

Frequently Asked Questions

Is the service protection plan offer from HomeServe legitimate?

Yes. Earlier this year, Metropolitan Utilities District started working with HomeServe to offer optional exterior water service line coverage to our customers at a preferred price. Customers will not be automatically charged for this protection plan unless they enroll in the coverage.

What is the benefit of purchasing this coverage?

Home owners are responsible for the water service line from the water main into the home. Repairs to these exterior water service lines damaged from normal wear and tear aren't usually covered by homeowners insurance, and a plan from HomeServe helps protect you from expensive repairs caused by normal wear and tear. HomeServe works as a "one stop shop" to alleviate the stress that comes from finding a contractor, getting bids and paying the final bill, up to the benefit amount.

What does the exterior water service line coverage plan include?

The exterior water service line coverage includes a \$10,000 limit per service call for as many calls as you need. There is a one-year guarantee on all covered repairs.

What technicians does HomeServe work with?

HomeServe has a rigorous recruiting and approval process for technicians. In order to remain in the network, technicians must continuously perform to high standards. They are all licensed, insured and are local to ensure prompt response time to your service calls.

What is the preferred price?

The exterior water service line protection plan costs \$5.49 per month.

How do I get the M.U.D. rate?

When you sign up for the plan, you need to let HomeServe know you are a M.U.D. customer. If you already have a plan from HomeServe, you need to notify HomeServe and inform them you are a customer.

Is the fee for this coverage added to my M.U.D. bill?

No. Payment for protection plans is facilitated by HomeServe.

How long is the contract valid?

This optional coverage is based on an annual contract. Unless you cancel, it automatically renews annually with the same payment information and frequency at the then current renewal price. You can call at any time by calling 833-805-6754.

Is there a waiting period?

Yes, there is a 30-day waiting period after you enroll in the plan. You can make a service call immediately after this 30-day period.

Is this coverage available to renters?

No, the protection plans are not available to renters.

Can I cancel my contract? Is there any penalty to cancel?

You may cancel within 30 days of your start date for a full refund (or less any claims paid if cancelled at any time after renewal/reactivation, where applicable). Cancellations after the first 30 days will be effective at the end of the then-current billing month, and you will be entitled to a pro-rata refund less any claims paid (where applicable).

How do I sign up?

Visit www.mudomaha.com/homeserve or call 1-855-336-2465.

How do I opt out of future mailings?

Please call HomeServe at 1-833-805-6754 and select Option 2.

Did M.U.D. share my customer contact information during the formation of this relationship with HomeServe USA?

No customer information was released. Zip codes identifying District boundaries were provided. HomeServe obtained the mailing list from an outside vendor.

Over the years, some third party companies have been using variations of the M.U.D. name to sign up customers. This has caused confusion and we receive several inquiries annually from customers asking if we have an affiliation with those third parties. Because of these inquiries, we felt it was important to communicate to customers in advance of future mailings from HomeServe to clarify the relationship.