



This agreement is by and between South Jersey Energy Service Plus (Service Plus) and a residential participant (participant) in the Service Sentry Protection Plan (hereinafter referred to as "the Plan" or "the Contract"). The Plan covers the following item(s) individually or in any combination thereof:

- Natural Gas or Propane Central House Heaters
- Natural Gas, Electric or Propane Water Heaters
- Natural Gas, Electric or Propane Clothes Dryers
- Natural Gas or Propane Range Cook Top & Wall Oven Units
- Air Handler with or without installed electric heat
- Heat pumps require both Heater and air conditioner coverage
  - Any self contained unit; combination heating/air conditioning (Patco, Magic Chef) must have both the heater and air conditioner coverage
- Electric Central Air Conditioners

This Contract constitutes the entire agreement between Service Plus and participant. There exist no other promises or conditions governing the relationship between the parties in any other agreement whether written or oral and any such promises or conditions which may have governed the parties' relationship in the past are superseded by this Contract. Participant agrees that he/she has read the entire Contract, understands the terms and conditions thereof and shall retain a copy for his/her records.

Participant's acceptance of this Contract, in its entirety, is evidenced by participant's stated (either oral or written) willingness to participate in the Plan and/or by Participant's remittance of payment, either in full or through Participant's monthly remittance to Service Plus through its billing agent or otherwise.

#### General Coverage

For a single advanced payment or election of a payment plan, Service Plus shall provide Participant with a Protection Plan ensuring one full year of no-cost repair service, including labor and replacement of certain specified parts, on equipment covered under the Plan option selected by the Participant.

#### Term of Coverage

Coverage shall follow written or oral commitment from Participant to Service Plus and take effect at 12 a.m. on the fourteenth day following receipt and processing by Service Plus of Participant's payment plan selection.

Participant agrees that, unless otherwise notified by Participant, Service Plus will automatically renew coverage upon the Contract's expiration. For any such renewal, Service Plus reserves the right to change the Plan's price, scope of coverage, or any terms of coverage. In the event of such changes, Participant may discontinue participation in the Plan. Participant agrees that Service Plus reserves the right not to renew a Participant's coverage for any reason at the sole discretion of Service Plus.

#### Participation Requirements

1. The Plan is only available to residential customers with residential type equipment residing in Service Plus's coverage area and applies to one single family unit per Plan. If the dwelling is a multi-unit dwelling, a Participant must have individually metered, separate equipment from all other units in the multi-unit dwelling.
2. All covered equipment must be certified by the American Gas Association (AGA), Underwriters Laboratories or similar other laboratories; must meet local, state, and federal codes; and must satisfy both the manufacturers and Service Plus's requirements for safe, proper installation.
3. Both Participant and Service Plus enter into the Plan with a "good faith" understanding that the equipment is duly assembled, in good operating condition, and capable of functioning on the Plan's effective date. Pre-existing defects are not covered.
4. Before accepting any equipment for Plan coverage, Service Plus reserves the right to make an on-site equipment inspection. Irrespective of whether Service Plus exercises its right to inspect the equipment, appliances and/or equipment which are not operational or are defective on the effective date of the Plan are ineligible for coverage under the Plan.

5. The types of covered equipment are limited to residential:

- Natural Gas or Propane Central House Heater
  - Exceptions: floor furnaces and those Amana's with Heat Transfer Modules
- Natural Gas, Electric or Propane Water Heaters
- Natural Gas, Electric or Propane Clothes Dryers
  - Exceptions: combination and stackable washer/dryers units, dryers with touch pads or digital controls, LG and Neptune are not covered under this contract
- Natural Gas or Propane Range Cook Top & Wall Oven Units
  - Exceptions: those made by Jenn-Air, Maytag sealed burners, and Thermador Corporation
- Electric Central Air Conditioners

Appliance coverage will cover only the primary cooking and dryer equipment in the home. Covered cooking appliances will be limited to standard residential four burner units and standard, single cavity ovens. Convection ovens are not covered.

6. All equipment must be safely accessible with adequate access for repair, meeting safety requirements such as flooring, ventilation, and lighting as determined by Service Plus.

7. Service Plus reserves the right to restrict specific makes of equipment from eligibility for the Plan.

#### Conditions

1. Service Plus will not install or replace a part if one or more of these conditions exist:
  - **A specific part or acceptable interchangeable alternative part is obsolete and no longer available through SERVICE PLUS'S NORMAL PROCUREMENT PRACTICES.**
  - Removal of the defective part or installation of a replacement could damage the unit or create an unsafe condition.
2. Customers are responsible for ordinary equipment maintenance, properly cleaning and or **replacing air filters**; proper adjustment of air registers; and lubrication of motors and moving parts. Failure to provide/permit the replacement of any parts necessary to maintain the equipment in good condition automatically voids this Plan. Preventative maintenance agreements are available for natural gas/propane house heaters and electric air conditioners as an optional Plan upgrade.
3. Service Plus shall not be held responsible for any damages; harm to persons or property; illness caused by delays; failure to service; malfunctioning of the equipment; unavailability of parts; labor difficulties; acts of God; or conditions beyond its control.
4. The Plan is applicable to the customer of record at the address specified. Coverage is nontransferable to another address.
5. Service Plus reserves the right to cancel the Plan if the equipment is not used for its designed purpose.
6. Service Plus strives to render prompt, efficient, and courteous service. Response time shall be determined by scheduling priorities that consider: public safety, health and welfare; existing work loads; nature of service; and prevailing weather conditions. Although service requests may be taken at any time, and expanded service hours may be made available by Service Plus at certain times of the year, normal service hours are 8:00 a.m. to 8:00 p.m. seven days per week, excluding holidays.
7. All work must be performed by a Service Plus technician or Service Plus authorized representative. Credit will not be issued for any work or parts covered under the Plan not installed by Service Plus or its authorized representative.
8. All parts replaced under this Plan become the property of Service Plus without any allowance or rebate to Participant.
9. If work is performed by Service Plus on any equipment which is not covered under the Plan, Participant will be charged for labor and parts in accordance with Service Plus's current service rates, with a 10% discount for Service Sentry customers.

10. If Participant has more than one central house heater, electric air conditioning unit, or other covered equipment, each unit must be covered separately under the Plan for an additional fee. **If additional units at the premises are discovered not to be covered separately, none of the appliances will be considered as covered under the Plan, and no Plan work shall be performed on any unit. Any work performed at Participant's request will be billed at Service Plus's normal service rates for time and material.**

- House heating/air conditioning units serving the needs of a multi family residence must have coverage on each residence.

11. If and when Service Plus determines that repair costs are greater than the equipment or appliance's value, it reserves the right not to repair, and to recommend replacement of failed equipment at Participant's expense.

12. Service Plus does not provide no cost parts or service work required as a result of abuse, customer negligence, vandalism, fire, freezing, power or water supply outages, flooded basements and other conditions Service Plus cannot control.

13. If a customer does not have an Air Conditioning contract in force with Service Plus and a part covered by the customer's residential Heating Contract fails while in use as part of an electric central air conditioning system, the covered part will be replaced, provided that the customer agrees to pay Service Plus the current air conditioning diagnostic fee/arrival fee.

14. Parts not covered may be replaced by Service Plus at normal time and material charges with a 10% discount, or may be replaced by others at Participant's sole expense. In addition, the Plan does not include replacement of the house heater and or water heating unit, dryer, range, oven, cook top, wall oven, or electric central air conditioning unit. The Plan only applies to covered parts. (House heater, water heater and air conditioning system replacement services are offered by Service Plus outside of the Service Sentry Program)

15. Outdoor temperatures below 70 degrees and inclement weather may prevent completion of air conditioning repairs until weather conditions permit.

## Exclusions

1. House heating units rated at inputs of 200,000 Btu's or more.
2. Water heating units rated at 75,000 Btu's or more.
3. All industrial customers.
4. Air Conditioner in excess of five tons.
5. House heating units serving the needs of a multi-family residence unless the customer has a contract for each residence.
6. Floor heaters.
7. Heater or air conditioner inspections, seasonal equipment checks, programming, reprogramming of heating/cooling thermostats, or other proactive maintenance services. **(Preventative maintenance agreements are available for natural gas/propane house heaters and electric air conditioners as optional Plan upgrades)**
8. Maintenance cleaning such as cleaning boiler water, draining expansion tanks, cleaning sight glass, bleeding air from radiators or bleeding water from water heating systems, cleaning appliances, cleaning lint from dryers, etc.
9. Materials and labor for any service in addition to that specified in the Plan, such as sheet metal work, electrical house wiring, or moving/relocating equipment.
10. Finish defects, rusting corrosion, chipped porcelain/porcelain flaws, exterior housings, or component failure from rust/corrosion on any appliance/equipment.
11. Appearance and trim parts, and upgraded components, such as humidifiers, electronic air cleaners, add on draft inducers, and power venters.
12. Replacement of batteries, light bulbs, or ballasts. These items may be replaced for an additional charge.
13. Summer/Winter hookups (domestic hot water off a steam or hot water heating system) unless both House Heater and Water Heater coverage is purchased.
14. Service calls made on propane equipment when the condition is found to be caused by a no gas situation. Customer may be billed a service charge in the event of no gas calls.

## Warranties & Damage Limitations

SERVICE PLUS WARRANTS THAT SUBJECT TO THE TERMS AND CONDITIONS STATED HEREIN, SERVICE PLUS WILL REPAIR OR REPLACE THE RESIDENTIAL APPLIANCE PARTS OR EQUIPMENT COMPONENT PARTS COVERED UNDER THE PLAN WHICH BECOME DEFECTIVE OR INOPERABLE AS A RESULT OF NORMAL WEAR/USAGE. THIS WARRANTY APPLIES ONLY TO COVERED PARTS, SERVICE PLUS MAKES NO OTHER EXPRESS OR IMPLIED WARRANTIES OR GUARANTEES OF ANY KIND AND ANY IMPLIED WARRANTIES OR GUARANTEES ARE EXPRESSLY DISCLAIMED. UNDER NO CIRCUMSTANCES SHALL SERVICE PLUS BE LIABLE FOR ANY LOSSES/DAMAGES OF ANY KIND RESULTING FROM THE FAILURE OR INOPERABILITY OF CUSTOMER EQUIPMENT OR SYSTEMS IN EXCESS OF THE PAYMENT RECEIVED BY SERVICE PLUS UNDER THIS AGREEMENT.

## Cancellations

Service Plus shall terminate participation in the Plan and make a prorated refund of fees already paid by Participant under the following circumstances:

1. Parts are no longer available from the original manufacturer and there are no reasonable alternate or interchangeable parts available through Service Plus's **NORMAL PROCUREMENT PROCESSES**.
2. The removal of a defective part or the installation of a replacement part could result in damage to the appliance or piece of equipment that could result in a safety hazard or unsafe condition.
3. Service Plus determines that the appliance cannot be safely accessed for repair.
4. Participant may cancel the Plan at any time for any reason. Should Participant cancel the Plan within the first 30 days after its effective date, Participant will receive a full refund only if no service work is or has been performed under the contract. If work has been performed Participant will be billed at current time and material rates for all labor and parts installed. If Participant cancels the Plan after 30 days, any refund will be prorated, only if no service work is or has been performed under the contract. If work has been performed any refund due will be applied to the service work performed and Participant will be billed the difference at Service Plus's current time and material rates for all labor and parts installed.
5. Service Plus retains the right to end a Participant's Plan participation if appliances are misused for their usual/designated purposes, payments are missed or late, or in accordance with provisions as discussed in the Participation Requirements and Conditions sections, **or for any reason at Service Plus's sole discretion.**

All contract cancellations must be made in writing signed by Participant and sent to Service Plus at the address listed below. Canceled Contracts may not be renewed in the future at Service Plus's sole discretion.

## Notice to:

South Jersey Energy Service Plus  
645 Mill Road, Suite 7  
Absecon, New Jersey 08201  
Attention: Customer Service Supervisor

## Payment Choice

Participant may pay for coverage in full or in equal installments over a 12 month period on either Participant's South Jersey Gas natural gas utility bill or a separate bill for non South Jersey Gas utility customers. All residential customers who qualify and participate in the Plan are eligible for the payment option. You do not have to purchase South Jersey Energy Service Plus products to receive quality service from South Jersey Gas.

## Missed or Late Payments

If payments are missed or late, Service Plus may demand immediate payment of the entire amount owed or immediate payment of costs (labor and parts) of all service provided less any payments made to Service Plus. Service Plus may terminate this agreement if payments are missed or late.

## Parts Covered Under the Contract

The following is a list of parts that will be replaced by Service Plus without any additional charge if they become defective or inoperable as a result of normal wear and usage.

**NOTE: ALL PARTS NOT EXPRESSLY LISTED HERE ARE NOT COVERED UNDER THE CONTRACT.**

## Covered Central Natural Gas or Propane Heater and/or Gas, Electric or Propane Water Heater Parts

Aquastat (dry well only)  
Belts & Pulleys  
Blower Assembly & Blower Motors  
Burners (atmospheric) & Pilot Burners  
Circulator, Couplings & Motors  
(only if no water work is involved)  
Low Water Cut Off  
Pressure Relief Valve  
Temperature & Pressure Relief Valve  
(water heaters only)  
Steam Pressure Controls & Siphons  
Zone Valve Heads (only if no water work involved)  
▪ Charges will be applied if any work completed on the above items involves draining, refilling or bleeding the system  
Circuit Boards  
Condensate Pumps  
Conversion Burner Motors  
Density Heating Elements, Low and High Watt  
Electric Switch (house heaters only)  
Fan & Limit Controls  
Gas A Valve & Gas B Valve  
Gas Appliance Regulators & Gas Controls  
Gauge Glass & Washers (only if leaking)  
Ignition Systems  
Induced Draft Motor (original equipment by manufacturer only - add ons excluded)  
Internal Wiring  
Pilot and Burner Tubing  
Pilot Shields & Pilot Safeties  
Power Burner Motor (high efficiency equipment)  
Switching Relays & Thermocouples  
Standard Area/Room Thermostats\* (sensors not included)  
Temperature Control & Thermostats  
Original Equipment Vent Dampers

### Notes/Exclusions:

\* Programmable thermostats will be replaced with comparable models used by Service Plus at time of replacement. Customers with a defective standard thermostat may have it replaced with an automatic set back thermostat for an additional fee.

Water heater tank failures, vent pipe, anodes, dip tubes, domestic circulator pumps, drain and shutoff valves are not covered.

Whole house heater vent pipe, heat exchangers, water leaks or cracks, and forced air zoning system components are not covered.

### Covered Electric Central Air Conditioner Parts

Condenser Fan Motor & Condenser Fan Blade  
Motor Contactor & Start Capacitor  
Run Capacitor & External Crank Case Heater  
Standard Area/Room Thermostat\* (sensors not included)  
Thermostat Back Plate  
Low voltage wiring (only if wiring is exposed & accessible)  
High & Low Pressure Switches  
Hard Start Kits & Relays

Motor Speed Controls & Low Ambient Temperature Control  
Condenser Coil Cleaning  
Belts & Blower Motor  
Clean & Repair Condensate Line (only if visible and accessible)  
Time Delay Controls & Metering Devices  
Filter Drier & Sight Glass  
Fuses (cartridge type)  
Condensate Pumps  
Circuit Boards

### Notes/Exclusions:

\* Automatic setback thermostats will be replaced with comparable models used by Service Plus at time of replacement. Customers with a defective standard thermostat may have it replaced with an automatic setback thermostat for an additional fee.

Condenser or evaporator coils and compressors are not covered. Cleaning evaporator coils is not covered. Air conditioning systems with refrigerant other than R410A (Puron) or R-22 are not covered. Service Plus will provide up to one pound of refrigerant one time only. Units requiring over one pound of refrigerant at one time are considered by SJESP leaking, thus, detection and repairs are billable and are not covered under this contract. Refrigeration leaks and line set piping are not covered.

### Covered Natural Gas or Propane Range, Cook Top, Wall Oven Parts

Burner Valves/Controls  
Ignitors, Tubing & Flame Spreaders  
Miscellaneous Electrical Wiring (e.g. wire nuts, internal wire, internal fuses, etc.)  
Flame Switches & Spark Modules  
Regulator & Circuit Boards  
Micro Switches & Oven Safety Valve  
Thermostats & Generators

### Notes/Exclusions:

Drip pans, appliance connectors, glass tops, panels and trim are not covered. Hardware such as springs, hinges, gaskets, glass on door is not covered.

### Covered Natural Gas, Propane or Electric Dryer Parts

Ignitors & Insulated Brackets  
Ignition Systems, Belts, Pulleys & Motors  
Impeller, Thermostat & Timer Controls  
Regulators, Coils, Idler Arm & Gas Valves  
Shutoff Valves (which are integral part of dryer)  
Door Striker & Door Switch  
Electronic Controls (e.g. wiping rings, associated wire nuts, internal fuses, etc.)  
Drum Rollers, Sensors, Limit Disk & Limit Controls  
Start Switches  
Heating Elements High & Low wattage

### Notes/Exclusions:

Single unit and stackable washers and dryers, LG and Neptune dryers, combination and stackable washer/dryer units, dryers with touch pads or digital controls are not covered under this plan. Vent pipe, drum, appliance connectors and finish defects not covered. Drip pans, appliance connectors, glass tops, panels and trim are not covered. Hardware such as springs, hinges, gaskets, glass on door is not covered.



This Agreement is by and between South Jersey Energy Service Plus (Service Plus) and a participant (Participant) in the Pipe Protection Plan for natural gas residential fuel lines (hereinafter referred to as the Contract, the Plan or the Program).

This Contract constitutes the entire agreement between Service Plus and Participant. There exist no other promises or conditions governing the relationship between the parties in any other agreement whether written or oral and any such promises or conditions which may have governed the parties' relationship in the past are superseded by this Contract. Participant agrees that he/she has read the Contract, understands the terms and conditions thereof and shall retain a copy for his/her records.

## Pipe Care Terms And Conditions Residential Customer Contract

Participant's acceptance of this Contract, in its entirety, is evidenced by Participant's stated (either oral or written) willingness to participate in the Plan and/or by Participant's remittance of payment, either in full or through Participant's monthly remittance to Service Plus through its billing agent or otherwise.

### General Coverage

While enrolled in the Plan, Service Plus shall provide Participant with a Protection Plan that ensures one full year of no-cost service which includes labor and replacement of associated material to internal, exposed natural gas piping up to and including 2 inches in diameter.

## Terms of Coverage

Coverage shall follow written or oral commitment from Participant to Service Plus and take effect at 12:00 a.m. on the fourteenth day following receipt and processing by Service Plus of Participant's enrollment request. Participant agrees that, unless otherwise notified by Participant, Service Plus will automatically renew coverage upon the Contract's expiration. For any such renewal, Service Plus reserves the right to change the Plan's price, scope of coverage, or any terms and to notify customer of such changes. In the event of such changes, Participant may discontinue participation in the Plan. Participant agrees that Service Plus reserves the right not to renew a Participant's coverage for any reason at the sole discretion of Service Plus.

## Participation Requirements

1. The Plan is only available to residential natural gas customers residing in Service Plus's coverage area and applies to one single family unit per Plan. If the dwelling is a multi-unit dwelling, a Participant must have individually metered, separate equipment from all other units in the multi-unit dwelling.
2. All piping must meet existing local, state and federal codes and meet Service Plus's requirements for safe, proper installation.
3. Before accepting any piping for coverage under the Plan, Service Plus reserves the right to make an on-site inspection of the piping.
4. Both Participant and Service Plus enter into the Plan with a "good faith" understanding that the piping is duly assembled, in good operating condition, and free from need of repairs on the Plan's effective date. Pre-existing defects or code violations are not covered.
5. All piping must be accessible with adequate access for repair and/or replacement. All concealed piping including but not limited to piping in walls, ceilings and floors is not covered under the terms of this contract.

## Conditions

1. All underground piping is specifically excluded from coverage under this plan.
2. This Plan covers internal, exposed piping only, including any shutoff valves, fittings, and piping required to meet existing codes. Appliance connectors are not covered under this Plan but can be replaced at Service Plus's current labor and material prices.
3. Service Plus shall not be held responsible for any damages, harm to persons or property, illness caused by delays, failure to service, labor difficulties, acts of God or conditions beyond its control.
4. The Program is applicable to the customer of record. Coverage is not transferable to another address.
5. Service Plus strives to render prompt, efficient, and courteous service. Response time shall be determined by scheduling priorities that consider: public safety, health and welfare; existing work loads; nature of service; and prevailing weather conditions. Although service requests may be taken at any time, and expanded service hours may be made available by Service Plus at certain times of the year, normal service hours are 8:00 a.m. to 8:00 p.m. seven days per week, excluding holidays.
6. All work must be performed by a Service Plus technician or Service Plus authorized representative. Credit will not be issued for any work or material covered under the Plan not installed by Service Plus or its authorized representative.
7. All material replaced under this Plan becomes the property of Service Plus without any allowance or rebate to Participant.
8. Service Plus will not provide no-cost parts or service work required as a result of abuse, customer negligence, vandalism, fire, freezing, power or water supply outages, flooded basements or other conditions beyond its control.
9. Material not covered may be replaced by Service Plus at normal time and material charges or may be replaced by others at the Participant's sole expense.
10. Piping and fittings covered shall be from the outlet of the gas meter up to each connected gas appliance, not including the appliance connector.

## Exclusions

1. All industrial customers.
2. Any labor or material due to pipe size increase required for new and or additional gas load.
3. Appliance connectors.

4. Pipe, fittings, and material in excess of 2 inches in diameter.
5. Any new piping relocation or change to existing facilities due to replacement of equipment, remodeling, extensions, additions, etc.
6. Repairs to any underground or concealed piping.
7. All CSST (corrugated stainless steel tubing).

## Warranties and Limitations on Damages

SERVICE PLUS WARRANTS THAT, SUBJECT TO THE TERMS AND CONDITIONS STATED HEREIN, SERVICE PLUS WILL REPAIR OR REPLACE THE RESIDENTIAL PIPING AND MATERIAL COVERED UNDER THE PROGRAM WHICH BECOME DEFECTIVE OR INOPERABLE AS A RESULT OF NORMAL WEAR AND USAGE. THIS WARRANTY APPLIES ONLY TO COVERED MATERIAL. SERVICE PLUS MAKES NO OTHER EXPRESS OR IMPLIED WARRANTIES OR GUARANTEES OF ANY KIND AND ANY IMPLIED WARRANTIES OR GUARANTEES ARE EXPRESSLY DISCLAIMED. UNDER NO CIRCUMSTANCES SHALL SERVICE PLUS BE LIABLE FOR ANY LOSSES OR DAMAGES OF ANY KIND RESULTING FROM THE FAILURE OR INOPERABILITY OF CUSTOMER EQUIPMENT OR SYSTEMS IN EXCESS OF THE PAYMENT RECEIVED BY SERVICE PLUS UNDER THIS AGREEMENT.

## Contract Cancellations

Service Plus will terminate participation in the Plan and make a prorated refund of fees already paid by Participant under the following circumstances:

1. The removal of defective piping or fittings could result in damage to any appliance or piece of equipment that could result in a safety hazard or unsafe condition.
2. Service Plus determines that the piping cannot be safely accessed for repair.
3. Participant may cancel the Plan at any time for any reason. Should Participant cancel the Plan within the first 30 days after its effective date, Participant will receive a full refund only if no work is or has been performed under the contract. If work has been performed Participant will be billed at current time and material rates for all labor and material installed. If Participant cancels the Plan after 30 days, any refund will be prorated, only if no work is or has been performed under the contract. If work has been performed any refund due will be applied to the work performed and Participant will be billed the difference at Service Plus's current time and material rates for all labor and material installed.
4. Service Plus retains the right to end a Participant's Plan participation if payments are missed or late, or in accordance with provisions as discussed in the Participation Requirements and Conditions sections. All contract cancellations must be made in writing signed by Participant and sent to Service Plus at the address listed below. Canceled Contracts may not be renewed in the future at Service Plus's sole discretion.

## Notice to:

South Jersey Energy Service Plus  
645 Mill Road, Suite 7  
Absecon, New Jersey 08201  
Attention: Customer Service Supervisor

## Parts Covered Under the Contract

The following is a list of material that will be replaced by Service Plus without any additional charge if they become defective or inoperable as a result of normal wear and usage. All materials not listed are not covered under the Contract.

- Black and/or Galvanized Piping  
(size from 1/2 inch to 2 inches diameter inclusive)
- Tees
- Nipples
- Ells
- Plugs
- Caps
- Unions
- Reducing fittings
- "A" valves (inch to 1-1/4 inch inclusive)
- "B" valves (controlling gas flow to pilot lines off "A" valves)
- Associated pipe hangers, straps, clamps, etc.