

It's a Promise

PSNC Energy's ServiceCare HVAC Protection Plan gives you peace of mind knowing we're here for you when your heating or air conditioning needs repair.

At PSNC Energy, our PROMISE to you is to provide only quality, highly skilled technicians for your covered repairs. We provide **24-hour-a-day emergency service and 24/7 telephone access** to a live customer service representative. We'll also send you a customer satisfaction survey that we'll use to monitor our service level commitment to you.

To help you understand how the HVAC Protection Plan works and its many benefits, we've compiled the answers to some of the most frequently asked questions.

If you have other questions, just let us know. Visit psncenergy.com/servicecare or call **1-800-983-4948** 24 hours a day, 365 days a year.



www.psncenergy.com/servicecare

What You Want to Know



PSNC Energy's ServiceCare HVAC Protection Plan



www.psncenergy.com/servicecare

What does the HVAC Protection Plan cover?

Our Basic Package is \$16.95 per month and covers repairs to one HVAC unit, which includes one heating unit (i.e., furnace) and one cooling unit (i.e., air conditioner). Each additional unit is \$14.95 per month for coverage. For a specific list of what's covered, please refer to the units and parts listed in the Terms and Conditions.

Are all HVAC parts covered? No. Any part that is not listed on the covered parts list is not covered. Examples of items not covered include: gas air conditioning units, window units and water source units. You'll want to refer to our Terms and Conditions for details. They're also available online at psncenergy.com/servicecare.

Can I cover other HVAC units? Yes. In addition to the \$16.95 per month coverage of the first HVAC unit, you may cover additional HVAC units for \$14.95 per month per unit. If you have the ServiceCare Appliance Repair Program too, you'll be eligible for a discounted rate of \$14.95 per month for the first HVAC unit and \$12.95 per month for the second unit. See our Terms and Conditions for full details. They're also available online at psncenergy.com/servicecare.

What if the repair I need is not covered by the HVAC Protection Plan?

Depending on the type of repair needed or parts required, our skilled HVAC technicians will likely be able to complete the repair. You will be responsible for the cost of labor and parts if they are not covered under the HVAC Protection Plan.

Is there an age limit on the HVAC unit the plan covers?

There is no age limit, but the age of your heating or air conditioning unit may be a factor in our ability to repair it. For example: if the unit is more than 30 years old and needs a part, the part may no longer be available. If we are unable to obtain it, we would be unable to complete the repair. Or if the cost of the repair exceeds the value of the HVAC unit in its current condition, we may declare the unit to be beyond economical repair.

Does the plan cover HVAC unit replacements?

We cover only repairs and do not cover replacements. If a technician determines that an HVAC unit needs to be replaced, then the customer will not be charged the \$25 service call fee.

How do I make an appointment for service?

To schedule a visit by our skilled technicians, just call us at **1-800-983-4948**. Service request calls are taken 24 hours a day, 365 days a year. Repair services are provided Monday through Friday during normal working hours.

What if I need emergency HVAC repair service?

We take service request calls 24 hours a day, 365 days a year. If we determine that your call constitutes an emergency situation, we can arrange for after-hours service. Most repair services are provided Monday through Friday during normal working hours.

Do I pay the technician at the time of service?

No. There is a \$25 service call fee when a technician comes out to your home that will appear on your monthly PSNC Energy bill. Nothing needs to be paid out-of-pocket to the technician. We pay for covered parts and labor.

How do I pay for PSNC Energy's ServiceCare HVAC Protection Plan?

The monthly fee and any applicable service call fees will be conveniently added onto your PSNC Energy bill. You can also make arrangements to have your monthly fee automatically drafted from your bank account. If you're not a PSNC Energy customer, your monthly ServiceCare bill and any communication about ServiceCare will come directly from PSNC Energy.

Who do I call if I have questions about my HVAC Protection Plan monthly charge on my PSNC Energy bill?

Simply call us at **1-800-983-4948**. Our customer service representatives will be happy to assist you. For general questions about your PSNC Energy bill, call **1-877-776-2427**.

Am I eligible for any type of reward for making referrals about PSNC Energy's ServiceCare HVAC Protection Plan to my friends or family?

Yes. If you are an existing PSNC Energy ServiceCare HVAC Protection Plan customer, simply tell your friends and neighbors about the great value you receive with our plan. We'll give you \$25 for each referral that results in a contract.

How do I enroll in the HVAC Protection Plan?

It's easy. You can sign up online in five easy steps. Just go to psncenergy.com/servicecare or call **1-800-983-4948**, and our customer service representatives will be happy to assist you.

How do I renew my HVAC Protection Plan?

We automatically renew your contract each year unless either you or PSNC Energy sends written notification of cancellation to the other party at least 15 days prior to the annual anniversary of your billing date.

If I move, can I transfer my PSNC Energy ServiceCare HVAC Protection Plan?

If you relocate to an area we serve, you can transfer your PSNC Energy ServiceCare HVAC Protection Plan to your new residence by calling **1-800-983-4948** and a customer service representative will be happy to assist you.

How do I cancel my HVAC Protection Plan?

You can cancel your enrollment contract within the first 30 days following your first billing date and receive a full refund provided you have made no claims. If we've sent a technician out for service, then you will need to pay for the service call(s). After the initial 30-day period, any cancellation or termination must be in writing to us at:

PSNC Energy ServiceCare
3680 Leeds Avenue
Charleston, SC 29405

More questions?

If there's more you'd like to know about PSNC Energy's ServiceCare HVAC Protection Plan, we'll be happy to answer your questions. Feel free to call us or visit our web site.

1-800-983-4948

www.psncenergy.com/servicecare

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 or 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.