

Divisions of Water and Water Pollution Control

Request for Legislation

This Ordinance will authorize the Director of Public Utilities to exercise the first option to renew PS2020-265 with HomeServe USA Corp. for an additional one-year period. This contract provides a residential service and protection plan program for the Divisions of Water and Water Pollution Control under Ordinance No. 1005-2019.

Background/Purpose:

In June of 2008, City Council passed Ordinance No. 500-08 that authorized the creation of a Residential Service Contract and Protection Plan Program for the Department of Public Utilities (DPU). This program provides emergency repairs to residential customer's water service lines, sewer lateral lines and internal plumbing. Under Ordinance No. 988-14 the Department added an additional service, Water Heater Repair or Replacement, to the existing program.

This same ordinance also authorized the hiring of a professional Program Administrator to develop, market, implement and manage the program on behalf of DPU.

The program became operational on April 1, 2010. Since that time, the program has proven to be highly successful; currently 67,000 individual account holders are signed up for a total of 139,980 programs. HomeServe performs approximately 8000 repairs a year.

Scope of Work/Commodities/Services:

HomeServe USA Corp shall provide all services necessary to develop, market, implement and manage the program on our behalf, including providing all required emergency services and the payment of all valid claims filed by DPU customers who have purchased the optional warranty services.

This service does show up as a line item on the CWD Water Bill. The individual products and their monthly charges are:

Product	Monthly Charge
Water Line Replacement	\$4.21
Sewer Lateral Repair	\$5.85
In-Home Plumbing Repair	\$5.86
Premium In-Home Plumbing Repair (includes fixtures)	\$9.59
Water Heater Repair & Replacement	\$7.99
Water Line Replacement Preferred Restoration	\$2.08
Sewer Line Repair Preferred Restoration	\$2.08

There are volume discounts available if a customer signs up for more than one product.

Justification/Urgency:

The current contract will expire on March 31, 2023.

Anticipated Costs and funding source:

There are no direct costs to DPU for this program. DPU does retain 25 cents from each monthly product payment, to cover its expenses in the administration of this program.

Schedule or Term of Contract:

This ordinance will allow DPU to exercise the first option to renew PS2020-265 with HomeServe USA Corp. for an additional one-year period.

Current Contract(s):

Vendor	Services/Work performed (current contract)	Contract Info	CSB Participation Goal – 10%
HomeServe USA Corp. 601 Merritt 7, 6 th Floor Norwalk, CT 06851	Residential Service Contract and Protection Plan Program	CT PS2020-265 Expires 03/31/2023	HomeServe made a good-faith effort.

Of the seven subcontractors being utilized on the contract, one is a CSB and one is a FBE.

Previous Contract(s):

Vendor	Services/Work performed (previous contract)	Contract Info	CSB Participation Goal – 10%
HomeServe (Dominion Products and Services, LLC.) 120 Tredegar Street Richmond, VA 23219	Residential Service Contract and Protection Plan Program	CT 69444 Expired 03/31/2020	Dominion was maintaining at least a 22% CSB participation.