

Natural Gas

Basic & Elite
Protection Plans

RESIDENTIAL SERVICE PLANS



RegionEnergy

Your local home service experts.



Your home is one of your most valuable assets — so don't trust it to anyone else but us.

Most homeowner's insurance does not cover repairs to heating systems. That's why we have a plan that can help you avoid any unexpected costly expenses. More importantly, our plan protects your home by ensuring that any repairs are done in a timely manner.

We realize that this kind of protection can also be called peace of mind. That's what we really deliver. That's what we're really about.

Helping you protect your heating system.
So you can help protect the investment in your home.

Our Natural Gas Basic Protection Plan

includes:

On-call access to service — 24/7.

Whenever you need us, we're there for you, from the depths of winter to the height of summer — every day, all year! This means you can get repairs done quickly, before they become bigger problems. There are no charges for services covered by this agreement when performed between 8:00am and 5:00pm. If you request service for arrival prior to 8:00am or after 5:00pm, on a federal holiday (day when the post office is closed) or weekend, there will be a diagnostic fee.

Tune-up.

To help keep your energy bills low, you should consider a tune-up. This service is available between March 30th and September 1st at no additional cost. This schedule will allow us to optimize our response to your emergency service needs during the heating season.

Enjoy a 15% discount on regular rates.

To help you save even more, this plan gives you a 15% discount on our regular rates for any repair work not covered by your plan.

Our Natural Gas Elite Protection Plan

includes:

On-call access to service — 24/7.

When you call, we're always there for you, every day, all year! This means you can get repairs done quickly before they become bigger problems. There are no charges for services covered by this agreement.

Free service visits on covered repairs.

To help you keep your system running at peak efficiency, the Elite plan covers service visits for covered repairs (see parts listed).

Tune-up.

To help keep your energy bills low, you should consider a tune-up. This service is available between March 30th and September 1st at no additional cost. This schedule will allow us to optimize our response to your emergency service needs during the heating season.

Enjoy a 15% discount on regular rates.

To help you save even more, this plan gives you a 15% discount on our regular rates for any repair work not covered by your plan.

Selected combustion components and heating system parts are covered, including:

- Air eliminator #67
- Aquastat
- Aquastat well
- A and B valves
- Belts
- Blower motor (up to 1/3 HP)
- Burner squirrel cage (no bearings)
- Capacitors
- Circulator motor (up to 1/12 HP)
- Circulator pump(s) and clutch coupling (up to 1/12HP)
- Direct drive blower wheel
- Draft hood
- Drainoff valve
- Drain valve on LWCO
- Electrical switches (house heater only)
- Electrodes
- Electronic spark pack
- Extrol tank
- Fan and limit control
- Filtrol tank
- Flame roll-out switches
- Flame sensors
- Flame spreaders
- Flue pipe sleeves (galvanized only, up to 9" diam.)
- Flue piping (galvanized only, up to 9" diam., additional charge for "B" type vent pipe or stainless steel)
- Gas control(s)
- Gas valve(s)
- Gauge glass and washers
- Generator lead
- Horizontal diverters
- Ignition controls (universal type only)
- Limit control(s)
- Motorized flue damper (universal type only)
- Pigtail
- Pilot burner
- Pilot orifice
- Pilot safeties
- Pilot tubing
- Pressure gauge
- Pressure relief valve
- Relays
- Spark rods
- Spark wire
- Spill switch
- Steam pop safety valves
- Steam pressure control
- T and P relief valve
- Thermocouple
- Thermostat (standard type)
- Transformer
- Unitrol (water heaters)
- Zone valve heads (up to 1" diameter)

The following general exclusions apply for both plans:

- Services to identify or remedy gas leaks
- Coverage can be revoked if customer fails to pay for service within terms
- Coverage can be revoked if customer fails to remedy conditions identified as hazardous
- Coverage can be revoked if customer permits anyone other than us to service equipment
- Providing adequate ventilation for combustion
- Removal of materials containing asbestos
- Monitoring vacant or unattended premises
- Maintaining clean air filters (draining the expansion tank)
- Replacing fuses
- Resetting circuit breakers
- Turning on the emergency switch
- Setting thermostat temperatures and clocks
- Replacing batteries in system devices
- Not available for heating systems with inputs in excess of 300,000 BTUs
- Not available for water heating systems with tanks in excess of 50 gallons
- Maintaining adequate water level
- Flushing LWCO
- Venting

**We've got everything you need
for all of your natural gas home
comfort services.**

**To learn more about our
other home comfort products
and services, contact us today!**

973.366.3100
regionenergy.com

