



# Benefits for Energy Cooperatives and the Members they Serve

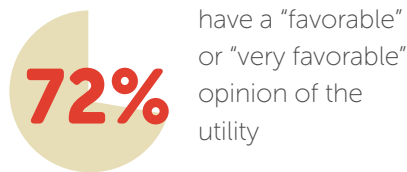
## A Winning Partnership

Energy cooperatives are looking for opportunities to connect more deeply with members through the promotion of beneficial programs. HomeServe helps to improve member engagement for our cooperative partners through the integration of complementary home protection programs with a variety of cooperative initiatives, offering members greater access and choice. HomeServe is proud to be an Associate Member of the National Rural Electric Cooperative Association (NRECA) and Touchstone Energy. Through these associations, NRECA and Touchstone member cooperatives are able to offer HomeServe's full suite of energy repair plans to their members at no cost to the co-op.



## Programs Dramatically Increase Member Satisfaction

"Before and after" survey results show customer satisfaction with a utility increases significantly after partnering with HomeServe. One year after the launch of a HomeServe partnership with an energy utility:



### Our Plans

Our affordably priced repair plans address many home emergencies and damaged electronic devices.



- Exterior Electric
- Interior Electric
- HVAC System Including Heat Pump
- Water Heater
- Surge Protection
- EV Charger Protection
- Technology Protection



## Protection for Cooperative Members

Many homeowners are not prepared for repair emergencies. They don't know who to call for repairs and can be faced with a considerable unforeseen expense.

### Convenience



- 24/7/365 claims support, including holidays
- No need to search for a qualified contractor in an emergency

### Peace of mind/trust



- Fully vetted, licensed and insured local contractors & professionals
- Covered repairs guaranteed

### Financial protection



- No deductibles or trip fees for home protection policies
- 30-day money-back guarantee with ability to cancel at any time



[cooperatives.homeserve.com](https://cooperatives.homeserve.com)

## Exceptional Customer Service – Your Members’ Satisfaction is Our Priority

HomeServe’s mission is to improve all aspects of the customer experience. HomeServe’s contact center strives to provide exceptional care and an unparalleled service experience with true empathy and engagement.



### Post-service satisfaction

**4.8** out of **5** stars



Immediately after job completion, two-click, one-question satisfaction survey via text.\*

### Google reviews

**4.3** out of **5**

Independent customer reviews rating our service level from 1 to 5.\*\*

## Who We Are

HomeServe is a leading provider of utility-sponsored home repair solutions serving over 4.8 million customers across North America. HomeServe protects homeowners against the expense and inconvenience of home repair emergencies by providing affordable coverage and quality local service. Our customer focus and best-in-class repair plans drive positive brand attribution to our more than 1,100 utility and municipal partners. Plus, a partnership can generate revenue from cooperative member participation that can be used for programs important to co-ops, such as education scholarships or low-income energy assistance.



*HomeServe is the proud recipient of 97 Stevie awards for customer service since 2013.*



## Recruiting Exceptional Contractors from your Community

HomeServe currently manages and deploys over 2,300 independent firms, employing thousands of highly qualified technicians. HomeServe’s Regional Operations Managers have extensive experience recruiting, vetting and managing local contractors. We work with our contractors to ensure that they will provide exceptional service to every HomeServe customer they meet, and in return, we pay our contractors promptly and provide access to state-of-the-art technology they can use to grow their business.

*“In 2018, HomeServe became our provider of repair and replacement service plans for a wide range of residential lines and systems. We’ve worked together to deliver exceptional customer service and other core values of education, community service and energy conservation.”*

**Gilbert Jaramillo**

Vice President, NOVEC Solutions

## Digital Repair Management Platform

Enhances member peace of mind, security and convenience:

- Members receive emails and texts prior to their repair appointment
- Members receive technician name and photo and can track en route
- Feedback request sent immediately after service completion
- Feedback provided in seconds through a one-question, two-click survey



\* Data based on customers surveyed after receiving service between January 1, 2022, and June 30, 2022

\*\* As of October 2022

For more information contact us at **855-956-8143** or visit [cooperatives.homeserve.com](https://cooperatives.homeserve.com)