

Harnett County Not Associated With Home Service USA Corp. Water Line Service Solicitation

A number of local residents have contacted Harnett County during the past several weeks about a mailing received from Home Service USA Corp. offering “Water Line Service Coverage”. This mailing was not directed, endorsed or approved by the Harnett County Department of Public Utilities and Harnett County is in no way associated with Home Service USA Corp. or the services it is offering for sale.

The mailing from Home Service USA Corp. advertises that homeowners can purchase water line service coverage for the “costs associated with repairs or replacement of a leaking or broken water service line on your property.” At the top of the guaranteed acceptance application form included in the mailing to be used to apply for the offered service, it reads, “State of North Carolina, Harnett County, City of (sent to residents of several towns across Harnett County), Water Line Service Coverage for: Customer’s Name.” The mailing further states that “Home Service is an independent company that partners with many large utility companies and protects hundred of thousands of households across the US from emergencies related to broken water service lines.” Harnett County is not a partner of Home Service USA Corp. and Harnett County does not require that you purchase “Water Line Service Coverage”.

Harnett County offers the following suggestions to its citizens receiving this mailing from Home Service USA Corp.:

- Read the entire mailing carefully to ensure that you have a full understanding of the services being offered;
- Review your homeowner’s insurance policy to see if the coverage being offered is already provided and consult with your insurance company to ask how the offered coverage would operate in conjunction with your current policy;
- Determine what the cancellation policy is for the coverage; and
- Check with the Better Business Bureau to see if there are any unanswered, unresolved or other complaints against the entity offering the coverage.