

Protect yourself from the high cost of water heater repair or replacement



Questions & Answers

Does my homeowners' insurance cover water heater repair and maintenance?

Most basic homeowners' insurance policies do not cover repair or replacement of the water heater. If you find you have similar coverage, you can contact HomeServe to receive a refund of your service agreement fee, less any claims paid.

What is covered?

Most major parts of tank-based electric, natural gas and propane water heaters.² This 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. This includes all service call charges, labor and materials for covered repairs – so you'll have no bill to pay within the coverage limits. Combination units and units greater than 100 gallons are not covered.

Who is eligible to enroll?

Residential and mobile home owners are eligible. Recreational vehicles, multi-unit dwellings and properties used for commercial purposes are not eligible for coverage.

When am I eligible for service?

Your plan participation starts the day your enrollment is processed, and will continue from month to month unless you call 1.877.444.7751 to discontinue coverage. To prevent service calls on pre-existing problems, there is a 30-day wait period at the start of your contract before you can request a service call and a 90-day wait period on a water heater replacement.

Am I restricted to only one service call per year?

You can make multiple service calls per year, up to your annual benefit of \$850 for covered repair or replacement of your water heater.

What quality of repair can I expect?

A local, licensed and insured technician will be responsible for handling your covered emergency. Repairs performed are guaranteed for one year against defects in material and workmanship.

Who is HomeServe?

HomeServe is an independent, private company providing emergency home repair services and protection solutions to homeowners across the U.S.

What happens next?

A service agreement contract with full Terms and Conditions will be sent to you within two weeks of your enrollment for coverage. You may choose to discontinue your service at any time and receive a pro-rated refund, less any claims paid.

²**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 are not covered.



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Your water heater may not be protected. Did you know:

- ▶ Water heater malfunctions typically happen without warning, leaving you with no hot water for showers, laundry or washing dishes.
- ▶ Water heater repairs can be frustrating, time consuming and expensive.
- ▶ Protect yourself for just \$5.99 a month with the Water Heater Repair Service from HomeServe. Coverage is optional and not required by Progress Energy or your community.

Your Benefits

- 1 No expensive repair bill to pay** – Up to \$850 toward covered repairs (or replacement if needed).
- 2 24-hour emergency repair hotline** – Available 24 hours a day, 365 days a year, ready to respond to a call from your home.
- 3 No deductibles** – Pay nothing for service calls on covered repairs.
- 4 Quality work** – Expert repair service by licensed and insured technicians.
- 5 Automatic billing** – The monthly payment is conveniently added to your Progress Energy electric bill.

HomeServe USA Repair Management Corp. ("HomeServe") is an independent company separate from Progress Energy and provides this optional service under a delegated authority from AMT Warranty Corp., who is your contract issuer. Participation in this service plan will not affect the price, availability or terms of service from Progress Energy.

Call toll-free 1.877.444.7751 to sign up today!

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

Please detach and return.

Activation Form

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, meet the eligibility requirements, and I am the account holder or the authorized person, which allows me to enroll.¹

Print First and Last Name:

Street Address:

Progress Energy Account Number:

City, State, Zip:

Home Telephone:

Email Address:

Signature
(Required): _____

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¹Your enrollment in the program means that you are consenting and authorizing Progress Energy 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 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 will bill to you for the program and amounts you pay or owe for the program. You confirm that you meet the eligibility requirements and understand that this optional coverage will continue to be billed on a monthly basis unless you discontinue your coverage by calling 1.877.444.7751. The Water Heater Repair Service is an unregulated service offered by Progress Energy 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.