

BEFORE THE STATE CORPORATION COMMISSION  
OF THE STATE OF KANSAS

In the Matter of a the Complaint Against ) Docket No.  
Westar Energy, Inc. by Cathy J. Pechin ) 15-WSEE-509-COM

**RESPONSE OF WESTAR ENERGY, INC. TO COMMISSION ORDER DENYING  
MOTION TO DISMISS**

Westar Energy, Inc. (Westar) submits the following Response to the Commission Order Denying Motion to Dismiss of Westar Energy, Inc. that was issued in the above-captioned docket on June 27, 2017:

**A. Introduction**

1. Ms. Pechin filed her Complaint with the Commission on April 27, 2015. Ms. Pechin's complaint focused on Westar's partnership with HomeServe that enables HomeServe to provide an option to customers to obtain insurance for the maintenance and repair of a portion of the exterior electrical system at their home.

2. After multiple filings by Westar and Commission Staff, on June 27, 2017, the Commission issued its Order Denying Motion to Dismiss of Westar Energy, Inc. (Order). In that Order, the Commission found that Westar violated Section 1.28 of its Tariff when it shared Ms. Pechin's account information with HomeServe without obtaining her consent. In paragraph 12 of the Order, the Commission indicates that it is considering assessing a civil penalty to Westar pursuant to K.S.A. 66-138(a)(2) and orders Westar to respond to certain questions by July 27, 2017.

3. Westar's response to the questions listed in the Order, as well as a general update regarding the status of the HomeServe program and Westar's comments regarding the Commission's assessment of a civil penalty, are included below.

**B. Program Update**

4. In late 2016, Westar changed its business processes related to HomeServe. Since the end of 2016, Westar has not provided customer mailing information whatsoever to HomeServe, and mailing lists used in marketing the protection coverages are generated entirely by HomeServe from third-party independent data. In addition, Westar changed the appearance of the marketing material it sends to Westar customers to even more clearly indicate its partnership with HomeServe and that products and services are sold by HomeServe. An example of the revised marketing material is attached hereto as Attachment 4. Westar made these changes as a result of discussions with Commission Staff after Staff filed its Report and Recommendation in this docket October 2016.

5. The updated Home Services mailer referenced above includes the following statements:

- Westar received compensation from HomeServe for sharing customer information.<sup>1</sup>
- HomeServe exterior electric line coverage excludes coverage for damage caused by weather or wildlife.
- Westar receives compensation from HomeServe for products sold from this offer.

6. Given that Westar is no longer providing customer contact information to HomeServe, Westar requests authorization from the Commission to remove the first item in the bulleted list above from future mailings.

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<sup>1</sup> Please note that Westar Energy no longer provides a customer mailing list to HomeServe and will not provide any customer information without the consent of the customer.

### C. Response to Commission Questions

7. Westar's responses to the Commission questions in paragraph 12 of the Order are as follows:

Question A: How many customer complaints have you received related to HomeServe?

Answer: Westar has received or has been made aware of a total of 96 customer complaints since program inception, which was in October 2014. Westar believes the number of complaints is very low when considered in the context of the volume of interactions with customers in connection with the program. Since program inception, HomeServe has marketed to as many as 388,000 Westar customers and created HomeServe customers out of approximately 22,000 households.

Question B: Please briefly identify the nature of each complaint.

Answer: A spreadsheet containing a brief description of each complaint is attached hereto as Attachment 1. The table below summarizes the types of complaints that were received.

<b>Complaint type</b>	<b>#</b>	<b>%</b>
Marketing- remove from mailing list	21	22%
Marketing- collateral and other	18	19%
Terms & Conditions	17	18%
Customer Service	13	14%
Billing & Payments	8	8%
Contractor Performance	7	7%
Call Handling/Center	7	7%
Repair Management	2	2%
Claims Handling	1	1%
Postal Processing	1	1%
Systems	1	1%
<b>Total</b>	<b>96</b>	

Question C: Please identify any and all customer complaints that have been filed against Westar with any government entity related to HomeServe.

Answer: The complaints filed with government entities are also identified in Attachment 1. In total, one complaint has been filed with the Attorney General and six complaints have been filed with this Commission.

Question D: How many Westar customers received the HomeServe mailings?

Answer: The spreadsheet attached hereto as Attachment 2 identifies the number of customers that received each mailing by HomeServe. There were 12 mailings done by HomeServe that went to between 340,000 and 388,000 customers. There were also four other mailings that went to smaller groups of customers.

Question E: How many times did Westar customers receive HomeServe mailings?

Answer: Attachment 2 also identifies the number of mailings sent by HomeServe. There were 16 mailings total, 12 of which went to the majority of Westar customers and four of which went to smaller subsets of customers.

Question F: How much compensation did Westar receive from HomeServe?

Answer: Westar has received payments totaling \*\*[REDACTED]\*\* from HomeServe to date. The spreadsheet attached hereto as Attachment 3 contains information regarding the timing of the compensation received.

#### **D. Discussion of Penalty Assessment**

8. Westar understands that the Commission intends to assess a civil penalty to Westar pursuant to K.S.A. 66-138(a)(2), which authorizes the Commission to assess a civil penalty ranging from \$100 to \$5,000 for any violation of the public utilities act.

9. In its Report and Recommendation, Staff recommended a penalty of \$1,500 for the tariff violation in this docket. Westar is agreeable to Staff's recommendation regarding the penalty assessment.

10. In the alternative, if the Commission thinks that a broader penalty is appropriate, Westar would recommend that the Commission find that each of the 16 mailings completed by HomeServe constituted a "violation" of Westar's Tariff as that term is used in K.S.A. 66-138. Because Westar took actions to address the violation found by the Commission even prior to

receiving the Commission's order, because the number of complaints received regarding the HomeServe program are minimal when compared to the total number of customers receiving mailings,<sup>2</sup> and because Westar has received significant positive feedback from customers enrolling in the HomeServe program (see Attachment 5, summarizing feedback received), Westar requests that the Commission assess a penalty of \$1,500 per violation, which is in the middle of the range authorized by statute. This would result in a total civil penalty of \$24,000.

WHEREFORE, Westar requests that the Commission accept its responses to the Commission's questions as stated in the Order, accept its recommendation regarding the assessment of a civil penalty, and further relief as may be appropriate.

Respectfully submitted,

WESTAR ENERGY, INC.



Cathryn J. Dinges, #20848  
Senior Corporate Counsel  
818 South Kansas Avenue  
Topeka, Kansas 66612  
(785) 575-8344; Telephone  
(785) 575-8136; Fax

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<sup>2</sup> See Staff Report and Recommendation, pp. 6-7 (Oct. 13, 2016) ("Complaints received by the Commission and by the Kansas Attorney General's office regarding the HomeServe program have been few in number").

VERIFICATION

STATE OF KANSAS                    )  
  )  
COUNTY OF SHAWNEE            )       ss:

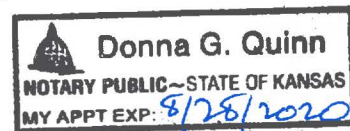
Cathryn J. Dinges, being duly sworn upon her oath deposes and says that she is one of the attorneys for Westar Energy, Inc.; that she is familiar with the foregoing **Response**; and that the statements therein are true and correct to the best of her knowledge and belief.

Cathryn Dinges  
Cathryn J. Dinges

SUBSCRIBED AND SWORN to before me this 26<sup>th</sup> day of July, 2017.

Donna G. Quinn  
Notary Public

My Appointment Expires: 8/28/2020



CERTIFICATE OF SERVICE

I hereby certify that on this 26<sup>th</sup> day of July, 2017, the foregoing **Response** was electronically served on all parties of record.

Cathryn Dinges  
Cathryn J. Dinges

Home Services from Westar Energy  
Customer Complaints & Escalations

COUNT	DATE	NAME	COMPLAINT	DETAIL
<b>Kansas Attorney General (AG) Complaints</b>				
1	1	10/15/15	Lamonte Armstrong	Customer Service Miscommunication
<b>Kansas Corporation Commission (KCC) Complaints</b>				
2	1	11/21/14	David & Robert Frederick	Terms & Conditions Claim coverage for ice storms
3	2	8/27/15	Cathy Pechin	Marketing Customer mailing address
4	3	2/24/16	Dale Forge	Marketing Misleading Literature
5	4	3/3/16	Karen Nelson	Marketing Misleading Literature
6	5	3/11/16	Joe Hendrix	Marketing Do Not Mail
7	6	9/8/16	Richard Baker	Marketing Misleading Literature
<b>Westar Escalations</b>				
8	1	8/17/15		Marketing Misleading Literature
9	2	12/31/15		Call Center Failure to mail follow-up documents
10	3	2/23/16		Marketing Customer mailing address
11	4	2/24/16		Marketing Do Not Mail
12	5	2/24/16		Marketing Do Not Mail
13	6	2/25/16		Terms & Conditions Coverage of underground cable
14	7	2/25/16		Marketing Do Not Mail
15	8	3/7/16		Call Center Asked for duplicate information
16	9	3/31/16		Marketing Misleading Literature
17	10	5/16/16		Contractor Performance Diagnosis Dispute
18	11	5/19/16		Terms & Conditions Eligibility
19	12	5/31/16		Terms & Conditions No Emergency Breakdown
20	13	6/20/16		Terms & Conditions Eligibility
21	14	6/24/16		Customer Service Enrollment Dispute
22	15	7/6/16		Marketing Misleading Literature
23	16	7/13/16		Contractor Performance Scheduling Issues
24	17	7/13/16		Terms & Conditions Eligibility
25	18	8/11/16		Terms & Conditions No Emergency Breakdown
26	19	8/22/16		Call Handling Disputes Repudiation
27	20	9/6/16		Contractor Performance Scheduling Issues
28	21	9/7/16		Billing & Payments Unauthorized Direct Debit
29	22	9/9/16		Terms & Conditions Ineligibility of shared infrastructure
30	23	9/19/16		Terms & Conditions No Emergency Breakdown
31	24	9/21/16		Billing & Payments Unauthorized Renewal
32	25	10/5/16		Call Handling Disputes Repudiation
33	26	11/16/16		Claims Handling Underground claim denied in error
32	27	11/28/16		Call Handling Excessive Hold
35	28	12/7/16		Billing & Payments Unauthorized Direct Debit
36	29	12/29/16		Billing & Payments Payment Options
37	30	1/5/17		Contractor Performance Left worksite unclean
38	31	1/13/17		Marketing No response to return of registration
39	32	2/17/17		Customer Service Enrollment Dispute
40	33	3/3/17		Call Handling Miscommunication
41	34	3/13/17		Marketing Misleading Literature
42	35	4/26/17		Terms & Conditions No Emergency Breakdown
43	36	4/27/17		Terms & Conditions Eligibility
44	37	5/3/17		Repair Management Availability
45	38	5/22/17		Customer Service Eligibility
46	39	6/12/17		Contractor Performance Left trench open



Complaints to HomeServe- not included in Westar Escalations					
47	1	11/4/2014		Marketing	Misleading Literature
48	2	11/13/2014		Customer Service	Eligibility
49	3	11/24/2014		Marketing	Misprinted Name
50	4	1/23/2015		Marketing	Service Agreement Not Received
51	5	2/3/2015		Marketing	Do Not Mail
52	6	2/3/2015		Marketing	Do Not Mail
53	7	2/11/2015	r	Marketing	Do Not Mail
54	8	2/17/2015		Marketing	Duplicate Mailing
55	9	2/19/2015		Marketing	Do Not Mail
56	10	2/23/2015		Postal Processing	Processing Delay
57	11	3/4/2015		Marketing	Terms and Conditions
58	12	3/9/2015		Marketing	Do Not Mail
59	13	3/18/2015		Marketing	Do Not Mail
60	14	3/30/2015		Marketing	Do Not Mail
61	15	4/2/2015		Billing & Payments	Unauthorized DD
62	16	5/11/2015		Marketing	Do Not Mail
63	17	5/11/2015		Marketing	Do Not Mail
64	18	5/13/2015		Marketing	Do Not Mail
65	19	5/13/2015		Marketing	Do Not Mail
66	20	6/16/2015		Call Handling	Disputes Repudiation
67	21	6/26/2015		Repair Management	Clarification of Coverage
68	22	7/8/2015		Terms & Conditions	No Emergency Breakdown
69	23	7/8/2015		Terms & Conditions	Out Of Pocket Expense
70	24	7/30/2015		Customer Service	Call Handling
71	25	8/7/2015		Terms & Conditions	Eligibility
72	26	8/28/2015		Customer Service	Enrollment Dispute
73	27	9/8/2015		Terms & Conditions	Out Of Pocket Expense
74	28	9/21/2015		Systems	Transaction Error
75	29	9/30/2015		Contractor Performance	Misscommunication
76	30	10/13/2015		Marketing	Do Not Mail
77	31	11/2/2015		Terms & Conditions	Interpretation
78	32	11/9/2015		Marketing	Misleading Literature
79	33	11/16/2015		Customer Service	Miscommunication
80	34	12/14/2015		Marketing	Duplicate Mailing
81	35	12/15/2015		Customer Service	Call Handling
82	36	12/15/2015		Marketing	Do Not Mail
83	37	12/22/2015		Customer Service	Eligibility
84	38	12/29/2015		Billing & Payments	Unauthorised DD
85	39	2/24/2016		Marketing	Do Not Mail
86	40	2/26/2016		Marketing	Do Not Mail
87	41	2/26/2016		Marketing	Do Not Mail
88	42	2/26/2016		Marketing	Do Not Mail
89	43	3/14/2016		Billing & Payments	Unauthorized DD
90	44	4/14/2016		Customer Service	Delayed Refund
91	45	6/30/2016		Customer Service	Lack of Follow Up
92	46	9/1/2016		Marketing	Misleading Literature
93	47	9/8/2016		Contractor Performance	Scheduling Issues
94	48	10/7/2016		Customer Service	Failure To Cancel
95	49	11/16/2016		Billing & Payments	Doubled billed
96	50	3/16/2017		Terms & Conditions	Interpretation



## HomeServe Direct Mail Statistics

Count	Year	Month	Mailing Type	Volume Mailed
1	2014	10	Postcard	370,049
2	2014	10	Letter	386,446
3	2015	01	Letter	384,538
4	2015	02	Letter	33,803
5	2015	03	Letter	333,859
6	2015	05	Letter	359,403
7	2015	06	Letter	13,860
8	2015	07	Letter	388,060
9	2015	09	Letter	354,705
10	2015	11	Letter	351,330
11	2015	02	Postcard	33,718
12	2015	06	Postcard	12,013
13	2016	02	Letter	348,784
14	2016	04	Letter	358,199
15	2016	06	Letter	344,317
16	2016	08	Letter	343,925

*This worksheet contains the volume of customers receiving each HomeServe mailing that utilized a customer list provided by Westar in order to reach Westar customers.*

Westar Energy Commissions received from HomeServe

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2014													
2015													
2016													
2017													

Payment received April 2015 includes one-time lump sum payment of [REDACTED] per terms of contract

A NOTE ABOUT THE EXTERIOR ELECTRICAL SYSTEM ON YOUR PROPERTY

As a homeowner, you know that the electricity in your home is essential to your family’s comfort and security. The exterior electrical components on your property bring electricity into your home, and if certain parts of this important system break down, the repair costs, which could be hundreds of dollars, would be your responsibility.

At Westar Energy, we want to help. That’s why we invite you to consider Exterior Electrical Line Coverage from HomeServe. This low-cost, optional coverage helps to protect you from the cost of covered repairs to the exterior electrical system components on your property.

Please consider this valuable protection.

Have questions? Call 1-844-219-9213  
Or visit [www.WestarPlans.com](http://www.WestarPlans.com)

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INFORMATION FOR WESTAR ENERGY CUSTOMERS

<<MR. SAMPLE A SAMPLE>>  
<<MAIL\_ADDRESS LINE1>>  
<<MAIL\_ADDRESS LINE2>>  
<<MAIL\_CITY, ST ZIPPLUS4>>

PRSR STD  
U.S. POSTAGE  
PAID  
MAILED FROM  
ZIP CODE XXXXX  
PERMIT NO XXX

What you should know about your EXTERIOR ELECTRIC SYSTEM RESPONSIBILITY

If components of the exterior electrical system on your property break down due to age or groundshifting, it could cost hundreds of dollars or more to repair.

Meter Base  
Riser  
Service Entrance  
(Inside Pipe)  
Weatherhead  
Conductor

The meter that measures the amount of electricity used is not covered by this plan, but it is covered by Westar Energy. Information on Westar customer responsibilities is available at: [www.westarenergy.com/homeservices](http://www.westarenergy.com/homeservices).

Learn More Inside

complete and return the enclosed form in the postage-paid envelope

Mail



Call



1-844-219-9213

Mon-Fri 7am-7pm | Sat 9am-3pm CST

Visit



[www.WestarPlans.com](http://www.WestarPlans.com)

Protect Yourself

against the cost and inconvenience of emergency repairs with Exterior Electrical Line Coverage

This optional coverage from HomeServe offers you:

- Up to \$3,000 annually for covered exterior electrical system repairs, • 24-hour Emergency Repair Hotline with a 30-day waiting period and a money-back guarantee
- Repairs performed by local, licensed and insured electricians
- Multiple service calls up to the annual amount and no deductibles
- One-year guarantee on all covered repairs



**64% of Americans don't have enough cash** on hand to handle a \$1,000 emergency expense.<sup>1</sup>



**55% of utility customers think it's appropriate** for their utility to offer home emergency plans.<sup>2</sup>



**39% of homeowners say it's hard to find** a reliable repair service.<sup>2</sup>

<sup>1</sup>Cited in National Foundation for Credit Counseling, 2011  
<sup>2</sup>Ipsos Public Affairs, 2012

*No homeowner should put off an emergency home repair because it's too costly.*

~Tom Rusin, CEO, HomeServe USA

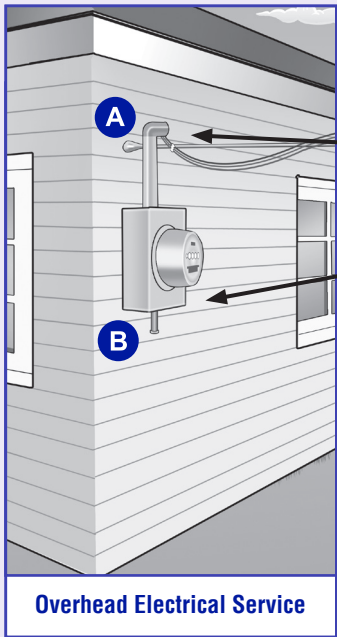
## WHO IS HOMESERVE?

HomeServe provides emergency repair coverage to almost 3 million customers from coast to coast for their home's plumbing and drainage, interior and exterior electrical systems, and home comfort systems. Rest assured HomeServe is a reputable business that performed over 350,000 repairs in 2015 and has a 99%<sup>+</sup> satisfaction rating from its customers. HomeServe is also accredited with an A+ rating from the Better Business Bureau.



ACCREDITED BUSINESS

A+



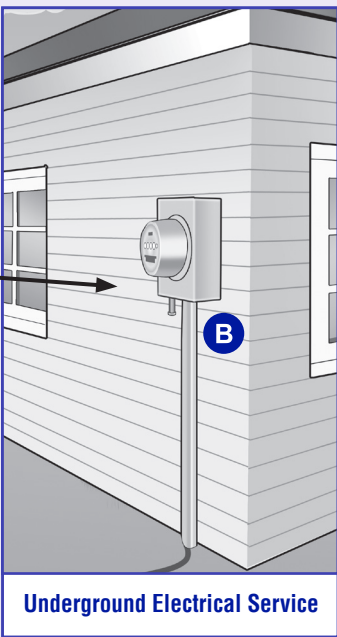
Overhead Electrical Service

### What could you pay for repairs?

- A** Replace Weatherhead:  
Average Repair Cost: **\$155**  
Plan Members Cost: **\$0<sup>†</sup>**
- B** Replace 200 Amp Meter Base and Service Entrance Conductor:  
Average Repair Cost: **\$1,035**  
Plan Members Cost: **\$0<sup>†</sup>**

The meter that measures the amount of electricity used is not covered by this plan, but it is covered by Westar Energy. Information on Westar customer responsibilities is available at: [www.westarenergy.com/homeservices](http://www.westarenergy.com/homeservices).

<sup>†</sup>National average repair costs as of January 2016. No charge for covered repairs up to your annual benefit mount.



Underground Electrical Service

<sup>†</sup>Data based on customer polls conducted between January 1, 2016 and June 30, 2016, 48 hours after service was performed.

HomeServe USA Repair Management Corp. ("HomeServe"), with corporate offices located at 601 Merritt 7, 6th Floor, Norwalk, CT 06851, is an independent company separate from Westar Energy and offers this optional service plan as an authorized representative of the contract issuer, AMT Warranty Corp., 59 Maiden Lane, 43rd Floor, New York, NY 10038. Your choice of whether to participate in this service plan will not affect the price, availability or terms of service from Westar Energy.

### Three easy ways to reply



**Visit**

[www.WestarPlans.com](http://www.WestarPlans.com)



**Call**

**1-844-219-9213**

Mon-Fri 7am-7pm | Sat 9am-3pm CST



**Mail**

complete and return the enclosed form in the postage-paid envelope

**Important Coverage Information:** Eligibility: An owner of both a residential home permanently secured to the ground and the land it is located on may be eligible for this coverage. Recreational vehicles or homes on wheels and properties used for commercial purposes are not eligible for coverage. Your property is not eligible if you are aware of any pre-existing conditions, defects or deficiencies with your exterior electrical line prior to enrollment or have an electrical services entrance rated less than 80 amps. If you live in a development community with a condominium, co-op or homeowners association, your exterior electrical line may not be an individual homeowner's responsibility, so please check with your association before accepting this coverage. Benefit Details: Coverage provides, up to the benefit amount, for the covered cost to repair or replace the following components of an overhead or underground exterior electrical line, for which you have sole responsibility, from your utility's responsibility to the external wall of your home, that are damaged due to normal wear and tear, not accident or negligence: weather head, insulator, riser, meter base, and service entrance conductor. Not covered: Repairs to damage arising from the disconnection or interruption to the main electrical supply; transformers; repair of low voltage wiring; generators; non-utility supplied power and/or lines; and damage from accidents, negligence or otherwise caused by you, others or unusual circumstances. The meter that measures the amount of electricity used is not covered by this plan, but it is covered by Westar Energy. Additional exclusions apply. Making a Service Call: Your plan starts the day your form is processed, and there is an initial 30-day waiting period before you can make a service call, giving you 11 months of coverage during the first year. Upon renewal/reactivation (if applicable), you will not be subject to a waiting period. Cancellation: 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 prorata refund less any claims paid (where applicable). You may also contact HomeServe to cancel if you find your utility or municipality provides similar coverage to you at no charge, and you will receive a refund less any claims paid (where applicable). Renewal: Your coverage is based on an annual contract. For E-Z Pay, credit card or debit card customers: regardless of the payment frequency you select, your service agreement will be automatically renewed annually on the same payment terms selected, at the then-current renewal price. To see full Terms and Conditions with complete coverage and exclusion details prior to enrolling call 1-844-219-9213 or go to [www.WestarPlans.com](http://www.WestarPlans.com). HomeServe is an independent company, separate from Westar Energy, providing emergency home repair services and protection solutions to homeowners across the U.S. If you would prefer not to receive solicitations from HomeServe, please call 1-844-219-9213.

**E-Z Pay:** A paperless and stress-free way to pay for your coverage. Payments are automatically debited from the bank/checking account of your choice as your payment becomes due, at no additional cost.

Journey	Satisfaction Score	Easy Score	Comments	created
EXTERIOR ELECTRICS PHONE	9	9	I was tickled that the kind of insurance was available to protect our home, that it was very affordable and that it was easy to obtain. Thank you.	01, Dec 2016 07:17 PM
EXTERIOR ELECTRICS DM	8	9	Thank you very much. That was a really easy to take it and I was more than happy because I had a coverage on it. Thank you very much.	01, Sep 2016 06:16 PM
Engineer	9	9	Yes I tell you that the both technicians were great they answered any questions I had, they did a fantastic job, I just can't say enough great things about them, they did, were just awesome and I appreciate all they did for us, thank you.	02, Feb 2017 08:42 PM
Engineer	9	9	The technician was very professional and very courteous and knew exactly what needed to be done and it was done in a nice timely manner thank you	02, Feb 2017 08:46 PM
Claims	9	9	They just treat me real well. I was very satisfied because all the claim (?) was easy, I didn't have to go through a lot of questions and they got the people out so I didn't have to do that, they did everything for me. I'm just very satisfied. [REDACTED] my name.	02, Mar 2017 08:00 PM
EXTERIOR ELECTRICS DM	8	8	There was no pressure to purchase the agreement and when you compare the cost of the plan versus the cost of replacement overall several years it looked the most feasible thing to do. Thanks.	03, Jun 2016 05:19 PM
EXTERIOR ELECTRICS DM	9	9	It was easy and convenient to sign up.	03, Jun 2016 05:39 PM
EXTERIOR ELECTRICS DM	9	9	Yeah, this [REDACTED] we had an opportunity to have some service the other day for West Star and both, the people from customer service and the guys that came out. Didn't have to much jobs and they recommended that I get the extended coverage, so that's what we did and thanks a lot for the call. You have a great day, bye.	03, Jun 2016 05:44 PM
Engineer	8	8	They were good. What they did, they did it quick and I was very satisfied.	03, Jun 2016 06:34 PM
Engineer	9	9	The technician was nice and explained everything to us in a way that we could understand.	03, Nov 2016 06:04 PM
EXTERIOR ELECTRICS DM	9	8	Well, it was just easy to fill out. I thought it should have been a little bit more explanatory.	03, Nov 2016 06:05 PM
EXTERIOR ELECTRICS DM	7	7	It was OK.	04, Aug 2016 06:34 PM
EXTERIOR ELECTRICS DM	9	9	Yeah I mean it was easy to do and very well signed and well worth while doing so I thought it on, appreciate your time. Thank you, bye.	04, Aug 2016 06:34 PM
EXTERIOR ELECTRICS DM	9	9	Well I just don't have any complaints its just fine. As far as I'm concerned everything's okay, I don't have any complaints.	04, Aug 2016 06:38 PM
EXTERIOR ELECTRICS DM	8	8	I've had a problem out here with some lines, with my lines. Three limbs out, they come out and took care of it in a nice, orderly manner, thank you. And had good people doing the work. Bye.	04, Aug 2016 06:40 PM
EXTERIOR ELECTRICS DM	9	9	It's very easy. I think I need the service and it was just a good experience.	04, Aug 2016 06:42 PM
Claims	9	9	The service was very good. He did a very good job and I was very happy and when I called in I got somebody out here the very next day. So I appreciate it very much. Thank you.	04, Aug 2016 06:43 PM
Engineer	9	9	It's very good. I'm glad they came and I sure needed it and I appreciate what they did for me. Thank you.	04, May 2017 07:00 PM

		It was very simple to get the process started but it took 2 days with the repairman to do his work which was not good at the time because I had water in my basement dripping. Otherwise it was	
Claims	8	9 great.	06, Apr 2017 07:18 PM
Engineer	9	9 Friendly person	06, Jul 2017 06:28 PM
Engineer	9	9 I was very satisfied. Really nice guys filled out and helped me with my problem. Thank you.	06, Jul 2017 06:29 PM
EXTERIOR ELECTRICS DM	8	8 Hi it was easy the new I am just not sure of the service but that's okay.	06, Oct 2016 06:53 PM
EXTERIOR ELECTRICS DM	7	7 It all worked out good. Thank you.	06, Oct 2016 06:54 PM
		Well, he was very courteous and very thorough in his assessment but he has not fixed the problem yet, we're still waiting on the technician to complete the project but so far it's been very good	
Engineer	8	8 experience, thank you, bye.	07, Jul 2016 06:53 PM
Claims	8	9 Yeah this was pretty much well taken care of and well satisfied. Thank you.	07, Jul 2016 06:56 PM
Claims	9	9 They did a great job. It was easy to get the job taken care of and I appreciate the things they did.	08, Dec 2016 07:13 PM
		We are selling our home and that is why I cancelled it. Everything was okay, because I really got	
Cancellations	9	9 good service. And thank you very much. Bye.	08, Jun 2017 06:30 PM
		It was really easy to finish the, getting, putting the app in for the insurance and I thought that it was	
EXTERIOR ELECTRICS PHONE	8	7 a good idea to get paint shields.	08, Sep 2016 06:57 PM
		The technician was very clear, he was very direct. Every question I asked he answered very clearly so I could understand everything. He explained everything that he did and he explained everything that should be done to prevent future situations such as the one we had. So I think it was very, a very pleasant experience for me and my husband because we didn't. We had a lot of doubts but he cleared every single one. In away we could understand everything so for us was a very , very good	
Engineer	9	9 experience. Thank you.	08, Sep 2016 06:58 PM
		Well, it seemed to go very well although after I submitted my payment I have not received any notification that my payment was accepted or received, so I am just assuming that I have done everything correctly and purchased the correct coverage, but it would be nice to get some type of	
EXTERIOR ELECTRICS DM	9	9 follow up letting you know everything was completed and that I had purchased it. Thank you.	09, Jun 2016 05:10 PM
		I was very satisfied with the way people helped me and explained things to me and in a rapid time it	
Claims	9	9 was taken care of. Thank you.	09, Jun 2016 05:30 PM
		He took the time to explain everything that needed to be done and answered all my questions,	
Engineer	9	9 which means quite a bit. Thank you. Bye.	09, Jun 2016 05:57 PM
EXTERIOR ELECTRICS DM	9	9 Very satisfied.	09, Jun 2016 05:59 PM
		Hello. [REDACTED] was very efficient and very pleasant and we enjoyed his visit. He did a good	
Claims	9	9 job.	09, Jun 2016 06:16 PM
EXTERIOR ELECTRICS DM	9	9 Everything was fine.	11, Aug 2016 06:06 PM
EXTERIOR ELECTRICS DM	6	9 What am I going to say, I don't know. It was a pretty good deal so far, I only have to use it. Okay.	11, Aug 2016 06:10 PM
Cancellations	6	6 I was satisfied but process, I think you know, I needed the service any more. Thank you. Goodbye.	13, Jul 2017 08:11 PM



Engineer	9	We were very satisfied with our technician. And what he did. They were very prompt to getting out here. And we very much appreciated it.	13, Oct 2016 06:28 PM
Claims	9	9 They were very easy to communicate with and very efficient and I was real happy with the service.	13, Oct 2016 06:28 PM
Engineer	9	9 The service provided was very professional, the person was very knowledgeable. They new exactly what to do. They assessed every other situations that what I've had, they answered all my questions, they were quick, professional, clean and I was incredibly satisfied because everything went very quickly, very very professional, and I really recommend everything and I have been recommending the service to everybody because the professionalism expressed by the company and by the technician and by his boss, everything was so incredibly easy, and very comfortable for me, I was very stressed and they made sure that everything went well, but I did understand everything that they were doing and it was an amazing amazing experience. I really liked it and I think that you guys are really good and the person took into our house was very very professional, really so I am very pleased with everything I went through so, thank you very much.	16, Jun 2016 05:20 PM
Cancellations	9	9 The reason I am not I keeping it is because is because I do not have the funds to continue paying for it. I only ever had problems with being on full security online so that's the reason I quit.	16, Mar 2017 07:25 PM
Cancellations	9	9 I was very happy. Everybody was very nice. I am moving to a retirement home where there's facilities to take care of me. So I'm not gonna be here anymore, so they'll take care of all the home things I need. So thank you anyway, bye bye.	16, Mar 2017 07:27 PM
Engineer	8	8 Good job.	18, Apr 2016 05:57 PM
EXTERIOR ELECTRICS PHONE	9	9 The representative was very professional and helpful.	19, Jan 2017 08:13 PM
Engineer	9	9 Very, very satisfied. He did a very good job, explained things to me very well and I really appreciate it.	19, May 2016 06:18 PM
Engineer	8	9 He explained our problem very clearly so we could understand it and he was very patient with us.	19, May 2016 06:22 PM
Engineer	9	9 Thank you.	19, May 2016 07:15 PM
Engineer	9	9 He was very friendly, good service, did a great job.	19, May 2016 07:15 PM
Engineer	9	9 The technician was very professional and very quick. I can't wait for him to come back to finish the work. Thank you.	20, Apr 2017 06:34 PM
Cancellations	9	9 The company is very professional, have a good service to offer. I have one particular situation that I thought it could have been covered, but I realised after speaking with them that there was a legit reason why it wasn't. Thank you.	20, Jan 2017 07:08 PM
EXTERIOR ELECTRICS PHONE	9	5 Hi, my name is [REDACTED] I feel great. Thank you very much. Thank you.	20, May 2016 05:06 PM
Engineer	9	9 The service was very good. And the person that they sent out, was very polite.	20, Oct 2016 06:28 PM
EXTERIOR ELECTRICS PHONE	9	9 It was very easy.	21, Jul 2016 06:05 PM
Cancellations	9	9 My household I did not need the service any more I appreciated it well I had and cancelling was easy thank you	22, Jun 2017 06:33 PM
Engineer	8	9 He did a great job, made it easy. I understood what he was talking about. I'm just waiting for the results of my claim right now, thank you.	22, Jun 2017 06:34 PM



Engineer	9	I felt the technician who came to help us with our electrical problem was very quick to figure out what was wrong and it was rather a simple fix and he fixed it and so I was really really glad that it	22, Sep 2016 06:36 PM
EXTERIOR ELECTRICS DM	8	9 worked that way. 9 No problem, very good service.	22, Sep 2016 06:50 PM
Engineer	9	We have an earth shower at home and we are wondering if our house would qualify under the pattern. I have not been home so I have not heard my husband say whether the man came back as he had to replace a part. So anyway we are happy with what he, when he came. He was easy to talk with, but I am not sure if the job is completed. Thank you.	23, Feb 2017 07:35 PM
Cancellations	8	The cancellation went very well. It was easy, no hassle. I cancelled because we no longer live the	23, Mar 2017 07:14 PM
EXTERIOR ELECTRICS DM	9	8 West Star Electrical District. Bye. 9 It was very easy and I hope I will have to use it.	25, Aug 2016 06:12 PM
Claims	9	My claim was handled very quickly, it was on the weekend and they was out here early that	26, Jan 2017 09:03 PM
EXTERIOR ELECTRICS DM	7	9 Monday morning, got excellent service, I appreciate you.	27, May 2016 05:41 PM
EXTERIOR ELECTRICS DM	9	It was just really easy. You guys sent me the form, I filled it out, wrote a cheque, sent it in. Simple as 9 that. 9 Just extra security for my home. I feel much better, (?) better. Thank you.	27, May 2016 05:49 PM
Claims	9	Hi, my name is [REDACTED]. I was having some work done on my house and there is a bare wire that's sticking out. I was concerned about the safety of the people that were working on the house and so I thought well I'm going to call because I have this insurance and I've never used it. I called on Friday and Monday by the time I got off work the wire was fixed and it was all taken care of. I am delighted with the service and the way it was all handled and I appreciate it very much. Thank you.	27, Oct 2016 06:09 PM
EXTERIOR ELECTRICS DM	9	Well it was very simple and easy to follow the prompts and fill out the forms and all that stuff and it's really great. Thank you very much for this survey call and we hope to never have to call you.	28, Jul 2016 06:10 PM
Claims	9	9 Goodbye. 9 OK whatever. It's going good.	29, Apr 2016 05:38 PM
EXTERIOR ELECTRICS DM	9	We think that the service was a good one for real customers so I {unclear} the lines are intact	29, Apr 2016 06:53 PM
Engineer	9	9 without too much expense. Thank you. 9 Very good service and customer service and very fast service thank you	29, Jun 2017 06:24 PM
Engineer	9	Yeah this is [REDACTED]. You really helped a lot on getting things lined up and everything hooks back as best as they could. A lot more work than I expected to be done and, but he was able to get it all completed and fixed that night and he had just very limited panel touches the next day, but everything is great now. Really no complaints whatsoever. They came out as soon as they realised I had no electricity and I have no complaints and I would definitely recommend the insurance, the Home Serve Insurance to anybody who asked about it, or if you have any questions you can give me a call at [REDACTED]. Thank you for your service. Bye bye.	29, Jun 2017 06:30 PM
EXTERIOR ELECTRICS DM	9	Yeah and all I do is just sent you a cheque for \$59, whatever it was, my wife done it. We're satisfied.	29, Sep 2016 07:40 PM
EXTERIOR ELECTRICS DM	9	9 If you do what you say you're going to do we will be alright. 9 It was very easy to do. Thank you.	29, Sep 2016 07:40 PM

EXTERIOR ELECTRICS DM

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Oh very simple. I turned around and opened the mail. Read the deal. Decided I wanted the insurance. Made out a cheque and sent it in. So I basically did all the work. You just mailed it to me.  
4 Thank you very much. Goodbye.

30, Jun 2016 06:05 PM