

It's a Promise

PSNC Energy's ServiceCare Natural Gas Piping Protection Plan gives you the comfort of knowing we're here for you when your natural gas piping 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 Natural Gas Piping 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
Piping Protection Plan*



www.psncenergy.com/servicecare

What does the Natural Gas Piping Protection Plan cover?

Our Basic Package is \$2.95 per month and covers repairs to interior natural gas piping (in the walls of your home). All covered gas piping systems must be ½- to 1-¼ inch pipe of a type certified by the American Gas Association, National Fuel Gas Code or the National Fire Protection Association. For a specific list of what's not covered please refer to the "Conditions, Parts and Services" listed in the Terms and Conditions.

Is all piping in my home covered?

No. Any part that is listed on the "not covered" parts list is not covered. Examples of items not covered include: improperly sized piping, improperly installed piping and underground piping. You'll want to refer to our Terms and Conditions for complete details. They're also available online at psncenergy.com/servicecare.

What if the repair I need is not covered by the Natural Gas Piping Protection Plan?

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

Does the plan cover natural gas pipe installation?

We cover only repairs and do not cover installation, disconnection, general inspection and/or preventative maintenance items.

How do I make an appointment for service?

To schedule a visit by our skilled technicians, just call us toll free 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 natural gas pipe repair service?

If you suspect a gas leak, leave the area immediately and warn others to stay away. From a safe place, call **911** and PSNC Energy toll free at **1-877-776-2427**. 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 \$10 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 Natural Gas Piping 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 Natural Gas Piping Protection Plan monthly charge on my PSNC Energy bill?

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

How do I enroll in the Natural Gas Piping Protection Plan?

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

How do I renew my Natural Gas Piping 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 Natural Gas Piping Protection Plan?

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

How do I cancel my Natural Gas Piping 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 Protection Plans, we'll be happy to answer your questions. Feel free to call us or visit online. Thank you for your business.

1-800-983-4948
www.psnenergy.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.