



# KENNER POLICE DEPARTMENT

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## NEWS RELEASE

FOR IMMEDIATE RELEASE

Contact: Sergeant Brian McGregor  
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Date: 11/19/2013

### Homeowner warning

Kenner-The Kenner Police Department, the City of Kenner, and the Better Business Bureau of Southwest Louisiana (BBB) are receiving calls regarding a mailing local consumers have received from HomeServe USA. The mailing informs recipients that their property (its location) has appeared in review of records for Kenner and found that their exterior sewer/septic line is not covered with Exterior Sewer / Septic Line Coverage.”

The letter then provides an 877 number and deadline to enroll in their coverage. Consumers have stated that the mailing appears to be from a government or parish agency. All agencies are advising consumers to read these notices very carefully, particularly the portion that says “HomeServe” is an independent company separate from your local utility or community.

**In the City of Kenner residents do not have a septic tank. Agencies warn that this potentially is a scam and that they likely are trying to sell something that should already be covered by a homeowner's insurance.**

Agencies (the Kenner Police Department, City of Kenner, and BBB) recommend the following tips to consumers who receive a call or letter from Home Service USA or similar companies:

- Never agree to any contract over the phone without first receiving it in writing.
- Read the service contract very carefully and make sure you have a clear understanding of it, especially each of the exclusions, before agreeing to purchase.
- Review your homeowner's insurance policy to see if coverage is already provided. Contact your insurance company to ask how this coverage would work in conjunction with your current policy.
- Make sure the company has a reasonable cancellation policy in case you change your mind after signing up.
- Check the company's BBB Business Review to see if there is any unanswered, unresolved and/or unusual pattern of complaints at [www.bbb.org](http://www.bbb.org) or by calling BBB at 337-478-6253.

Anyone having any questions concerning this mailing or potentially feel they are being scammed, please call the Kenner Police Department at (504) 712-2222, the Mayor's Office (City of Kenner) at (504) 468-7240, or the BBB at the number listed above.

**KENNER POLICE DEPARTMENT**

Sample HomeServe Letter

Response Requested Within:  
30 Days



Peel and affix this label.



Date:	9/18/13
Status:	Not Covered



**\* \* ATTENTION - Jefferson Parish Homeowner \* \***

Dear [Redacted]

Your property at [Redacted] has appeared in a review of our records for Kenner and we have found that your exterior sewer/septic line is not covered with Exterior Sewer/Septic Line Coverage\* from us.

The sewer/septic line buried underground on your property could fail without warning, leaving you responsible for the cost of repair. Repair or replacement of the line can be expensive—costing you thousands of dollars in unforeseen expenses—which could burden finances in these difficult economic times.

Protection is available for Kenner homeowners.

Coverage Amount:      \$6,000 Annual Benefit  
    \$3,000 per call (2 calls/year)

Monthly Rate:            \$8.99 [Redacted]

Property Address:      [Redacted]

City:                            Kenner

**\* \* \* Important \* \* \***

Take action to protect the buried sewer/septic line on your property. Complete and return the enclosed form—remember to affix your address label—or call 1-877-444-7750 to accept this *optional* coverage. For fastest processing, please visit our secure website at [LAsewersepticplan.com](http://LAsewersepticplan.com).

Please respond before October 25, 2013.

\*The septic tank and leaching field are not included in this coverage.

HomeServe USA Repair Management Corp. ("HomeServe") is an *independent company separate from your local utility or community* and offers this optional service as an authorized representative of AMT Warranty Corp., the contract issuer. HomeServe's corporate offices are located in Stamford, CT.

425-2001-097110-4-44-7253

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