

## Emergency Home Repair Plan Company Helps Family Focus on Cancer Fight



Since Christmas Day, the Rettinger family has not been thinking about home repair – in fact, it's been the last thing on their minds.

Since husband and father Dave went to the hospital with stomach pains on Christmas, only to subsequently find out that he faces stage IV cancer, the family has been focused on his treatment and keeping things as normal as possible for their three boys, aged 10, 7 and 3.

Dave has been a firefighter with the City of Albuquerque, New Mexico, for more than a decade, both fighting fires and going on ambulance calls as an emergency medical technicians.

So after years of coming to others' rescue, it wasn't surprising that the Albuquerque community responded to the Rettingers' need with the same compassion.

### HELP FROM THE COMMUNITY

Several organizations and businesses in the Albuquerque area reached out to help the Rettingers once people heard the family's story. Among those was the Jewish Community Center, where Sarah regularly attended the gym. The center held fundraisers for the family and welcomed their three boys to summer camp, providing a welcome distraction for the children.

And that's where Eric Maxon comes in. Eric is the president of the community center, but he's also the president of Steward's Plumbing, a family-owned business that's been serving Albuquerque residents for decades. Steward's Plumbing is also a HomeServe USA network contractor. Network contractors and their employees must pass drug and background checks; be fully licensed and insured; and maintain a high customer satisfaction score and an A rating with the Better Business Bureau.

"I've always been very passionate about helping people," Eric said. "I think it's the number one reason I got into plumbing. I wanted to help individual people. Regardless of their situation, [these customers] need help."

That desire to help is how Steward's Plumbing became a HomeServe network contractor. While on a job to repair a leaking water service line, the customer remembered they had a HomeServe repair plan.

"From there, we took it upon ourselves to call HomeServe," Eric said. "And that's how we learned who you are, what you do and how you help customers. And we loved your philosophy. We were thrilled, the more investigation we did."

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Eric Maxon  
President,  
Steward's Plumbing



## RIGHT CONNECTIONS AT THE RIGHT TIME

Eric learned about HomeServe Cares, the company's charitable program that offers plumbing and electrical work at no cost to those homeowners who are in need and qualify.

"How great is it to have a huge company help individual customers?" he said. "You're going out of your way to make a difference in their lives."

Through his prior contact with the Rettinger family, Eric knew they would be a perfect candidate for the program. When he learned that their water heater wasn't only the home's original, but was taking five to ten minutes to produce hot water, he nominated them for the program.

HomeServe quickly agreed to the repair, and Steward's Plumbing was dispatched, but Eric decided to add his own special touch to the repair – installing a smart home water monitor. The device allowed the family to monitor their water usage and shut down their water service from a cell phone.

The Rettinger family is happy with their new water heater and water monitor, and grateful that the Albuquerque community, including HomeServe, is rallying around them.

## Why partner with HomeServe to offer home protection plans?

### KEY BENEFITS

- Experience from a leading company that has more than 3.6 million customers with 5.6 million service plans through more than 550 partner utilities/municipalities.
- Commitment to educating homeowners and reducing call volume to municipalities and utilities.
- Superior, reliable and guaranteed service 24 hours a day, 7 days a week, 365 days a year.
- Award-winning, in-house call centers in Chattanooga, Tennessee, and Canonsburg, Pennsylvania, with more than 400 seats.
- Incomparable local contractor management results consistently achieving 98 percent post-service satisfaction.
- Programs are proven to increase resident and customer satisfaction.
- No cost to municipalities and utilities to participate.
- Provides municipalities and utilities with an ongoing revenue stream.

To learn more about how you can partner with HomeServe to bring peace of mind to your residents and customers, visit [www.homeserveutility.com](http://www.homeserveutility.com).