

OFFICE OF CONSUMER PROTECTION

*HomeServe: Exterior Water
Service Line Coverage*

September 12, 2016

HomeServe and WSSC

What you need to know

HomeServe, a company offering repair plans directly to consumers, has sent letters to WSSC customers regarding their partnership. The letter specifically highlights homeowners' responsibilities with regard

What is the relationship between WSSC and HomeServe?

HomeServe is an independent company separate from WSSC. WSSC does not offer, nor does it require, the purchase of Exterior

"HomeServe agreed to pay up to \$300,000 annually into a "hardship fund" to help low-income WSSC customers who can't afford a service plan or emergency pipe repairs."

to their exterior water service line, and the opportunity to accept optional coverage from HomeServe to provide repairs in the event of a covered leak or blockage. The following information is provided to address potential questions about this coverage:

Water Service Line Coverage.

What is the coverage for?

This company is offering a service contract known as an external water service line protection plan. It provides coverage for repair or replacement of a leaking



Ensuring Integrity in our Marketplace

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If you have been a victim of these scams, or if you have any questions about a merchant's activities, please contact the Office of Consumer Protection.

100 Maryland Avenue
Suite 330
Rockville, MD 20850
Main: 240.777.3636
Tip Line: 240.777.3681
Fax: 240.777.3768

You can also file a complaint online by clicking [HERE](#)



or permanently blocked exterior water service line generally from your water utility's connection to the water meter or main shut off valve inside your home.

(Note: HomeServe also offers Sewer/Septic Line Coverage and Interior Plumbing and Drainage System Coverage at additional costs.)

How much coverage is provided?

There is no maximum benefit limit per term. Basic site restoration will be provided, but is limited to filling, raking, and reseeded of grass, reinstallation of existing soft landscaping and shrubbery and patching of paved surfaces. HomeServe will not replace decorative paving, pathways or landscaping features.

Are there any other exclusions?

Yes. Other coverage exclusions include (but are

not limited to) the following:

- Damage caused by you or others, or unusual circumstances such as earthquake, natural disaster, or flood;
- Damages necessary to reasonably access the repair area;
- Repairs to any section of your system shared with a third party or covered through a homeowner or cooperative association; or
- Repair to any exterior water service line that branches off the main line (i.e. water systems for sprinklers, pools, hot tubs, and/or other outdoor systems).

Who is eligible?

Coverage is available to you if your home is used for residential purposes only (must be a single structure affixed to a permanent foundation), you have sole responsibility

for maintaining your home's water line, and you are not past due on any amount owed to the company.

When does coverage begin?

The Service Agreement begins on the Start Date listed on the Declaration Page, and continues for 12 months. The Service Agreement may be renewed.

How do I get repairs?

You must call HomeServe.

For background on this Plan, see Katherine Shaver, *Maryland water utility partners with company accused of misleading customers* [The Washington Post](#) (September 10, 2016).

