CNG
An Avangrid company

Your home. Our protection.

Trust us to keep your heating system running smoothly.



2026 - 2027 Service Plans cngcorp.com/ServicePlans

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 service plans.

Service plans start seven days from the date of request and expire August 31, 2027. Existing plans renew automatically.

Central Heater | Water Heater | Natural Gas Piping | Appliances

Select the service plans that fit 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 with Tune-up
$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 May 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*

Call us 860.727.3515 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
CT License # HTG.0402573-S1
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.

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
Central Heater	$18.00	$216.00	○	○
Central Heater with Tune-up	$25.50	$306.00	○	○
Water Heater	$6.50	$78.00	○	○
Tankless Water Heater & Inspection*	$18.50	$222.00	○	○
Natural Gas Appliance Plan	$30.50	$366.00	○	○
Natural Gas Piping System	$5.50	$66.00	○	○
Additional Thermostat Zones**	$1.33	$16.00	○	○

Please note # of thermostats_____

*Cannot be combined with Central Heater with Tune-up 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.

- ○ **Bill me monthly**
- ○ **Bill me annually**

Please allow seven days for activation of your plan.

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 plan charge(s) 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) _____

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

PLACE STAMP
HERE.
POST OFFICE WILL
NOT DELIVER
WITHOUT POSTAGE

CNG Service Plan Department
76 Meadow Street
Hartford, CT 06108
ATTN: Customer Relations Center

Quality Heating System Service Plans

CNG
An Avangrid company



Coverage

Plans Include Listed Parts and Repair-Associated Labor

Unless excluded under "What Is Not Covered" in General Terms & Conditions

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

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

Gas Fireplace Log
Blower motors and fan assembly, ceramic logs, gas burner and orifices, gas control valve, limits and safeties, ODS system, pilot burner and regulator, thermocouple and generator

Gas Grill
Gas burner and orifices, hose and connector, Piezo ignitors, valves and regulators, wheels

Gas Light
Gas burner and orifices, mantles and glass, valves and regulator

Gas Range (residential equipment only)
Blower motor and fan assembly, electronic ignition system, flame switches and generators, flex connector, gas burner and orifices, lighting fixtures (not bulbs), limits and safeties, manual valves and knobs, oven door hinges, oven door springs and gaskets, oven thermostat and valves, pilot burners

Room Heater
Blower motor and fan assembly, draft diverter, electronic ignition system, fuse and switch, gas burner and orifices, gas valve and regulator, limits and safeties, pilot burner, thermocouple and generator, transformer

Central Heater
Combustion Controls
Burner motor, draft diverter, electronic ignition system, factory wiring, flame spreader, fuse and switch, 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, thermostats (two standard), vent damper - OEM

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

Hot Water & Steam System Components
Aquastat controls and relay, circulator pump (standard) housing, coupling and bearing assembly, low water cutoff control, pressuretrol, pressure and temperature gauge, pressure relief valves (boiler mounted), zone valve actuator

Central Heater With Annual Tune-up
This plan includes all the coverage listed under the Central Heater Plan plus one annual tune-up of your furnace or boiler. Tune-up must be completed between May 1 and September 30. To help us better serve you, please call us at least 10 days before your requested tune-up date to schedule your appointment.

Natural Gas Piping System
All visible exposed and accessible piping, 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

Tankless Water Heater & Inspection
Includes either one on-demand tankless water heater, or one on-demand tankless domestic water heater, or one on-demand tankless combo heater, combustion blower motor, electronic ignition system, gas burner and orifices, gas valve, limits and safeties, pilot burner, pressure switches, relief valve, thermostat

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

* 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.

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 CNG account number.

Call
860.727.3515

Email
serviceplans@ctgcorp.com

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

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Paid for by CNG customers

General Terms & Conditions

Expiration Date: All plans expire at midnight on August 31 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 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 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 CNG. CNG 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 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 by you to CNG for coverage of your equipment for the current contract year excluding any costs you incurred for repairs performed outside of your plan(s).

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 plan(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. CNG 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 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, normal preventative maintenance such as cleaning or replacement of any type of air filters or humidifiers, replacement or 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 Central Heater 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.