



Cooperative Home Services Program

In today's environment, members demand increased choice, services and communication. Providing value-added services that meet member needs and also boost rural local economies which 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 cooperatives and their residential members. Our products can provide peace of mind for every member through your programs and services.

Benefits for both 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.¹



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.² Pivotal Home Solutions finds the best contractor for the member.

For Co-ops



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.³

Nick Alexander

nick.alexander@coophomeservices.org

1-877-256-9001

1-305-342-2753 (cell)

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



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