

Service Repair Plans Frequently Asked Questions

What are service repair plans?

Customers who choose to purchase an optional service repair plan get peace-of-mind knowing that if a covered repair occurs - like a break in an exterior water service line or a failure to the electric service equipment that connect their home to CU systems - they get 24/7 access to a network of local, qualified contractors who will complete their repair quickly and professionally. A customer with a repair service plan pays nothing out-of-pocket for such a covered repair, up to their benefit amount. Customers can choose from service plan options that start at \$4.49 per month with coverage up to \$10,000 with no deductible.

Many homeowners are surprised to find out that needed repairs to these exterior service lines, caused by normal wear and tear, are not typically covered by basic homeowner's insurance and that CU is not responsible for the lines that fall on a homeowner's property. If replacement is required, it can cost thousands of dollars. A repair service plan can be a smart financial tool for preparing for such an unexpected home repair emergency.

Why did CU choose to participate in this program?

CU values our customers and strives to provide excellent customer service. This partnership with HomeServe allows CU to make available a new optional service program to our customers in case of a covered repair emergency.

Who is HomeServe?

HomeServe is an independent company separate from City Utilities of Springfield. HomeServe is a leading provider of home repair solutions in partnership with leading utilities and municipal entities around the country. They serve over 4.8 million households across the United States and portions of Canada. HomeServe has its primary offices in Norwalk, Connecticut; Canonsburg, Pennsylvania and Chattanooga, Tennessee.

How long has HomeServe been in business?

The company was established in the United States in 2003 and is a wholly owned subsidiary of HomeServe Plc, a world leader in the provision of home emergency assistance programs in partnership with utility partners. HomeServe Plc has over 25 years of success providing these programs to customers in North America, portions of Europe and in Japan.

What types of plans does HomeServe offer?

HomeServe offers the following plans that are available to eligible CU residential homeowner customers:

- exterior water service line coverage
- exterior electrical line coverage

Is HomeServe rated by the Better Business Bureau?

Yes. HomeServe is accredited and has an A+ rating with the Better Business Bureau.

What technicians will HomeServe send to customers' homes if a covered repair is needed?

HomeServe utilizes local, licensed and qualified contractors across various trades to perform the service work.

Is a customer obligated to purchase coverage from HomeServe?

No. This program is strictly optional. Customers' utility service from CU will not be affected in any way if they choose not to participate in this program.

How do customers enroll in the Home Repair Program?

Customers can enroll in the program by returning the enrollment form received in the mail, by calling HomeServe's toll-free number at 833-980-3522 or by visiting HomeServe.com/CU.

Can customers cancel the home repair program at any time?

Yes, customers are free to cancel coverage at any time by calling HomeServe's toll-free number at 833-980-3522.

Can employees participate in this program?

Yes, eligible City Utilities employees who are homeowners located within the service territory can participate in this program.

How can customers get more information about HomeServe?

Customers may get more info by calling HomeServe's toll-free number at 833-980-3522 or by visiting HomeServe.com/CU.