

HomeServe CaresSM Program Assists Low Income NY Residents with Water Service Line Repairs

Kellie Bolden of Buffalo, New York and her family have been dealing with the problems presented by their damaged water service line for years. Through the HomeServe Cares program, Ms. Bolden's water service line was repaired by a local licensed contractor free of cost to her or her local utility company.



A Damaged Water Service Line

Kellie Bolden has lived in her home for 6 years, all the while experiencing minor water service line problems. The home had been in foreclosure and abandoned for 3 years before Bolden purchased the property. “The only way I could afford a home was to get one knowing it had problems, but we needed a stable place to live with children,” says Bolden.

For the past year, Bolden and her family had experienced very low water pressure, but lived with the problem because they did not have the necessary funds to fix the line. These water problems interfered with her day-to-day routine, forcing her and her entire family to shower elsewhere. The constant low water pressure also prevented the proper flow of her sewer and triggered issues with the plumbing and sewer line, including frequent backups. She was eventually forced to have a contractor clear out the line to provide relief.

In July of 2016, Bolden was notified by her water company that there was a leak in her water service line, and she had no choice but to repair the leak to prevent the water from being turned off.

How HomeServe Cares Helped

“I got a recommendation for a contractor from a relative who had used them for a repair,” says Bolden. “I called and received my estimate, and told the contractor that I did not have the funds and was not sure what to do.” Luckily for Bolden, the contractor “The Plumber,” was part of the HomeServe approved contractor network, and informed Bolden about the HomeServe Cares program, an assistance program that arranges for certain emergency water and sewer line repairs for eligible low-income residents at no cost to them.

Bolden qualified for the HomeServe Cares program, so HomeServe dispatched the licensed and local contractor, to Bolden's house to replace the water service line and give the family much needed peace of mind. Bolden and her family are now able to use their facilities without backups and take showers in their own home. “I thought I was going to have to sell the house,” says Bolden. “I was extremely happy with everyone I talked with at HomeServe, I am very grateful.”



C o n c l u s i o n

At HomeServe USA, corporate social responsibility is a core component of our culture upon which we have a rich history of giving back to the communities in which we live and work. Supplementing these corporate efforts we also look for ways to support communities by encouraging our employees across North America to contribute in any way they can.



Our Mission: To free our members from the worry of home emergencies