

Foundation Donates Several iPads to Chattanooga Hospitals

In April, our Chattanooga contact center led the charge to donate eight iPads to two local hospitals so COVID-19 patients could FaceTime with their families, because visiting hours had been suspended.

Scott Weddle, Vice President of Contact Center Operations, learned from a friend in healthcare that nurses were utilizing their personal phones to allow COVID-19 patients to contact their families.

"Over the course of the last year, one of the things that I've seen and read is all these stories about nurses and doctors who have gone above and beyond for people in the hospital and trying to make a tough time as manageable as possible," Weddle said.

"When I heard the story about nurses using their personal iPhones to enable patients to FaceTime, it just tugged at my heartstrings in a huge way."

Representatives from Children's Hospital at Erlanger and CHI Memorial gathered at the contact center for a socially distanced presentation.

"As many have experienced throughout the COVID-19 pandemic, hospitals and healthcare facilities had to significantly limit the number of people entering their facilities," Tom Rusin, HomeServe North America CEO, said. "For patients of all kinds, this meant not being able to see their loved ones in person during their hospital stays. As they are, nurses proved masters at solving problems and used their personal cell phones and tablets to enable people to stay connected."



Representatives from Children's Hospital at Erlanger and CHI Memorial Hospital visited the Chattanooga contact center in a socially distanced presentation in April.

Weddle brought the idea to the HomeServe Cares Foundation to see how it could help. Each hospital was gifted four Apple iPads to use throughout their hospitals to connect patients with families, friends and loved ones who were unable to visit the hospitals.

CHI Memorial's Chief Nursing Officer Rhonda Hatfield said, "What we've learned is we have a lot of technology in the hospital but getting the technology out of the hospital when visitors are restricted was our challenge. So, this is very meaningful, and we learned a lot, as most companies have, how we will do better in the future to connect people from around the country."

Erlanger Nurse Director of Critical Care Sara Bacon said, "We are so grateful for HomeServe's generous gift. COVID taught us to be creative with how we connect our patients with their loved ones. Patients and families will benefit from the iPads for years to come."



The HomeServe Cares Foundation is a four-pillar Corporate Social Responsibility program and includes pro bono repair jobs for eligible citizens, grant funding for community-based projects, support for veterans, and employee charitable giving and volunteerism.

Since the HomeServe Cares founding in April 2019:



228 HomeServe Cares jobs, worth **\$522,100**, completed



\$252,192 in grant funding distributed to charities



\$38,000 in grant funding distributed to veterans groups



81 organizations supported and **1,257** employee hours volunteered

Foundation helps Louisville Water Customers Pay Their Bills

The HomeServe Cares Foundation recently made a \$12,000 donation to the Louisville Water Foundation, and those funds will be applied to the Louisville Water Foundation's Drops of Kindness program that provides customers with direct bill relief.

"A core value at HomeServe is doing good in the communities we serve, and that means seeing the needs of a community and working together with partners to find solutions," said Tom Rusin, CEO of HomeServe North America. "We are proud to have been a partner of Louisville Water for over 14 years and are pleased to help them provide a helping hand to those in need."



During the COVID-19 pandemic, more than 18,000 Louisville Water customers have struggled to pay their bill. Through the Louisville Water Foundation and Drops of Kindness, more than \$5 million has been granted to customers to help with unpaid bills.

HomeServe and Louisville Water have been partnered since 2007,

and, through HomeServe and the HomeServe Cares Foundation, more than \$74,000 in pro bono repairs were completed in 2020 alone for Louisville area residents. Since 2013, HomeServe has contributed \$132,000 to the Louisville Water Foundation.

"We have been able to do so much good during the pandemic through the Louisville Water Foundation and our Drops of Kindness program," said Spencer Bruce, President and CEO of Louisville Water. "We are grateful for HomeServe's ongoing support, which enables us to provide water bill assistance to those in need."



The HomeServe giving spirit extends beyond the Foundation. Dukes of Air of Arizona, a locally branded company, learned that Mesa Police Officer Sean Stoddard had suffered severe and lingering injuries after his cruiser was rear-ended as he prepared to remove debris from a highway, and his home's air conditioning units weren't working as the Arizona summer loomed. The Dukes team donated their labor while Trane donated two new HVAC units for the officer's home.

HomeServe Cares Jobs Benefit Homeowners Throughout the Country

In the first quarter of our fiscal year, the HomeServe Cares Foundation's Caring for People program, which provides no-cost, urgent repairs to qualifying homeowners, made a big difference for people across the country. From HVAC to plumbing repairs, from small jobs to large, our committed network contractors have been busy assisting homeowners in need with us.

Ifeoma M. in Jackson, Mississippi, had a problem that started with a stopped-up drain and ended up being an expensive fix. Ifeoma was recommended for the Caring for People program after she reached out to the city for assistance after experiencing repeated drain backups.

United Plumbing and Heating was dispatched to her home this past May to determine what work needed to be done.

United found that the 4-inch cast-iron drainpipe beneath Ifeoma's home had rotted, was collapsing and needed to be replaced right away. The repair was complicated by the fact that the home had a slab foundation and United had to rip up the floor and foundation beneath it to access the drains.

Once United opened the floor, they learned that the problem was bigger than expected and the entire 40-foot main line needed to also be replaced. Along with some other associated repairs, the total cost was

nearly \$14,500—an expense that would have fallen on Ifeoma, if not for the HomeServe Cares program.

HomeServe network contractors were busy throughout the country doing Cares jobs, including:

- Stott Plumbing and Heating fielded a Caring for People job in Orem, Utah, in April. Lorraine M. had the unpleasant experience of a sewer backup, and, because of that, she only had partial use of her facilities. After an initial visit in which Stott snaked her sewer line, it came to light that a sink-hole damaged the clay sewer pipe in Lorraine's front yard, and, since it was on her property, it was on her to get it repaired.

Luckily, she had Stott Plumbing and HomeServe Cares on her side. Stott replaced 45 feet of her 4-inch pipe, and the Foundation covered the \$10,000 cost.

- In June, Doran J. of Syracuse, New York, was experiencing low water pressure, only to find out the problem was much bigger than expected—his water line needed to be repaired, and the location of the leak meant that our plumber, Courcy Enterprises, would need to bore under his driveway and dig up part of it, significantly increasing the costs. Luckily, HomeServe Cares was able to cover the nearly \$8,000 bill for Doran.
- Network contractor Josephine O’Grady—an advocate for the HomeServe Cares Program—and O’Grady Plumbing came to the rescue of Christine H. of Yonkers, New York, in June when she needed her entire 50-foot water service line replaced, because it was in such poor condition, at a cost of almost \$6,500.



- In June, the country watched the mercury rise as we approached record-setting high temperatures while Tynicka P. of Baltimore, Maryland, watched her air conditioning system fizzle out. Not only was she without air conditioning during one of the hottest Junes in memory, but the unit also provided her heating in the winter and replacing it would cost more than \$4,600. Fortu-

nately for Tynicka, she had Rowbel Services and the Foundation in her corner.

- Ninah J. of Tulsa, Oklahoma, needed a new toilet, but she didn’t have \$700 to purchase it and hire a plumber to have it installed. Thanks to the Foundation and Davis Plumbing Services, she doesn’t need to fear the flush anymore!



Top, some of our Canonsburg employees participated in a walkathon to support Earth Day at a local park. Bottom, some of our Norwalk coworkers, including Laura Battinelli, Kate Krentsa, Cynthia Jones Murray and Tina Ullmann, participated in Norwalk Mayor Harry Rilling’s Citywide Spring Cleanup in partnership with Keep Norwalk Beautiful this spring, picking up trash as part of a volunteer effort.



Foundation in the News

The Chattanooga Chamber of Commerce and WUTC-FM featured VP Scott Weddle talking about the Foundation in their [Giving Back Business Spotlight](#).

James Copeland, CenterPoint Energy Chief of Staff, Energy Systems Group, wrote a LinkedIn Pulse article about our joint efforts with Rebuilding Together Houston, [“Giving Back: It’s at the Heart of Who We Are.”](#)