

HomeServe Establishes May 20th as “Residential Infrastructure Day” Focused on Last Mile Infrastructure

Shines Spotlight on the Importance of Maintaining Pipes, Wires and Major Systems Serving a Home

Norwalk, Connecticut (May 16, 2024) -- HomeServe North America, a leading provider of home emergency repair solutions with nearly 5 million customers across the U.S. and Canada, is establishing May 20 as “Residential Infrastructure Day.” The company, its partners and customers are excited to recognize Residential Infrastructure Day for the first time in 2024 and every year on May 20 going forward.

Following the 2021 passage of the Bipartisan Infrastructure Law, considerable and well-deserved attention is being paid to rebuilding our national infrastructure. The mission of HomeServe’s Residential Infrastructure Day is to highlight the importance of “last mile infrastructure.” This is the infrastructure right outside the home, including electric, sewer, water, cable and communication lines that connect homes to utility systems, and inside the home like electrical, plumbing, heating, cooling and water heating systems. All these pipes, wires, cables and important household systems play a crucial role in the safety and comfort of a home.

“Residential infrastructure refers to the essential lines, systems and assets on a homeowner’s property that are necessary for safe, comfortable and productive living in today’s home,” said Tom Rusin, HomeServe North America CEO. “Homeowners are often unaware or have a misconception about who is responsible for what when it comes to maintenance or repairs to these parts of a home’s infrastructure, especially those lines that connect the home to utility systems. And unexpected repair costs can pose a significant financial hardship for many families. Residential Infrastructure Day will serve as a vehicle for educating the public and raising awareness among elected officials and utility providers about the importance of maintaining this ‘last mile’ of infrastructure.”

Why is Residential Infrastructure Day so important? There are more than 95 million single family homes in the U.S., with more than half (51.3%) being 45 years of age or older. That means there are as many service lines and systems and millions of miles of wiring that are working overtime to make every house a home. Just like the nation’s public infrastructure is aging, so too is the last mile infrastructure serving homes from coast to coast.

What is Residential Infrastructure? It includes all the following and more:

- **Exterior water service pipe** that brings fresh water into your home from the municipal system or well.
- **Exterior sewer service pipe** that carries wastewater from your home to the municipal or septic system.
- **Hot and cold water and drainage piping** inside your home.

- **Exterior electrical equipment** that connects homes to the utility distribution system.
- **Natural gas lines** that run from utility meters to each appliance inside or outside your home.
- **In-home electrical wiring**, outlets, switches and circuit breakers.
- **Heating and cooling systems.**
- **Water heaters.**
- **High-speed Internet** access and other communication wiring systems.

“As a company that arranges hundreds of thousands of repairs for families every year, HomeServe understands firsthand the significance of last mile infrastructure,” said Rusin. “We at HomeServe hope that Residential Infrastructure Day empowers homeowners to take control of their home’s infrastructure, educating them about basic repairs that they can do and when a repair requires a call to a professional.”

To observe Residential Infrastructure Day, cities, utility companies and service providers can raise awareness about the importance of residential infrastructure by providing education to homeowners on their websites, social media, and other channels with #ResidentialInfrastructureDay.

For more information, visit ResidentialInfrastructureDay.com.

About HomeServe USA

HomeServe USA Corp. (HomeServe), a leading residential infrastructure home repair solutions company with nearly 5 million customers across North America, offers protection plans that help protect homeowners against the expense and inconvenience of plumbing, electrical, HVAC and other home repair emergencies. HomeServe empowers its over 1,300 leading municipal and utility partners to educate and advocate for their customers who are faced with home repair emergencies.

HomeServe has an exceptional customer satisfaction rating, is accredited by the Better Business Bureau and is endorsed by the National League of Cities. For more information about HomeServe and to get the latest home repair advice and customer stories, please go to www.homeserve.com. Connect with HomeServe on Facebook and Twitter @HomeServeUSA, Instagram @HomeServe_USA and on LinkedIn @HomeServe-USA. For company news, follow on Twitter @HomeServeUSNews.

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