## ANNUAL REPORT FY2020





Our service plans not only cover the cost of the repair; they also provide homeowners with reputable, local contractors who will do the best possible job.

We're thrilled to be partnering with cities and municipalities across the country and look forward to the opportunity to provide homeowners with the assistance they need when faced with a home repair emergency. At HomeServe, caring is in the fabric of our company culture. It's why we are committed to putting people at the heart of everything we do. In April 2019, we launched the HomeServe Cares Foundation (HSCF), the corporate social responsibility initiative for our business in North America. The Foundation's philanthropic efforts are guided by four pillars allowing us to support and care for People, Communities, Veterans, and the Common Good in the places where we live, work, and serve our customer.

John Kitzie, CEO HomeServe USA

in@John-Kitzie

#### **A Message From**

#### Joe Buscaino, NLC President and Councilmember, Los Angeles, CA

We appreciate the continued value Service Line Warranties of America offers to our member cities nationwide. We know many of our communities have struggled with old and worn infrastructure and the Service Line Warranty Program has helped many NLC members to respond to their resident needs while strengthening their support for local businesses and contractors. This is a partnership that NLC members value.

#### **Recognition - National League of Cities Service to Cities Award**

Each year, the National League of Cities (NLC) recognizes organizations who contribute to the development and improvement of cities and the communities within their membership. This year, the NLC chose HomeServe to receive the **Service to Cities Award** based on our work under the HomeServe Cares Foundation.





# Service Line Warranties Program **Saved Homeowners Over \$23 Million** in Repair Costs

In the last fiscal year, the Service Line Warranties Program saved homeowners \$23,213,522 in emergency home repair costs across more than 750 municipalities and utilities and 44 states.

From leaking faucets to failed lateral lines, the Service Line Warranty Program performed thousands of repairs each month.

With coverage of \$8,500 per claim on both sewer and water laterals, residents enrolled in the program have peace of mind that if and when a home emergency arises, they are covered.

Over the past year, over 60,000 homeowners joined the already 500,000 members of the SLWA Program. Combined, these homeowners are covered by more than 900,000 home emergency policies.

## All-Time Repairs at a Glance

\$66 Million in Sewer Line Repairs

\$30 Million in Water Line Repairs

\$6 Million in In-Home Plumbing & Drainage Repairs

\$9 Million in Additional Home Repairs





## **New Cities**

## Over the past year, we're proud to have welcomed more than 100 municipalities and utilities to the SLWA family

Ballard Water & Sewer Improvement District, UT

Borough of Kingston, PA Borough of Tarentum, PA

Borough of Tarentum, I BVU Authority City of Ackley, IA City of Albia, IA City of Anna, TX City of Appleton, WI City of Barnesville, MN City of Big Timber, MT City of Boulder, MT City of Boulder, MT City of Cedar City, UT

City of Charlotte, NC

City of Chula Vista, CA

City of Clarksdale, MO

City of College Park, GA
City of Columbia Falls, MT
City of Corinth, TX
City of Council Bluffs, IA
City of Coweta, OK
City of Dayton, TX
City of Delta, UT
City of Denver City, TX
City of Dilworth, MN

City of Dilworth, Min City of DuPont, WA City of East Orange, NJ City of Elbing, KS City of Ely, NV City of Emporia, VA City of Franklin, PA City of Frederika, IA City of Frontenac, KS City of Glendale, OR City of Greenville, MS

City of Horton, KS

City of Haines City, FL

City of Highland Park, MI

City of Jefferson, OR City of Jetmore, KS

City of La Habra, CA City of La Porte City, IA

City of La Puente, CA

City of Mandeville, LA City of Mannford, OK

City of Mansfield, LA City of McCausland, IA

City of McPherson, KS

City of Middletown, NY

City of Milbank, SD City of Missoula, MT

City of Monroe City, MO City of Nappanee, IN

City of North Sioux City, SD

City of Oak Grove, KY

City of Oberlin, OH
City of Pascagoula, MS

City of Payson, UT City of Plymouth, IA

City of Pompano Beach, FL

City of Punta Gorda, FL

City of Quinte West, ON City of Robbinsdale, MN

City of Roosevelt, UT

City of Rosemount, MN

City of Rushville, IN

City of San Juan, TX

City of Sheldon, IA City of Sidney, IA

City of Sloan, IA

City of South St. Paul, MN

City of Tooele, UT City of Umatilla, OR City of Waite Park, MN

City of Walker, IA City of Walton, KY

City of Washington Terrace, UT

City of Wayne, NE

City of Wellston, MO

City of Whiting, IA

City of Wildwood, FL

City of Willard, MO

Huntington Water Quality Board, WV

Metropolitan Utilities District of Omaha, NE

Municipality of Kincardine, ON Municipality of Penn Hills, PA

Municipality of Southwest Middlesex, ON

Niagara Falls Water Board, NY

Summerville Commissioners Public Works, SC

Town of Anthony, TX Town of Bethel, NC Town of Boonsboro, MD Town of Edinburg, VA Town of Fairfield, MT

Town of Fayetteville, WV Town of Hope Mills, NC

Town of Hysham, MT Town of Joliet, MT

Town of Pembroke Park, FL

Town of Pinetop Lakeside, AZ

Town of Sahuarita, AZ
Town of Shelburne, ON
Town of Smithsburg, MD
Town of Twin Bridges, MT
Town of Union Bridge, MD
Township of Ligonier, PA

Township of Loyalist, ON

Township of Stirling-Rawdon, ON Township of Willingboro, NJ

Village of Bellwood, IL Village of Biscayne Park, FL Village of Broadview, IL Village of Indiantown, FL

Village of Liberty Center, OH





## **Associations Supporting Program**

Accelerated Indiana Municipalities Arizona League of Cities and Towns Arkansas Municipal League Illinois City County Managers Association Iowa League of Cities Kentucky City County Managers Association League of Kansas Municipalities

League of Oregon Cities Maryland Municipal League Missouri Municipal League Montana League of Cities and Towns Nevada League of Cities and Municipalities North Carolina League of Municipalities Ohio Municipal League

Oklahoma Municipal League Pennsylvania Municipal League Utah League of Cities and Towns Virginia Municipal League West Virginia Municipal League Wisconsin City Managers Association

## Partner Milestones

#### Celebrating 10 years of partnership



Beckley, WV



Lewisburg, WV



### **Celebrating 5 years** of partnership

Borough of Cliffside Park, NJ

City of Alexandria, KY

City of Arlington, TX

City of Bluefield, WV

City of Cherokee, IA

City of Culver City, CA

City of DeWitt, IA

City of Duarte, CA

City of East St. Louis, IL

City of Elsmere, KY

City of Falcon Heights, MN

City of Follansbee, WV

City of Globe, AZ

City of Hamtramck, MI

City of Hermiston, OR

City of Jesup, IA

City of Laguna Beach, CA

City of Lake Park, IA

City of Lander, WY

City of Lawson, MO

City of Longwood, FL

City of Manly, IA

City of Maguoketa, IA

City of Mason City, IA

City of Newark, NJ

City of North Miami, FL

City of Opa-locka, FL

City of Orem, UT

City of Palmetto, GA

City of Pelican Rapids, MN

City of Perham, MN

City of Pleasant Hill, MO

City of Polk City, IA

City of Portage, IN

City of Ranson, WV

City of Rochelle, IL

City of Scranton, PA

City of Sergeant Bluff, IA

City of St. Michael, MN

City of Sunset Hills, MO

City of Temple, GA

City of Vienna, WV

City of West Branch, IA

City of Whitewater, WI

City of Wilmer, TX

Green Valley Council, AZ

Town of Charlestown, MD

Town of Chesterfield, SC

Town of Duncan, AZ

Town of Edgewood, IN

Town of Fredonia, AZ

Town of Rossville, IN

Town of Yountville, CA

Township of Plainsboro, NJ

Village of Hazel Crest, IL

Village of Minooka, IL

Village of Park Forest, IL







## Community Milestones

## Committed to Helping Your Homeowners

Residents continue to utilize SLWA coverage when faced with home emergencies. While you never want your residents to deal with emergencies, it's encouraging that so many of your homeowners are covered.

## Communities Saving Residents Over \$3 Million in Emergency Home Repairs

- Kansas City, MO
- Tulsa, OK
- Arlington, TX
- Phoenix, AZ
- Atlanta, GA
- Lawton, OK

## Communities Saving Residents Over \$1 Million in Emergency Home Repairs

- St. Clair Shores, MI
- Royal Oak, MI
- Phoenix, AZ

Dayton, OH

- San Diego, CA
- Newark, NJ • St. Louis Park, MN

- Plano, TX
- Lawton, OK
- Ottawa, KS

• Berkley, MI

- Milwaukee, WI
- North Little Rock, AR
- Madison, WI
- Over 150 of Our Partnering Communities Have Saved Residents Over \$110,000,000 in Homeowner Emergency Repairs Through SLWA







## City of Scranton, Pennsylvania

Like many older cities, Scranton has seen a steady increase in water infrastructure problems. Local officials are often contacted by residents with water and sewer line issues on the "private side," the portion of the line from the house to the water meter, for which the homeowner is responsible.

The City has received many calls from homeowners with broken or leaking service lines expecting assistance from the City. They are surprised to learn that the City can't help, and this sometimes resulted in anger and dissatisfaction with the City.

The National League of Cities (NLC) Service Line Warranty Program was conceived in partnership with the National League of Cities to educate property owners about their service line responsibilities and to help residents avoid the out-of-pocket expense for unanticipated and potentially costly service line repairs and replacements. Program benefits include:

- No cost for cities to participate
- Affordable plans for residents
- Reduced frustration for local officials
- Increased citizen satisfaction

The City of Scranton made the decision to enter into a public-private partnership with the program in 2015 and has seen:

600 homeowners purchase coverage

1,000 program repairs performed

\$250,000 in homeowner repair cost savings

Additionally, the City of Scranton receives a royalty payment once a month based on the number of Scranton homeowners who sign up for repair plans. There is no cost for the city to use this program.







## Spreading Hope and Supporting Communities, One Home at a Time

At HomeServe, caring is in the fabric of our company culture. It's why we are committed to putting people at the heart of everything we do.

In April 2019, we launched the HomeServe Cares Foundation (HSCF), the corporate social responsibility initiative for our business in North America. The Foundation's philanthropic efforts are guided by four pillars allowing us to support and care for People, Communities, Veterans, and the Common Good in the places where we live, work, and serve our customers.



### **Caring For People**

- 112 HomeServe Cares jobs completed
- \$220k in urgent repairs covered
- 7 employees and families supported by Helping Hands
- >\$15k donated by employees, matched 100% by the HSCF



#### **Caring for Vets**

- The HSCF rallied employees to help support veterans by coordinating food donation drives for veteran-focused nonprofit organizations.
- Veterans Leadership Program of Western Pennsylvania
- Chattanooga VA Clinic
- Homes for the Brave (Norwalk, CT)



## **Caring for Good**

- Giving in support of our Partners and NLC Members \$88,300
- Over 55 amount of Organizations supported by the HomeServe Cares Foundation in FY20



## **Caring for Community**

- 4 rounds of competitive grant solicitations
- 328 grant applications received
- 10 organizations awarded grants
- \$115.4k total grant money awarded
- Locations of grant funding Boulder, CO; Denver, CO; Tampa, FL; Kansas City, KS; Louisville, KY; Livonia, MI; Rochester, NY; Columbus, OH; Pasadena, TX; Milwaukee, WI



