



Public Service Commission

NEWS RELEASE
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PSC Schedules Public Hearing to Gather Comments Regarding Home Protection Plans Offered to Electric and Gas Customers

BISMARCK, ND – The North Dakota Public Service Commission (PSC) will hold a public hearing to gather comments regarding home protection plans offered to some gas and electric utility customers in the state.

The PSC is interested in hearing comments from gas and electric customers who have been offered warranty or insurance services from home protection plans, like HomeServe USA. The Commission started an investigation after receiving an informal complaint from a customer questioning the partnership with a local utility. The complaint asserted that the relationship between the two is intertwined with utilization of the utility's name on marketing materials, causing the perception that the utility is directly involved in the warranty solicitation that HomeServe is independently pursuing.

The issue to be considered during the public hearing is whether the methods and practices of the public utilities in association with HomeServe are appropriate. Anyone from the public with comments to share is encouraged to attend the hearing.

Hearing Details:

Tuesday, March 31, 2026 – 9 a.m. Central
Commission Hearing Room – State Capitol 12th Floor
600 E. Boulevard Ave, Bismarck, ND 58505

Comments can also be given via telephone by dialing 1-888-585-9008 with room code 671-872-185. The public can also view the hearing using the Commission's Live Stream link located at www.psc.nd.gov.

The hearing provides an opportunity for members of the public to contribute to the PSC's official record. Any comments from members of the public must be received at the hearing to be part of the record. People with concerns, questions or support/opposition for the project are

encouraged to attend the hearing and present their information. Information received after the hearing will not be part of the official record and cannot be used as a basis for the Commission's decision unless certain additional procedures are followed.

The North Dakota Public Service Commission is a constitutionally created state agency with authority to permit, site and regulate certain business activities in the state including electric and gas utilities, telecommunications companies, power plants, electric transmission lines, pipelines, railroads, commercial weighing devices, pipeline safety and coal mine reclamation. For more information, contact the Public Service Commission at (701) 328-2400 or www.psc.nd.gov.

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