



*Exclusively for Touchstone Energy Full Members*

In today's environment, members demand increased choice, services and communication. Providing value-added services that meet member needs but also align with the superior customer care standards can help participating co-ops build member loyalty and satisfaction.

The Cooperative Home Services Program partnered with Pivotal Home Solutions to create a platform designed specifically for electrical cooperative members and their residential members. The programs can provide peace of mind for every member through utility programs and services.

**Benefits for both member cooperatives and their members include:**

**For Member Customers**



**Peace of Mind**

Provides member with a worry-free solution to potentially costly and time-consuming repairs.



**Financial Assurance**

60% of Americans don't have enough cash on hand to handle a \$1,000 emergency expense.<sup>1</sup>



**Simple Process**

Easy enrollment, one-call to request a repair, real time tracking of repair contractor.



**Convenience**

43% of homeowners spend over 5 hours researching a contractor.<sup>2</sup> Pivotal Home Solutions finds the best contractor for the member.

**For Co-op Members**



**No Costs**

All costs including marketing and claims management are assumed by the program provider: Pivotal Home Solutions.



**Member Focus**

Pricing, repairs are aligned with the cooperative mindset of low cost and maximum value and service.



**Potential Funding**

Provides additional revenue streams for member co-ops to re-invest in the community, infrastructure or other areas of need.



**Boost Satisfaction**

18% higher overall utility satisfaction when customers are aware of and enrolled in warranty programs.<sup>3</sup>

**Nick Alexander**  
[nick.alexander@coophomeservices.org](mailto:nick.alexander@coophomeservices.org)  
**1-877-256-9001**  
**1-305-342-2753 (cell)**



A Touchstone Energy® Member



1 A \$1,000 emergency would push many Americans into debt, CNBC, January 2019  
 2 Majority of homeowners delay repairs, improvement due to finances, study Discover Financial Services July 2018  
 3 Homeowner Survey Index, Modernize, December 2018-January 2019

Use of any national or regional NRECA or Touchstone Energy® Cooperatives trademarks does not constitute an endorsement of or recommendation for our company, products, or services.