

**Peace-of-mind Protection for your  
major appliances and HVAC unit.**

**From the people you trust  
...PSNC Energy**

*PSNC Energy's ServiceCare Protection Plans are not part of the regulated services offered by PSNC Energy and are not in any way sanctioned by the North Carolina Utilities Commission. There is no advantage to customers of PSNC Energy if they buy products and services from PSNC Energy's ServiceCare Protection Plans. A customer does not have to buy products or services from PSNC Energy's ServiceCare Protection Plans in order to continue to receive the same safe and reliable gas service from PSNC Energy.*



[www.psnenergy.com/servicecare](http://www.psnenergy.com/servicecare)

# Get the facts.

about PSNC Energy's low-cost  
plans for your family...



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## General ServiceCare Questions

### How do I make an appointment for a service call?

Simply call 1-800-983-4948 and a customer service representative will schedule a service call with our highly trained service technicians at your convenience. Service request calls are handled 24 hours a day, 365 days a year.

### What if I need an emergency repair? No problem.

Our customer service representatives are available by phone 24 hours a day, 365 days a year, at no extra cost. We will schedule an after-hours service call if your situation constitutes an emergency. Most repair services are provided during normal working hours, Monday through Friday.

**Do I pay the technician at the time of service?** You don't need to pay the technician for anything. ServiceCare pays for all covered parts and labor. The standard \$10 charge for an appliance service call or the \$25 charge for an HVAC service call will appear on your monthly PSNC Energy bill.

**How do I sign up?** It's easy. Call 1-800-983-4948 and a customer service representative will be happy to enroll you in ServiceCare. Or sign up online at [psncenergy.com/servicecare](http://psncenergy.com/servicecare).

**How do I make the monthly payments?** The monthly fee and any applicable service call fees will be added to your PSNC Energy monthly bill for your convenience. If you prefer, we can set up an automatic, monthly draft from your bank account. If you're not a PSNC Energy customer, your monthly ServiceCare Bill and any communications about ServiceCare will come directly from PSNC Energy.

**What do I do if I have questions about the monthly charge for the plan?** Simply call us at 1-800-983-4948 and a customer service representative will be happy to assist you. For general questions about your PSNC Energy bill, please call 1-877-776-2427.

**Do I have to renew my coverage?** When you sign up initially, you agree to a one-year service period. We will automatically renew your coverage for another year unless you or PSNC Energy sends written notification to the other party at least 15 days prior to the year anniversary of your last billing date.

### If I move, can I transfer my ServiceCare protection plan?

If you move to an area serviced by ServiceCare, you can transfer coverage to your new residence by calling 1-800-983-4948 and talking to a helpful customer service representative.

**Can I cancel my ServiceCare protection plan?** Yes. If you have not had any claims, send your request for cancellation or termination to: PSNC Energy ServiceCare, 3680 Leeds Avenue, Charleston, SC 29405.

**What is your "Refer a Friend" program?** Whenever you tell your friends about ServiceCare and they sign up for the appliance program or HVAC program, you will receive a \$25 cash "thank you" from PSNC Energy for each referral.

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## ServiceCare Appliance Protection Plan

**What does the ServiceCare Appliance Protection Plan cover?** Our basic plan costs \$12.95 per month and provides coverage for most parts and labor on repairs for six appliances: washing machine, dryer, range (cooktop and oven), refrigerator, ice maker and water heater.

**Can I add other appliances to the plan?** Yes. You can add a freezer, natural gas logs or a garbage disposal for just \$2.95/month for each. Coverage for your dishwasher is \$4.95/month. Repairs on your central heating and air conditioning unit are covered under our separate ServiceCare HVAC Protection Plan for \$16.95/month.

**Is there an age limit on the appliances the plan covers?** There is no age limit; however your appliance's age may limit our ability to repair it. For example, if your appliance is more than 30 years old, the needed part may no longer be available; therefore our technician would not be able to complete the repair. Another factor to consider: If the cost of the repair exceeds the current value of your appliance, we may decline to make the repair.

**What kinds of repairs are covered?** Our ServiceCare Appliance Protection Plan covers hundreds of the most commonly needed repairs. For a complete list, please read our ServiceCare Appliance Protection Plan brochure or visit us online at [psncenergy.com/servicecare](http://psncenergy.com/servicecare).

## ServiceCare HVAC Protection Plan

### What does the ServiceCare HVAC Protection Plan cover?

Our basic plan costs \$16.95/month and provides coverage for one HVAC system, including one heating unit (the furnace) and one cooling unit (air conditioner). Each additional unit is \$14.95/month. For a detailed list of the units and parts covered, please read our Terms & Conditions brochure or visit us online at [psncenergy.com/servicecare](http://psncenergy.com/servicecare).

**Are all HVAC parts covered?** ServiceCare covers hundreds of standard parts and repairs for HVAC units. However, there are a few that aren't covered, such as: gas air conditioning units, window units and water source units. For more details, please read our Terms & Conditions brochure or visit us online at [psncenergy.com/servicecare](http://psncenergy.com/servicecare).

**Am I eligible for discounts if I sign up for both plans -- appliance protection and HVAC protection?** Yes. If you already have the ServiceCare Appliance Protection Plan, you will enjoy a discounted rate of \$14.95/month for the first HVAC unit and \$12.95/month for the second unit. For more details, please read our Terms & Conditions brochure or visit us online at [psncenergy.com/servicecare](http://psncenergy.com/servicecare).

**Is there an age limit on the HVAC unit the plan covers?** There is no age limit; however your HVAC's age may limit our ability to repair it. For example, if your unit is more than 30 years old, the needed part may no longer be available; therefore our technician would not be able to complete the repair. Another factor to consider: If the cost of the repair exceeds the current value of your unit, we may decline to make the repair.

**Does the plan cover HVAC unit replacements?** We do not cover replacements. However, if our technician determines that an HVAC unit needs to be replaced, you will not be charged the \$25 service call fee.

### More questions?

Visit us online. [www.psncenergy.com/servicecare](http://www.psncenergy.com/servicecare)  
Call 1-800-983-4948 and talk to our friendly customer service representatives.