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Carla A. Reid

May 14, 2019

Customer Name
Address
Address

Subject: WSSC's Agreement with HomeServe USA, Corp.

Dear Valued Customer,

Nearly three years ago, we announced a new program for WSSC homeowners that provided optional on-property plumbing repair service plans offered through HomeServe USA, Corp. (HomeServe). While we value the partnership we have had with HomeServe, WSSC has decided not to extend its agreement, which will expire on May 16, 2019. We did this because HomeServe recently acquired CroppMetcalf, a local plumbing company that is licensed and regulated by WSSC. Since HomeServe now owns a company we regulate, we thought it best to end our contract at this time.

This change will have no immediate effect on WSSC customers holding HomeServe service plans. WSSC customers who purchased service plans will continue to be serviced as HomeServe customers in accordance with their service plan agreements. If you have any questions about your service plan(s), please contact HomeServe directly at 1-844-713-7208.

We announced this program in May 2016, as part of our ongoing efforts to improve customer service by providing homeowners with access to low-cost service plans for water and sewer failures and repairs that might occur on their property.

While our partnership with HomeServe is coming to an end, our commitment to customer service remains a top priority for WSSC. For more information, please visit www.wsscwater.com/homeserve for Frequently Asked Questions. For information about WSSC's customer assistance programs, please visit www.wsscwater.com/assistance or call us in our Customer Service Center on 301-206-4001.

Sincerely,

Carla A. Reid
General Manager/CEO

Washington Suburban Sanitary Commission