

2024 SERVICE PLANS | soconngas.com

Keep your home heating system operating efficiently and safely with our service plans

Most homeowner insurance plans do not cover repairs to natural gas equipment. That's why we have service plans that can help you avoid unexpected costly repairs. Enjoy the peace of mind that comes with one of our affordable, worry-free, 24-hour maintenance and comprehensive repair plans.

Service plans start 7 days from the date of request and expire April 30, 2025. Existing plans renew automatically.



CENTRAL HEATER



WATER HEATER



NATURAL GAS
PIPING

Select a Service Plan That Fits Your Needs

Basic Assurance – Heating

\$210 per year or \$17.50 per month*

Listed coverage for one furnace or boiler and one standard thermostat. All zones MUST be covered. Please add \$33 for each additional thermostat per year or \$2.75 monthly.

Natural Gas Piping System

\$66 per year or \$5.50 per month*

Covers exposed and accessible natural gas piping, flexible appliance connectors and natural gas shut-off valves.

Water Heater

\$78 per year or \$6.50 per month*

Listed coverage for one water heater.

On-Demand/Tankless Systems

\$258 per year or \$21.50 per month*

Listed coverage for one on-demand tankless heater OR one on-demand tankless domestic hot water heater OR one on-demand tankless combo heater. *Cannot be combined with Select Comfort plan.*

Select Comfort – Heating and Annual Tune-up

\$306 per year or \$25.50 per month*

Provides the same coverage as SCG's Basic Assurance Plan, plus a tune-up of your furnace or boiler and a visual inspection of all your natural gas equipment. Simply call for your appointment. All tune-ups must be completed between **May 1** and **September 30**. Please allow 5 to 7 business days for an appointment.



Please sign me up!

☐ I am a **new** Service Plan Customer. Please sign me up for the plans that I've selected below.

☐ I am an **existing** Service Plan Customer. You only need to use this form if you wish to add or remove any of your current Service Plans.

Please indicate the plans you would like added or removed.

Plan	Monthly	Yearly	Add	Remove
Basic Assurance	\$17.50	\$210.00	<input type="radio"/>	<input type="radio"/>
Select Comfort	\$25.50	\$306.00	<input type="radio"/>	<input type="radio"/>
Water Heater	\$6.50	\$78.00	<input type="radio"/>	<input type="radio"/>
On-Demand/Tankless System*	\$21.50	\$258.00	<input type="radio"/>	<input type="radio"/>
Natural Gas Piping System	\$5.50	\$66.00	<input type="radio"/>	<input type="radio"/>
Additional Thermostat zones** (please note # of thermostats)	\$2.75	\$33.00	<input type="radio"/>	<input type="radio"/>

*Cannot be combined with Select Comfort plan.

**Coverage for one zone (thermostat) is included in the Basic Assurance and Select Comfort Plans. If you have more than one zone, you must have additional coverage for each.

Please allow 7 days for activation of your plan.

- ☐ Bill me monthly
- ☐ Bill me yearly

SCG will total your monthly bill, including sales tax. Service plans will be added to your monthly SCG bill unless you choose to be billed annually. Please review the service charges on your next bill.

For even faster service, scan the QR code to sign up online.



soconngas.com/serviceplans

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____

CNG Account Number: _____

I agree to purchase the service plan(s) selected above according to the terms and conditions listed in this brochure.

Signature: _____

Date: _____

☐ I am a landlord (our service department will call you)

For office use only

Service Technician name (if applicable): _____

PLACE STAMP
HERE.
POST OFFICE WILL
NOT DELIVER
WITHOUT POSTAGE

SCG Service Contract Dept
60 Marsh Hill Rd
Orange, CT 06477
Attn: Gloria Batista

Quality Heating System Service Plans



SCG

An Avangrid company

COVERAGE

Plans Include Listed Parts and the Repair-Associated Labor
Unless excluded under "Not Covered" in General Terms & Conditions

BASIC ASSURANCE

central heater components • combustion controls • draft diverter • electronic ignition system • factory wiring • flame spreader • fuse and switch • gas burner and orifices • gas control valve • gas regulator • heating circuit transformer • high limit control • pilot burner • power burner switch • spill switch • thermocouples and generators • thermostat (standard) • vent damper – OEM

FORCED WARM AIR COMPONENTS

blower housing • blower motor and bearings (120 vac) • fan assembly • fan relay • fan • limit control • zone damper motor

HOT WATER & STEAM SYSTEM COMPONENTS

aquastat controls • aquastat relay • circulator pump (standard) • circular housing • circulator motor (up to 1/3 hp) • circulator bearing • circulator coupling • one-piece circulator (standard) • low water cutoff switch • pressuretrol • pressure and temperature gauge • pressure relief valves (boiler mounted) • zone valve motor

SELECT COMFORT WITH ANNUAL TUNE-UP

This plan includes all the coverage listed under the Basic Assurance Plan plus one annual tune-up of your furnace or boiler,

including a visual inspection of all your natural gas equipment. Tune-up must be completed between **May 1 and October 31**. Please call and allow 5 to 7 days for an appointment.

NATURAL GAS PIPING SYSTEM

copper tubing up to 1½-inch diameter • corrugated stainless steel tubing • flexible appliance connectors • gas pipe up to 1½-inch diameter • gas fittings up to 1½-inch diameter • gas shut-off valves • pipe hangers

WATER HEATER

draft diverter • draft inducer – OEM • electronic ignition system • flue baffle • gas burner and orifices • pilot assembly • gas regulator • spill switch • thermocouple • temperature pressure relief valve • thermostat

ON-DEMAND/TANKLESS SYSTEMS

Includes either one on-demand tankless heater or one on-demand tankless domestic hot water heater or one on-demand tankless combo heater. gas valve • electronic ignition system limits / safeties • pressure switches • fan /motor • relief valve



For Service
800.659.8299

*All prices are subject to change during the terms of the plan(s) upon 30 days, prior written notice.

NOTE: If you have more than one central heater or water heater or if your natural gas piping supplies more than one dwelling, additional coverage is needed for each unit.

CT Lic. #SI-303125 MEC. 1111

Paid for by SCG shareholders



ENROLLMENT IS EASY

Just tell us which service plan you want to purchase, if you want to be billed monthly or annually, and provide us your SCG account number.

online



soconngas.com/serviceplans

email

gbatista@soconngas.com



call



203.795.7831

30387-I-0206

SSPC001 Rev 3/24 170.875

GENERAL TERMS & CONDITIONS

Expiration Date: All plans expire at midnight on April 30 of each year. Plans will automatically renew each year thereafter unless you provide us notice; otherwise your account will be billed accordingly.

Sale of Home: Service plans are placed on the equipment located within the home. If you pay for a service plan(s) in one payment and sell your home during the term of the service plan(s), the new owner will assume the benefit of your plan(s). If you pay monthly for service plan(s), the plan(s) will terminate when you move.

Delinquent Accounts: The Southern Connecticut Gas Company (SCG) reserves the right to deny service under any plan(s) if your account is 90 days past due. SCG reserves the right to request full payment before coverage becomes effective or to cancel coverage if plan(s) fees or your natural gas account is/are more than one-hundred eighty (180) days delinquent.

Limitation on Repairs: The decision to repair or replace defective parts and the selection of replacement parts shall be made by exclusively SCG. SCG is not responsible for obtaining obsolete or unavailable parts. If a part(s) is not available or it is necessary to alter your equipment or piping to replace a part, the material and labor costs for alterations will be billed to your account at SCG's prevailing repair rates. The cost of the repairs, as determined by SCG, will not exceed the depreciated value of the equipment. If you choose to replace your equipment rather than approve a repair, SCG will refund to you all contract payments made by you to SCG for coverage of your equipment for the previous 12 months.

Limited Liability/Assignment: SCG will use its best effort to provide prompt service; however, weather conditions and workload may affect response time. In no event will SCG be liable for direct or indirect consequential or incidental damages to you or anyone else because of delay, failure to service, unavailability of parts or labor, or conditions beyond SCG control. SCG may, at its discretion,

use qualified contractors to perform any duty under the terms of any plan(s). The decision to use contractors shall be made solely by SCG.

Qualified Equipment: Equipment covered by all service plans(s) must be listed and approved by the American Gas Association Underwriters Laboratory or other nationally recognized testing laboratory, rated under 399,000 BTUs, installed according to local and Connecticut state codes, and in good operating condition on the date the plan(s) become effective. SCG reserves the right to inspect any parts or equipment for compliance with the conditions set forth herein prior to issuing a service plan(s).

Refunds: Service plans are available for an annual fee. Monthly billing is available for customer convenience. If you choose to cancel your plan, and any service has been performed under the plan within 90 days, such service will be charged back to your account on a labor and material basis in accordance with SCG's effective charge service rates.

Not Covered: SCG is not responsible for any material, parts or labor required as a result of: abuse • nuisance calls • improper work by others • vandalism • fire • freezing • acts of God, lightning, power or water supply outages, flooding or conditions beyond SCG's control. SCG is not responsible for: replacement parts and associated labor not listed in this pamphlet • normal preventative maintenance such as cleaning or replacement of any type of air filters or humidifiers, draining of expansion tanks, blowdown and cleaning of steam systems and sight glasses, water leaks, bleeding radiators or purging air from pipes, and any preventative maintenance as required by the manufacturer, other than provided by the Select Comfort Plan • installations or relocation of any equipment • space heaters, window heaters, unit heaters • equipment or piping located on roofs or underground • finish defects, rusting or component failure resulting from corrosion on any piece of equipment.

In order for repairs to be made, all pipes and equipment must be readily accessible to our service technicians.