evansville Water & Sewer Utility
- Jackson Township MUA
- Louisville Water Company
- Merchantville-Pennsauken Water Commission
- Onondaga County Water Authority
- Portland Water District
- Regional Municipality of Peel, ON
- Salt Lake City
- Washington Suburban Sanitary Commission
- WaterOne

**Water Utilities**
- Aqua America
- California Water Service Company
- Great Oaks Water Company
- Liberty Utilities, Apple Valley
- Liberty Utilities, Park Water
- Middlesex Water Company
- San Jose Water Company
- Suez (formerly United Water)
- Utilities, Inc.
- Washington Water Service Company

**Energy Utilities**
- American Electric Power
- CenterPoint Energy
- Coles-Moultrie Electric Coop
- Columbia Gas
- Dominion Energy
- DTE Energy
- EPCOR
- FirstEnergy
- Florida Power & Light
- Florida Public Utilities
- Great Plains Natural Gas
- Montana-Dakota Utilities
- National Grid
- Omaha Public Power District
- Piedmont Natural Gas
- SEMCO Energy
- Source Gas
- Southeast Alabama Gas District
- South Jersey Energy Service Plus
- Southern California Gas
- UGI Utilities
- Westar Energy

“They have exceeded all expectations regarding this partnership.”
– Shonte Eldridge, City of Baltimore, Maryland
Frequently Asked Questions

How common are utility line (water & sewer) breakages?

It is very difficult to determine when a service pipe may fail. With 40% of the homes in the US built 50 or more years ago, these service pipes are on borrowed time. There are numerous factors that can cause water and sewer service lines to fail – the type of piping material, age of the service pipe, soil conditions and installation quality. A study published in the September 2017 Journal of the AWWA found that failures in water pipes occur most often in homes between the age of 30 and 60 years old. With the median age of homes in the U.S. being 42 years, the threat of failure is a major concern for the majority of homeowners.

Will homeowners insurance or the utility cover the cost of repairs to the water or sewer lines on a homeowner’s property?

Typically, no. Most homeowners are surprised to learn that they are responsible for the repair and the replacement of their broken, blocked or leaking utility lines on their property. While most basic homeowners policies will pay to repair the consequential damage that results from failed utility lines, they do not cover the repair itself. We encourage homeowners to call their insurance company to determine actual coverage. If homeowners live in a condominium or duplex dwelling, they are also encouraged to contact their homeowners association to determine if coverage is needed prior to enrollment.

What does the repair process look like?

HomeServe’s emergency repair hotline is open 24 hours a day, seven days a week, including holidays. In the event of a home emergency, the homeowner calls the toll-free hotline and a local, licensed and insured technician is dispatched to make the covered repair or replacement. HomeServe pays the technician directly.

Why does HomeServe use municipal or utility logos in its marketing materials?

HomeServe is committed to transparency in all of its communications. All marketing done on behalf of the more than 600 municipal, utility and association partners HomeServe has around the country is approved by those entities prior to use. HomeServe’s partnership agreements with local municipalities and utilities allow the company to use related logos to indicate that there is a formal partnership in place and to demonstrate that these entities are endorsing the service for the benefit of local residents. All HomeServe materials clearly state that the services the company offers are voluntary and that they are offered by HomeServe, a private company that is separate from the local municipality or city.

Is investing in a “rainy day” fund a more effective approach to buying a service plan?

HomeServe’s Biannual State of Home Survey conducted by the Harris Poll has tracked the readiness of Americans for a sudden emergency expense for several years. The Winter 2018 release of the survey found that 34% of homeowners have $500 or less or no funds set aside to cover the costs of an emergency home repair. This data is consistent with the Federal Reserve’s 2016 Report on Economic Well-Being of U.S. Households, that found that 44% of adults say they either could not cover an emergency expense costing $400, or would cover it by selling something or borrowing money. Many of the repairs covered by HomeServe service plans can be quite expensive and an unexpected blow to a homeowner’s wallet. For example, a water line replacement averages $2,500 nationally. With the modest cost of a water line service plan, homeowners would still see financial benefit if the service line didn’t break for another few decades versus saving the small monthly service plan fee at current interest rates.

The reality is most people do not have rainy day funds—so a low-cost home repair service plan can be a sensible tool for many families to include in their financial strategy.