



HomeServe

Frequently Asked Questions

What is the new service program?

It is a selection of optional home repair service plans offered to eligible homeowner members in Snapping Shoals service territory. The program is administered by HomeServe and offers subscription-based plans to help homeowners manage the cost and inconvenience of unexpected home repairs



Who is HomeServe?

HomeServe is an independent company that provides home repair solutions. They partner with more than 1,350 leading utilities and municipalities across North America and serve over 4.5 million households. Snapping Shoals EMC has carefully selected HomeServe to offer this program to their members based on their excellent service record and customer satisfaction scores.



Is a member obligated to purchase coverage from HomeServe?

Snapping Shoals members are not obligated to purchase coverage from HomeServe. It is strictly optional, and the member's choice and is communicated through all marketing channels.

Also, if the member does not want to receive any future mailings, please let us know and we will forward to our partner request team immediately.



How will members learn about this program?

HomeServe will send information about the program and available plans directly to homeowners by mail. These mailings will feature the Snapping Shoals logo to assure members that the offer is legitimate, and that Snapping Shoals has approved the program.



What types of repair plans will be offered?

The program will launch on January 9, 2026
Snapping Shoals will offer the following optional
plans to eligible members:

- * Exterior Electric Line * Interior Electric Line
- * Water Service Line * Sewer Septic Line
- *Water Heater * Heating * Cooling
- *Heat Pumps (air source & ductless)



What should I do if a member has a question about the program?

For questions regarding details, pricing, enrollment or to schedule a repair if the member already has a plan, members should be directed to contact HomeServe. They can call the toll-free number at 1-844-869-0086 or visit the website at HSPlans.com/CoverSSEMC. Snapping Shoals role is to make the program available, but HomeServe is the administrator and handles all program-specific inquiries.



What is HomeServe's Cancellation Policy?

Members may cancel at any time. Cancel within the first 30 days for a full refund. Cancellations after the first 30 days will result in a pro-rata refund minus any claims paid (where applicable).



Who Performs the work? Are repairs guaranteed?

HomeServe uses a network of local and reliable contractors to perform the service work. This ensures that skilled tradespeople from the local community are involved in the program.

Yes. Covered repairs performed by HomeServe's network of contractors are guaranteed for one year.

