

2023-2024 SERVICE PLANS | cngcorp.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 repair. 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 August 31, 2024. Existing plans renew automatically.



CENTRAL HEATER



WATER HEATER



NATURAL GAS PIPING



APPLIANCES

Select a Service Plan That Fits Your Needs

Central Heater

\$216 per year or \$18 per month*

Includes one furnace or boiler and two standard thermostats. Add \$16 per year or \$1.33 per month for each additional thermostat.

Central Heater and Inspection

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

Provides the same coverage as our Central Heater Plan, plus a tune-up of your furnace or boiler. Simply call for your appointment. All tune-ups must be completed between March 1 and September 30.

Natural Gas Appliance

\$366 per year or \$30.50 per month*

Covers range, dryer, gas lights, fireplace log, grill and room heater.

Natural Gas Piping System

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

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

Tankless Water Heater and Inspection

\$222 per year or \$18.50 per month*

Includes one annual inspection. 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 Central Heater and Inspection plan.

Water Heater

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

Select a Service Plan That Fits Your Lifestyle

CALL US

860.727.3515 or 203.795.7832

EMAIL US

serviceplans@ctgcorp.com

Please have your CNG account number handy when you enroll. Let us know which plan you want and if you want to be billed monthly or annually.

*Please add Connecticut sales tax

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 License # HTG.0303125-S1



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
Central Heater	\$18.00	\$216.00	<input type="radio"/>	<input type="radio"/>
Central Heater & Inspection	\$25.50	\$306.00	<input type="radio"/>	<input type="radio"/>
Water Heater	\$6.50	\$78.00	<input type="radio"/>	<input type="radio"/>
Tankless Water Heater & Inspection*	\$18.50	\$222.00	<input type="radio"/>	<input type="radio"/>
Natural Gas Appliance Plan	\$30.50	\$366.00	<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)	\$1.33	\$16.00	<input type="radio"/>	<input type="radio"/>

*Cannot be combined with Central Heater & Inspection plan.

**Coverage for two standard thermostats (zones) is included in the Central Heater plan, more than two thermostats will be billed at \$16 each. If you have more than two zones you MUST have additional coverage for each.

Please allow 7 days for activation of your plan.

Bill me monthly

Bill me yearly

CNG will total your monthly bill, including sales tax. Service plans will be added to your monthly CNG 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.



cngcorp.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

CNG Service Contract Dept
76 Meadow Street
Hartford, CT 06108
Attn: Clark Dixon

Quality Heating System Service Plans



CNG
An Avangrid company

COVERAGE

Plans Include Listed Parts and the Repair-Associated Labor

Certain items do not qualify. Refer to "not covered" in TERMS & CONDITIONS for a complete list.

NATURAL GAS APPLIANCE COVERAGE

One of each appliance is covered (except for gas lights)

Clothes Dryer

- gas burner and orifices • pilot burner • electronic ignition system
- gas control valves • timers and knobs • electronic switches
- motor and belts • pulleys and bearings • limits and safeties
- flex connector • lighting fixtures (not bulbs) • gaskets and lint filter

Gas Fireplace Log

- gas burner and orifices • pilot burner and regulator • thermocouple and generator • ODS system • gas control valve • blower motors and fan assembly • ceramic logs • limits and safeties

Gas Grill

- gas burner and orifices • wheels • valves and regulators • Piezo ignitors • hose and connector

Gas Light

- gas burner and orifices • valves and regulator • mantles and glass

Gas Range (residential equipment only)

- oven door hinges • gas burner and orifices • manual valves and knobs • oven thermostat and valves • electronic ignition system
- limits and safeties • flame switches and generators • lighting fixtures (not bulbs) • oven door springs and gaskets • pilot burners
- flex connector • blower motor and fan assembly

Room Heater

- gas burner and orifices • gas valve and regulator • pilot burner
- thermocouple and generator • electronic ignition system
- limits and safeties • fuse and switch • blower motor and fan assembly • transformer • draft diverter

CENTRAL HEATER COVERAGE

Combustion Controls

- draft diverter • electronic ignition system • fuse and switch • gas burner and orifices • gas control valve • gas regulator • heating circuit transformer • high limit control • pilot burner • electric ignition system • gas shut off valve • spill switch • thermocouples and generators • two standard thermostats • vent damper • burner motor

Forced Warm Air Components

- blower housing and fan assembly • blower motor and bearings
- fan relay • fan and limit control • pulleys and belts • zone damper motor

Hot Water & Steam System Components

- aquastat controls and relay • circulator pump and housing • low water cutoff control • pressure-trol • pressure and temperature gauge • zone valve heads • pressure relief valves • circulator motor and coupling

CENTRAL HEATER & INSPECTION COVERAGE

- lubricating blowers and motors • thermostat inspection • venting system for proper draft • setting limits and operating controls
- inspect unit's condition • inspection of filters • complete safety check • carbon monoxide test

NATURAL GAS PIPING SYSTEM COVERAGE

- all visible exposed and accessible piping • gas shut-off valves
- pipe hangers

TANKLESS WATER HEATER & INSPECTION COVERAGE

- gas burner and orifices • pilot burner • gas valves and regulator
- electronic ignition systems • limits and safeties • thermostat
- pressure switch • fan • relief valve

WATER HEATER COVERAGE

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



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 CNG account number.

online



cngcorp.com/serviceplans

email

serviceplans@ctgcorp.com



call



860.727.3515 or
203.795.7832

30388-I-0208

CSPC001 Rev. 7/23 154,980

GENERAL TERMS & CONDITIONS

Expiration Date: All plans expire at midnight on August 31 of each year. Plans will automatically renew each year thereafter and 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: Connecticut Natural Gas Company (CNG) reserves the right to deny service under any plan(s) if your account is 90 days past due. CNG 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 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 CNG. CNG 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 you at CNG's prevailing repair rates. The cost of the repairs, as determined by CNG, will not exceed the depreciated value of the equipment. If you choose to replace your equipment rather than approve a repair, CNG will refund to you all contract payments made to CNG for coverage of your equipment for the previous 12 months, excluding any repairs performed.

Limited Liability/Assignment: CNG will use its best effort to provide prompt service; however, weather conditions and workload may affect response time. In no event will CNG 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 CNG's control. CNG 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 CNG.

Qualified Equipment: Equipment covered by all service plans(s) must be listed and approved by the American Gas Association, Underwriters Laboratory, or another 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. CNG 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. 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 CNG's effective charge service rates.

What is Not Covered: CNG 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 CNG's control.

CNG 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 • 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, replacement or draining of expansion tanks, blow-down 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 • 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 • batteries of any kind and any replacement parts or 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.