

STATE OF NORTH DAKOTA

PUBLIC SERVICE COMMISSION

Public Service Commission
Investigation Into Home Protection Plans
Investigation

Case No. PU-25-148

ORDER REQUESTING COMMENT ON HOME PROTECTION PLANS

July 2, 2025

On July 31, 2024, the Commission received an informal complaint pertaining to the HomeServe USA warranty program (HomeServe) and its partnership with a local utility. The complaint asserted that the relationship between the two is intertwined with the utilization of the utility's name causing the perception that the utility is directly involved in the warranty solicitation that HomeServe is independently pursuing.

The North Dakota Century Code section 49-02-02 states the powers of public service commission with reference to public utilities shall have power to:

1. Investigate all methods and practices of public utilities or other persons, subject to the provisions of this title.

The Commission finds that it is in the public interest to request information regarding the business arrangement with HomeServe and any other organization of similar nature. Accordingly, the Commission requests that each public utility file written comments that provide the following information:

- a. An explanation of the full extent of the business arrangement with HomeServe or other organizations of a similar nature;
- b. The utilization of utility branding pertaining to HomeServe or others relating to the solicitation process;
- c. Any other information that the Commission should consider.

Having considered the matter, the Commission issues the following:

Order

The Commission orders North Dakota Electric Public Utilities to file initial comments addressing the business arrangement by September 2, 2025.

PUBLIC SERVICE COMMISSION

Sheri Haugen-Hoffart

Sheri Haugen-Hoffart
Commissioner

Randy Christmann

Randy Christmann
Chair

Jill Kringstad

Jill Kringstad
Commissioner