
THIRD READING

Bill No: AB 1931
Author: Papan (D)
Amended: 8/20/26 in Senate
Vote: 21

SENATE INSURANCE COMMITTEE: 6-0, 6/24/26
AYES: Padilla, Niello, Becker, Menjivar, Richardson, Rubio
NO VOTE RECORDED: Jones

SENATE APPROPRIATIONS COMMITTEE: 7-0, 8/13/26
AYES: Cervantes, Seyarto, Cabaldon, Dahle, Grayson, Richardson, Wahab

ASSEMBLY FLOOR: 72-0, 5/21/26 - See last page for vote

SUBJECT: Insurance: home protection companies

SOURCE: Homeserve USA Corp

DIGEST: This bill creates a home protection contract limited lines agent license, and affiliated regulatory requirements and structure to allow utilities, acting as a home protection contract vendor, to transact home protection contracts on behalf of and under the authority of a home protection company (HPC).

Senate Floor Amendments of 8/20/26 1) Clarify the application fee amounts that may be designated by the Insurance Commissioner (Commissioner) for a home protection contract limited lines agent license. 2) Provide clarification regarding the applicability of training requirements. 3) Specify that an insurer covering a home protection company transacting home protection contracts under the requirements of the bill must notify the Commissioner at least 30 days before cancelling or nonrenewing such a policy. 4) Make non-substantive technical changes.

ANALYSIS:

Existing law:

- 1) Regulates HPCs, which issue contracts to repair or replace all or any part of any component, system or appliance of a home necessitated by wear and tear, deterioration or inherent defect, arising during the effective period of the contract, as provided.
- 2) Prohibits a person from issuing or offering a home protection contract unless the person holds a HPC license issued by the California Department of Insurance (CDI), as specified, or is licensed as an insurance agent or broker, as specified.
- 3) Requires that a home protection contract clearly specify the appliances, systems, and components covered by the contract, all exclusions and limitations of the coverage, the period during which the contract will remain in effect, the protection contract fee received by an HPC for the issuance of the contract, and any renewal terms, the services to be performed by the company and the terms and conditions of performance, any service fee, all limitations on the performance of services, a statement that services will be performed upon request, and a representation that services will be initiated by or under the direction of the company within 48 hours after a request is made for services.
- 4) Provides that any home protection contract cannot be cancelled during the initial term for which it was issued, except for reason of nonpayment of contract fees, fraud or misrepresentation of facts material to the issuance of the contract, or if the property to which the contract attaches is sold and the contract provides coverage only if the property is not sold.
- 5) Prohibits an HPC from paying a commission to any person as an inducement or compensation for the issuance, purchase or acquisition of a home protection contract. Clarifies that this prohibition does not prohibit payment of an override commission or marketing fee to an employee or commission sales agent who is the marketing representative of the HPC or its parent, subsidiary, or affiliate.

This bill:

- 1) Specifies that a utility may solicit home protection contracts and transmit related fees if it is a home protection contract vendor acting on behalf of, or in connection with a home protection contract limited lines agent, a property and casualty insurance agent that has been appointed by an HPC, as specified. Does not allow a home protection contract vendor to enroll customers in a home protection contract or answer questions related to the contract with certain exceptions, but rather direct customers to an HPC, home protection

contract limited lines agent, or property and casualty insurance agent for enrollment or answers to related questions.

- 2) States that the home protection contract limited lines agent or property and casualty insurance agent must ensure that the home protection contract vendor informs its unlicensed employees involved in home protection contract-related operations, of the restrictions set down in this bill.
- 3) Creates related definitions:
 - a) “Home protection contract limited lines agent” means an organization licensed as specified, authorized to transact home protection contracts on behalf of a HPC and in connection with a home protection contract vendor.
 - b) “Home protection contract vendor” means a utility registered and complying with the requirements of the bill, or a utility acting on behalf of, or in connection with a property and casualty insurance agent.
 - c) “Utility” means an organization, or an affiliate of an organization, regulated by the Public Utilities Commission.
- 4) Requires applicants for a home protection contract limited lines agent license to submit to the Commissioner:
 - a) An electronic or written application for licensure, signed by an officer of the applicant, in a form prescribed by the Commissioner.
 - b) A certificate issued by the HPC that is to be named in the home protection contract limited lines agent license, stating that the HPC affirms the applicant is trustworthy and competent to act as its home protection contract limited lines agent and that the HPC will appoint the applicant to act as its agent if the home protection contract limited lines agent license is issued by the Commissioner. The certification shall be signed by an officer of the HPC on a form prescribed by the Commissioner.
 - c) An application fee of \$10,000 and a renewal fee of \$5,000 for each following license period.
- 5) States that costs associated with an enforcement action shall be assessed against the licensed organization.

- 6) Provides that a home protection contract limited lines agent may authorize a home protection contract vendor to solicit home protection contracts and collect protection contract fees on its behalf and under its authority, under the specified conditions, including that the home protection contract limited lines agent must maintain a register in a form determined to be acceptable to the Commissioner, and listing specified information describing the home protection contract vendors permitted to solicit home protection contracts and collect home protection contract fees on its behalf. This register must be submitted annually or upon request to the Commissioner.
- 7) Creates guidelines for the distribution of marketing materials by the home protection contract vendor to solicit home protection contracts, including the disclosure of the home protection contract limited lines agent's name, email address or other comparable electronic communication method, telephone number, and license number. Such marketing materials cannot appear on utility bills.
- 8) States that an unlicensed employee of the home protection contract vendor shall not participate in the transaction of home protection contracts, except to provide clerical or billing services, as specified.
- 9) Allows a home protection contract vendor to collect protection contract fees through the utility bill on behalf of a home protection contract limited lines agent or a property and casualty insurance agent if it is stated that a third party is issuing the contract and not the utility. Furthermore, such fees must be clearly identified and listed separately from any utility charges or fees along with a contact for customers to inquire about the contract. Once acquired, these fees can be held by the vendor for the HPC.
- 10) Specifies that contract fees collected through a utility bill in this manner will be applied only after customer payments have been applied for utility services.
- 11) Provides that a home protection company may not pay an override commission or marketing fee to an employee of the home protection contract vendor for the solicitation or sale of home protection contracts resulting from the solicitation of home protection contracts by the home protection contract vendor. However, such a vendor can receive compensation for billing and collection services, provided the compensation is not contingent on the amount of

protection contract fees collected or attributable to the home protection contract vendor's solicitation of home protection contracts.

- 12) States that if protection contract fees are collected by the home protection contract vendor on behalf of a home protection contract limited lines agent or property and casualty insurance agent through the utility bill on a recurring basis, the home protection contract limited lines agent or property and casualty insurance agent shall provide each customer written or electronic notice not fewer than 15 calendar days and not more than 45 calendar days prior to every anniversary of the customer's enrollment date with specified information about the customer's enrollment date, renewal period, fees charged, cancellation information, a way to receive a copy of the contract, and the contact information of the home protection contract limited lines agent or property and casualty insurance agent.
- 13) Stipulates further that a home protection contract must also include information about how to make a claim, a disclosure of customer's right to make a claim, the company guaranteeing the contract, and the ability and method to file a complaint with the California Department of Insurance if the customer is dissatisfied with the company's handling of their claim. Contracts must also make customers aware of how they may return or void the contract, and the various ways they can pay for the contract, including through their utility bills.
- 14) Creates training requirements, as specified, to be provided by the home protection contract limited lines agent, or the property and casualty agent for individuals in the register described above who direct or control the home protection contract vendor's home protection contract-related operations. Materials used in such training must be approved by CDI, who maintains the authority to take punitive action including against agent's license.
- 15) States that, among other things, if the Commissioner determines that a home protection contract vendor, or its unlicensed employee has violated any applicable provision of law, the Commissioner may:
 - a) Direct the home protection contract limited lines agent or property and casualty insurance agent to implement a corrective action plan with the vendor, and/or revoke the authorization of the home protection contract vendor to solicit home protection contracts or collect home protection contract fees on its behalf and under the agent's license and direct the home

protection contract limited lines agent to remove the home protection contract vendor's name from its register.

- b) After notice and hearing, suspend or revoke the license of the home protection contract limited lines agent, or assess an administrative penalty against the home protection contract limited lines agent, the property and casualty agent, the home protection company, or any combination thereof, not to exceed \$5,000 for each act, or, if the act was willful, not to exceed \$10,000 for each act.
- 16) Deems that the conduct of the home protection contract vendor, while acting within the scope of its authority, is deemed the conduct of the home protection contract limited lines agent, property and casualty insurance agent, the home protection company, and any combination of these organizations.
- 17) Stipulates that regulatory and licensing requirements for agents transacting home protection contracts shall also apply to a home protection limited lines agent, as specified.
- 18) States that, as specified, a home protection company that transacts home protection contracts under the bill's provisions must maintain a single insurance policy, through an admitted or non-admitted insurer, covering 100 percent of the home protection company's contractual obligations associated with the home protection contracts.
- 19) Provides that the Commissioner may issue a cease-and-desist order to a home protection company that violates the bill's provisions. The powers vested in the Commissioner by the bill are in addition to any and all other powers and remedies vested in the Commissioner by law, and nothing requires the Commissioner to employ the powers conferred by this bill instead of, or as a condition to the exercise of any other power or remedy vested in the Commissioner.
- 20) Allows the Commissioner to adopt, amend, or repeal regulations to implement the provisions of the bill.
- 21) States that the bill's provisions become operative on July 1, 2027.

Related/Prior Legislation

AB 1800 (Krell, 2026). Would have expanded the portable electronics limited line agent's license to include transacting insurance for optical products. The bill was held in Assembly Appropriations Committee.

AB 690 (Solorio, Chapter 165, Statutes of 2011). Expanded the limited lines license for the sale of communications equipment to include all portable electronics.

AB 2856 (Chavez, Chapter 437, Statutes of 2002). Created a limited lines license for the sale of communications equipment.

AB 393 (Scott, Chapter 321, Statutes of 2000). Created a limited lines license for the sale of credit insurance in connection with a loan or extension of credit.

AB 62 (Papan, Chapter 618, Statutes of 1999). Created a limited lines license for the transaction of rental car insurance in connection with rental care agreements.

FISCAL EFFECT: Appropriation: No Fiscal Com.: Yes Local: No

According to the Senate Appropriations Committee:

The California Department of Insurance estimates costs of \$400,000 (Insurance Fund) to establish the new licensing program. While anticipated fee revenue will partially offset these regulatory expenses, CDI does not expect it to fully cover the program's initial implementation.

SUPPORT: (Verified 8/14/26)

Homeserve USA Corp (source)

American Property Casualty Insurance Association

Amtrust Financial Services, INC.

Bee Thumb Electric

Brea/Orange County Plumbing, Heating & Air Conditioning, INC.

California Water Association

California Water Service Company

County Plumbing Restoration & Rooter

Downey Plumbing, Heating & Air Conditioning Co., INC.

East West Electric & Service Company

Flowing Water Plumbing & Drain

Frassica Plumbing Services

GD Plumbing INC

MBR Plumbing LLC Dba Flowing Water
Morrison Electrical, INC.
Plumbing Care, INC.
San Diego Gas and Electric Company
Sempra Energy Utilities/SDG&E/SoCal Gas
Service Contract Industry Council
Service Experts D/b/a Rb Travis Plumbing
Southern California Gas Company
Stan's Discount Rooter and Plumbing Repair, INC.
Works Plumbing

OPPOSITION: (Verified 8/14/26)

None received

ARGUMENTS IN SUPPORT: According to HomeServe USA, sponsor of this bill:

“Utility service providers, including investor-owned utilities, electric cooperatives, municipal utilities and water districts, see value in making home protection products available to their customers, members or residents because these partnerships directly support their fundamental mission of reliable service delivery. When a utility line fails, homeowners may be without water, sewer, gas, or electricity until repairs are completed. Many homeowners are unaware they are responsible for maintaining and repairing the service lines that connect their homes to utility systems and only discover this obligation after contacting their utility during an emergency and learning that the utility has limited ability to assist. By making home protection contracts available, utilities help ensure their customers have access to affordable, reliable repair solutions before emergencies occur.”

ASSEMBLY FLOOR: 72-0, 5/21/26

AYES: Addis, Aguiar-Curry, Ahrens, Alanis, Alvarez, Ávila Farías, Bains, Bauer-Kahan, Bennett, Berman, Boerner, Bonta, Bryan, Calderon, Caloza, Carrillo, Castillo, Connolly, Davies, DeMaio, Dixon, Elhawary, Ellis, Flora, Fong, Gabriel, Gallagher, Gipson, Jeff Gonzalez, Mark González, Hadwick, Haney, Harabedian, Hart, Hoover, Irwin, Jackson, Johnson, Kalra, Krell, Lee, Lowenthal, Macedo, McKinnor, Muratsuchi, Nguyen, Ortega, Pacheco, Papan, Patel, Patterson, Pellerin, Petrie-Norris, Quirk-Silva, Ransom, Michelle Rodriguez, Rogers, Blanca Rubio, Sanchez, Schiavo, Schultz, Sharp-Collins, Solache, Soria, Stefani, Tangipa, Valencia, Wallis, Ward, Wicks, Zbur, Rivas

NO VOTE RECORDED: Arambula, Chen, Garcia, Lackey, Ramos, Celeste
Rodriguez, Ta, Wilson

Prepared by: Brandon Seto / INS. / (916) 651-4110
8/24/26 13:36:18

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