

Your home. Our protection.
Trust us to keep your heating system
running smoothly.

2026 - 2027 Service Plans / soconngas.com

Keep your home heating system operating efficiently and safely with our service plans. Enjoy peace of mind with priority scheduling on all service calls when you're an active contract customer.

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.

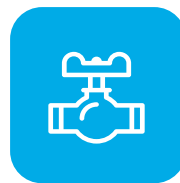
Service plans start 7 days from the date of request and expire April 30, 2027. Existing plans renew automatically.



Central Heater



Water Heater



Natural Gas Piping

Select a service plan that fits your needs

Basic Assurance (Central 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*

Listed coverage of 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 Water Heater

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

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

Select Comfort (Central Heating Plus Annual Tune-up)

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

Provides the same coverage as our Basic Assurance Plan, plus a tune-up of your furnace or boiler and a visual inspection of your natural gas equipment. All tune-ups must be completed between **May 1 and September 30**. To help us better serve you, please call us at least 5 to 7 days before your requested tune-up date to schedule your appointment.

Please sign me up!

- ☐ I am a **new** Service Plan Customer. Please sign me up for the plan(s) 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 plan(s) you would like added or removed.

Plan	Monthly	Yearly	Add	Remove
Basic Assurance	\$17.50	\$210.00	☐	☐
Select Comfort	\$25.50	\$306.00	☐	☐
Water Heater	\$6.50	\$78.00	☐	☐
On-Demand/Tankless Water Heater*	\$21.50	\$258.00	☐	☐
Natural Gas Piping System	\$5.50	\$66.00	☐	☐
Additional Thermostat Zones**	\$2.75	\$33.00	☐	☐

Please note # of thermostats _____

- ☐ **Bill me monthly**
- ☐ **Bill me annually**

Please allow 7 days for activation of your plan.

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 plan charge(s) on your next bill.

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



soconngas.com/serviceplans

* Cannot be combined with our Select Comfort plan.

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

Name _____

Address _____

City _____ State _____ ZIP _____

Phone _____ SCG 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): _____

Fold and tape closed. Save a stamp, sign up online or call us.

PLACE STAMP
HERE.
POST OFFICE WILL
NOT DELIVER
WITHOUT POSTAGE

SCG Service Plan Department
60 Marsh Hill Road
Orange, CT 06477
Attn.: Diane Warzel

Quality Heating System Service Plans



Coverage

Plans Include Listed Parts and Repair-Associated Labor Unless excluded under “What Is Not Covered” in General Terms & Conditions

Basic Assurance Central Heating Combustion Control Components

Burner motor, draft diverter, electronic ignition system, factory wiring, flame spreader, gas burner and orifices, gas control valve, gas regulator, gas shut off valve, heating circuit transformer, high limit control, pilot burner, power burner switch, spill switch, thermocouples and generators, thermostat (one standard), vent damper – OEM

Forced Warm Air Components

Blower housing, blower motor and bearings (120 vac), fan assembly, fan relay, fan and limit control, pulleys and belts, zone damper motor

Hot Water & Steam System Components

Aquastat controls and relay, circulator pump (standard) housing, motor (up to 1/3 hp), coupling and bearing assembly, low water cutoff control, pressuretrol, pressure and temperature gauge, pressure relief valves (boiler mounted), zone valve actuator

Select Comfort Heating 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 September 30**. To help us better serve you, please call us at least 5 to 7 days before your requested tune-up date to schedule your appointment.

* All prices are subject to change during the term of the plan(s) with a 30-day 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. # HTG:0303125-SI

Paid for by SCG shareholders



For service
800.659.8299



Enrollment is easy

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

00323244 SSPOC01 Rev 3/26



Call
203.804.2097



Email
serviceplans@soconngas.com



Online at **soconngas.com/ServicePlans**
or by scanning the QR code provided.



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 paid for your service plan(s) annually 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 your 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 exclusively by SCG. SCG is not responsible for obtaining obsolete or unavailable parts. If a part 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 up to 12 months excluding any costs you incurred for repairs performed outside of your plan(s).

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's 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 service plans.

Refunds: Service plans are available for an annual fee. Monthly billing is available for customer convenience. You may cancel any plan and receive a refund for fees paid if you provide us notice within 60 business days of the plan's activation or renewal date. If you cancel your plan(s) 60 or more days after the plan's activation or renewal date, you will be charged the balance of the full amount of the plans' annual fee on your next bill. If you choose to cancel your plan(s), and any service has been performed under the plan(s), such service will be charged back to your account on a labor and material basis in accordance with SCG's effective charge service rates.

What is 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: Cleaning of heating exchangers on, and replacement of, any variable rate components for: instantaneous hot water heaters, condensing furnaces and condensing boilers, normal preventative maintenance such as cleaning or replacement of any type of air filters or humidifiers, replacement or draining of non diaphragm 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, remote control systems for gas fireplaces, logs or pool heaters, flushing of tankless water heaters, wireless thermostat or components, any replacement parts or associated labor not covered in this pamphlet.

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