FORM 0002
(2012)

IMPORTANT:
Water heater information for Progress Energy customers

Progress Energy

Complete and return the enclosed form.

Call toll-free 1.877.444.7751 today!

Available: Mon. - Fri. 8 a.m. - 8 p.m. | Sat. 10 a.m. - 4 p.m. EST

Coverage details: You will be covered up to $850 per year, with as many service calls as you need up to your coverage limit, for most major parts of tank-based electric, natural gas and propane water heaters. There is an initial 30-day waiting period to make a repair claim, and a 90-day wait period for replacement claims, giving you 11 months of coverage during the first year of coverage. This prevents service calls on pre-existing conditions and helps keep the coverage affordable. Coverage includes, but is not limited to, gas water heater: burner supply tube and assembly, drain valve, gas valve, pilot light, supply tube and assembly, temperature control, thermocouple, T/P relief valve and main burner. Electric water heater: drain valve, lower thermostat, lower element, T/P relief valve, upper thermostat and upper element. If your water heater can't be repaired, the balance of your annual limit can be applied to a replacement. Coverage includes all service call charges, labor and materials for covered repairs—so you'll have no bill to pay within the coverage limits. A residential homeowner can join. Recreational vehicles, multi-unit dwellings and properties used for commercial purposes are not eligible for coverage. Combination units, tanks greater than 100 gallons and tankless water heaters are not covered. Plan participation starts the day your application form is processed and will continue from month to month unless you call 1.877.444.7751 to discontinue coverage. Repairs to this system are not typically covered by basic homeowners' insurance policies. If you find you have similar coverage, you can contact HomeServe to receive a refund of your service agreement fee, less any claims paid. HomeServe is an independent, private company providing emergency home repair services and protection solutions to homeowners across the U.S.

General exclusions: There is an initial 30-day waiting period to make a claim giving you 11 months of coverage during the first year of coverage. Pre-existing conditions; acts of God; water heaters that do not meet industry standards; exhaust and power venting/jacket and interior doors; supply and delivery water piping; wiring/electric service; damage caused by Your/ Third Party action, negligence, animals; commercial grade water heaters; tanks larger than 100 gallons; rooftop/hanging units; combination ambient heat/domestic hot water heating units; tankless systems; any parts not explicitly stated in the Terms and Conditions as covered; corrosion due to action of a substance external to the water heater; water pressure in excess of 80 psi; recovery/disposal of hazardous material; manufacturers' recalls; defects or class action suits; restoration of the affected area, updating water heater to meet code and costs of a repair visit if coverage does not apply; recreational vehicles, multi-unit dwellings or properties used for commercial purposes.

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 367 LANCASTER PA

POSTAGE WILL BE PAID BY ADDRESSEE

HOMESERVE
PO BOX 30754
CHARLOTTE NC 28230-9911

Attention:

Without coverage, you are responsible for the full cost of the repair or replacement of your water heater.

Water heater repairs are not typically covered by basic homeowners' insurance and could cost you hundreds of dollars. Protect yourself with the Water Heater Repair Service from HomeServe.

With this *optional coverage*, you will be protected against the cost and inconvenience of emergency repairs to your water heater, including:

- Up to $850 annually for covered repair or replacement of your water heater, if deemed unrepairable
- Multiple service calls up to your annual benefit
- 24-hour repair hotline
- Priority response for your covered repair
- Expert repair service by licensed and insured technicians
- One-year guarantee on all repairs

Please respond within 30 days to accept coverage benefits.

Simply complete and return the form below or call toll free 1.877.444.7751.

HomeServe USA Repair Management Corp. ("HomeServe") is an *independent company separate from Progress Energy* and offers this optional service as an authorized representative for AMT Warranty Corp., the contract issuer. Participation in this service plan will not affect the price, availability or terms of service from Progress Energy.

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PLEASE DETACH AND RETURN.

☑ **YES**, please sign me up for the Water Heater Repair Service from HomeServe and include the $5.99 monthly charge on my electric bill. I confirm that I have read the reverse and meet the eligibility requirements. I understand that this optional coverage will continue to be billed on a monthly basis unless I cancel by calling 1.877.444.7751. I am the account holder or the authorized person, which allows me to enroll.[1]

Print Name:

Street Address:

City, State, Zip:

Progress Energy Account Number:

Home Telephone: ___ - ___ - ____

Email Address:

Signature (required): _____

PExxA-BP8-512AA

[1]Your enrollment in the program means that you are consenting and authorizing Progress Energy Carolinas, Inc. to share certain personal account information with HomeServe USA Repair Management Corp. ("HomeServe") and with HomeServe's approved technicians, in order to provide service to you and for billing purposes. This means that you agree that Progress Energy Carolinas, Inc. may provide to HomeServe your name, street address, home phone number and other contact details, your electric service account number and information about amounts that Progress Energy Carolinas, Inc. will bill to you for the program and amounts you pay or owe for the program. The Water Heater Repair Service is an unregulated service offered by Progress Energy Carolinas, Inc. to its customers in North Carolina and South Carolina referred to as "Progress Energy." The Water Heater Repair Service is not part of the regulated services offered by Progress Energy. Purchasers of the Water Heater Repair Service will receive no preference or special treatment from Progress Energy. Customers do not have to buy products or services from the Water Heater Repair Service in order to continue to receive the same safe and reliable electric service from Progress Energy.