

When it comes to keeping your natural gas heating and water heating systems in top condition, rely on New England Gas Company for your equipment service and repair needs.

Enjoy affordable, around-the-clock coverage for your home's heating and water heating equipment and now even your home's black iron gas pipe (also known as interior gas piping). Now you can even sign up for an annual heating system tune-up.

Here's what New England Gas has to offer:

- **Expert Field Service Technicians**
Our technicians bring years of experience to the job and are committed to serving you safely and efficiently.
- **24/7 Coverage**
- **Reliable and Efficient Service**
- **Quality Parts**
- **Peace of Mind**

SELECT A PLAN THAT'S RIGHT FOR YOU

Heating Plan A **\$99.95 per year/each** Central Heating Systems (Boiler, Furnace, Steam)

Limited to Category 1 heating equipment, defined as an appliance which operates with a non-positive vent static pressure and with a vent gas temperature that avoids excessive condensate production in the vent (Chimney or B-Vent).

Heating Plan B **\$39.95 per year/each** Space Heaters

Free-standing console type only.

Water Heating Plan **\$21.95 per year/each**

Limited to 30- to 50-gallon under-fired, storage-type water heaters that are self-powered and have neither a 120-volt AC nor a 24-volt AC connection.

Black Iron Gas Pipe Plan **\$18.00 per year**

Repairs to the black iron gas pipe inside the home are the responsibility of the homeowner. Under this plan, New England Gas will make the interior repairs to the inside gas piping when needed.

This plan is limited to "free-standing" single family homes only.

Annual Heating System Tune-up **\$70.00 per year/each**

An annual heating system tune-up helps to ensure that your heating system is running safely and efficiently for the upcoming winter heating season. The tune-up includes labor and the parts covered under the plan. Customers must be enrolled in the heating plan to qualify for annual heating system tune-up coverage.

Seasonal tune-ups are available at the customer's request from May 1 – September 30 during regular business hours.

Pre-Enrollment Inspection **\$55.00** Heating and/or Water Heating Appliance

Required for a first-time applicant to a plan. The inspection is required to determine if the equipment qualifies under the plan. For residences with multiple heating systems, a pre-enrollment inspection is required for each piece of equipment to be covered by a plan. Once approved, each system must be covered by its own service plan.

Covered Parts Under Lighthouse Protection Plan

	Boilers	Furnaces	Steam	Space Heaters	Water Heaters	Black Iron Gas Pipe
Air Pressure Switches	X	X	X			
Air Vents	X		X			
Aquastats & Aquastat Relays	X		X		X	
Blower (squirrel cage) Assembly		X				
Burners	X	X	X	X	X	
Circulator & Gaskets	X					
Combustion Air Fan (OEM installed)	X	X	X			
Electrical Shut-off Switches	X	X	X			
Expansion Tank (Extrol #30 or equivalent)	X					
Fan Belts & Pulleys		X				
Fan Controls		X				
Flame Sensor	X	X	X			
Flame Spreader	X	X	X			
Fuses (inside unit)	X	X	X			
Gas Equipment Shut-off Valve (tee valve)	X	X	X	X	X	
Gas Valve	X	X	X	X		
Gauge Glass & Washers			X			
Ignition Module	X	X	X			
Ignitors (Spark & Hot Surface)	X	X	X			
Induced Draft Fans (OEM installed)	X	X	X			
Limit Control	X	X	X			
Low Water Cutoff (67G and lower)			X			
Orifice	X	X	X	X	X	
Pigtail			X			
Pilot Assembly – FVIR Water Heaters, Smart Valve®	X	X	X		X	
Pilot Burner	X	X	X	X	X	
Pilot Generator – 750 mv.	X	X	X			
Pilot Safety Switch	X	X	X			
Pressure Temperature Gauge	X					
Pilot Tubing	X	X	X	X	X	
Pressure Controls			X			
Pressure Relief Valve	X		X		X	
Regulator	X	X	X	X	X	
Relay	X					
Roll Out Switches	X	X	X			
Shaft & Bearings		X				
Temperature/Pressure Gauge	X					
Temperature/Pressure Relief Valve					X	
Thermocouples	X	X	X	X	X	
Thermostat (750 mv or 24 vac) – non-programmable	X	X	X			
Transformer	X	X	X			
Vent Safety Switch	X	X	X	X		
Water Feed Valve	X					
Water Heater Control					X	
Wire Connections (tightened)	X	X	X			
Zone Valve Head (Taco only)	X					
Zone Valve Seat (Taco only)	X					
Pilot Tubing	X	X	X		X	
1/2 to 1 1/4 inch (inclusive) Black Iron Gas Pipe						X
Gas Pipe Fittings						X
In-line Valves (manual)						X

NOTE: "X" indicates a covered part

APPLICATION FORM

Name (Please Print) _____

Service Address (where equipment is located) _____

City/Town _____ State _____ Zip Code _____

New England Gas Company Account # _____

Phone Number _____

Mailing Address (if different from above) _____

House is: single-family multi-family/condominium

Please check the Lighthouse Protection Plan that suits you best. Send no money. You will be billed in full on your next New England Gas Company statement.

LIGHTHOUSE PROTECTION PLAN OPTIONS

- Heating Plan A **\$99.95 per year/each**
- Heating Plan B **\$39.95 per year/each**
- Water Heating Plan **\$21.95 per year/each**
- Black Iron Gas Pipe Plan **\$18.00 per year**
- Annual Heating System Tune-up **\$70.00 per year/each**

IMPORTANT! I have read and understand all service plan Terms and Conditions and by my signature below, intending to be legally bound thereby, I agree to them in their entirety.

Signature _____ Date _____

For NEG Use: Effective Date of Plan _____ Credit Approval _____
SM Code _____ Initials _____
Amount Received \$ _____
 Approved Denied Reason _____

Mail to: New England Gas Company
Billing Department
P.O. Box 911
Fall River, MA 02722

800-544-4944
www.negasco.com

LIGHTHOUSE PROTECTION PLAN (The Plan) TERMS AND CONDITIONS

- Your enrollment will be complete after a pre-inspection of heating and/or water heating equipment is performed and New England Gas Company receives and posts your full payment (the "Enrollment Date"). Coverage under the plan will begin on the Enrollment Date, as determined by New England Gas Company's records. The pre-inspection fee is payable to the Company at the time of the inspection.
- Your contract will remain in effect for one full year commencing on the Enrollment Date. There will be no adjustments or refunds if you cancel this Plan, which you may do so at any time by notifying New England Gas Company in writing.
- The Plan does not cover pre-existing conditions or obsolete parts. Equipment must be in good working condition and meet state and local code requirements.
- The Company shall not be liable for the replacement of any gas burning appliance for any reason. The Company shall not be liable under any circumstances for any consequential damages nor for any damages caused by fire, flood, force majeure, freezing, customer negligence or vandalism.
- Your coverage is limited solely to the replacement of certain parts as noted in the chart entitled "Covered Parts Under Lighthouse Protection Plan." The Company is not responsible for delays in ordered parts or the availability of repair parts.
- This commitment does not create any warranties concerning existing equipment or conditions.
- The Company's liability hereunder is limited to three times the amount paid under the Plan by Customer over the previous 12 months. IN NO EVENT SHALL THE COMPANY BE LIABLE FOR ANY INDIRECT, CONSEQUENTIAL OR INCIDENTAL DAMAGES OR LOST PROFITS.
- This agreement is not for the benefit of anyone other than the Company and the Customer and is not assignable. It is in effect for the original appliance(s) only at the address requested.
- The Plan covers Category 1 equipment* with the exception of the following: Trianco Heatmaker, Paloma Pak (Hytec) Boiler, Hydro Pulse, Celtic Boiler, Potterton Boiler, decorative appliances, pool heaters, all gas-fired equipment and appliances located outdoors, heat pump systems or systems combined with heat pumps, systems combined with solar heat, ventless equipment, air conditioning related equipment, parts & controls, power venters not part of appliance, systems with anti-freeze, equipment over 400,000 BTU.
- The Plan excludes the following: gas piping (except for gas piping covered under Black Iron Gas Pipe Plan), all chimneys and chimney liners, vent pipes, intake pipes and connectors, mechanical and electric vent dampers, heat exchangers, boiler sections, gaskets and push nipples, duct work and registers, zone dampers, humidifiers, air filters and cleaners, radiator and radiator valves, baseboard elements, covers and trim, supply and return piping, programmable thermostats, combustion chambers, conversion burners, hot and cold water piping,

internal and external tankless water heater tanks and enclosures, hot water storage tanks and associated components, bleeding air from systems, balancing air flow, thermostat wiring, non-diaphragm expansion tanks, water valves, flow checks, cooling coils, panel systems, setting air flow, mixing valves, spiro vents, steam zone valves, and work on any piping, parts, or appliances with asbestos.

- The Black Iron Gas Pipe Plan covers interior natural gas piping in single-family homes. All covered gas piping systems must be 1/2-inch to 1 1/4-inch pipe that meets local, state and general codes. Some code violations can be corrected at an additional cost. Gas appliances, appliance regulators, underground piping, inaccessible gas piping and pre-existing conditions are not covered by this Agreement.
- The Annual Heating System Tune-Up is offered only to those customers participating in Heating Plan A. The customer is responsible to contact the Company to schedule the tune-up. Seasonal tune-ups are available at the customer's request from May 1st – September 30th during regular business hours. Customer will pay the Company's Field Service Technician for the tune-up at the time of the tune-up.
- The Company reserves the right to cancel the plan if the repairs are estimated by the Company to exceed the value of the appliance. A prorated refund will be given to the Customer if cancellation occurs.
- A Plan will not be issued unless the equipment is installed in accordance with manufacturers' specifications, along with local plumbing and gas codes.
- The Plan will not cover any equipment which has been modified or where the area serviced by the equipment has been expanded without the prior written consent of the Company.
- The Company reserves the right to decline to renew any plan on its Enrollment Date by providing written notice to the customer 30 days in advance of this date.
- Provided that the Company has not elected to terminate the Plan, the customer's Lighthouse Protection Plan will automatically renew on a yearly basis upon the Company's timely receipt of the customer's full or partial payment.
- Customer agrees that the Company shall have the right to assign this Plan to another vendor without seeking the consent of the Customer, provided that the Company shall promptly notify Customer of any such assignment.
- Plan price structure and other plan details are subject to change on a yearly basis. Plan is available to homeowners and landlords.
- This Plan is and shall be deemed to be an agreement governed by Massachusetts law.

*Category 1 equipment is defined as an appliance which operates with a non-positive vent static pressure and with a vent gas temperature that avoids excessive condensate production in the vent (Chimney or B-Vent).

Lighthouse Protection Plan for Home Heating & Water Heating Equipment & More



mail to:



Billing Department
P.O. Box 911
Fall River, MA
02722

