

HomeServe,* an independent company, has partnered with WGL Energy to offer residential customers optional coverage plans that help protect them from the unexpected cost and inconvenience associated with home repairs.

Plan Descriptions and Pricing

Gas Line Coverage: \$5.49/mo. for up to \$8,000 annual coverage with multiple service calls up to the benefit amount

Helps cover the gas line from the meter or propane tank outlet connection up to and including the connectors to each natural gas/propane appliance on the property, whether inside or outside the residence, up to and including the appliance connectors on the extension gas lines that exit the residence.

Interior Electrical Coverage: \$5.99/mo. for up to \$2,500 annual coverage with multiple service calls up to the benefit amount

Helps protect homeowners from the cost of repairing or replacing the failing interior electrical line within your home, from and including the breaker panel or fuse box, up to and including switches and outlets.

Exterior Water Service Line Coverage: \$5.99/mo. for up to \$10,000 annual coverage with multiple service calls up to the benefit amount

Helps protect homeowners from the covered cost to repair or replace the exterior water service line on their property from the utility's connection point (or outer wall of the well casing) to the water meter or main shut-off valve in their home.

Water Heater Repair and Replacement Plan: \$12.99/mo. for up to \$1,500 annual repair/replacement coverage with multiple service calls up to the benefit amount

Helps protect homeowners from the cost of repairing or replacing an electric, natural gas or propane water heater. If your water heater is beyond repair, you can apply the balance of your benefit amount to a similar replacement unit.

Interior Plumbing and Drainage System Coverage: \$10.99/mo. for up to 2 service calls per year with up to \$2,500 per call

Helps protect homeowners from the costs of plumbing and drainage pipe-related home emergencies by repairing or replacing blocked or leaking system pipes that carry fresh or drinkable water and wastewater.

Exterior Sewer/Septic Line Coverage: \$10.99/mo. for up to \$10,000 annual coverage with multiple service calls up to the benefit amount

Helps protect homeowners from the cost of repairing or replacing a leaking or permanently blocked sewer or septic service line from the external wall of the home to your utility's responsibility or septic connection that is damaged due to normal wear and tear.

Heat Pump Coverage: \$13.99/mo. for up to \$1,750 annual coverage with multiple service calls up to the benefit amount

Helps cover repair/replacement of the following parts: broken or failed capacitors, circuit boards, internal fuses, breakers, condensate pumps, condenser motor, condenser fan, contactor switches, delay timer, fan controls, fan relays, filter dryer, high and low pressure switches, limit controls, relays, defrost controls, defrost sensors, thermostats, transformers, valves and up to 1 lb. of refrigerant.

Heating System Coverage: \$12.99/mo. for up to \$1,750 annual coverage with multiple service calls up to the benefit amount

Helps cover repair/replacement of the following heating system components: air scoops and aquastats, barometric dampers, blower motors and assembly, belts and pulleys, circuit boards and circulators, ECO safeties, fan and limit controls, fusible links and gas valves, ignition controls, induced draft motors and blowers, low-water cutoffs, main and pilot burners, pilots, thermocouples and pressure switch, regulator valves and relays, spill switches and transformers.

Cooling System Coverage: \$12.99/mo. for up to \$1,750 annual coverage with multiple service calls up to the benefit amount

Helps cover repair/replacement of the following electric central air conditioning system parts: broken capacitors, circuit boards, internal fuses/breakers, condensate pumps, condenser motors/fans, contactor switches, delay timers, fan controls/relays, filter dryers, high and low pressure switches, limit controls, up to 1 lb. of refrigerant, relays, transformers and valves.

Who is HomeServe?

HomeServe is a leading provider of home repair solutions serving over 4.5 million customers across North America.

At HomeServe, customer satisfaction is our goal and we do everything we can to bring a quick resolution to customer concerns.



Plans help cover damage from normal wear and tear, not accident or negligence (unless otherwise stated), and are subject to eligibility requirements, 30-day waiting period (90-day waiting period for water heater replacement), coverage limitations and exclusions and full terms and conditions. Call HomeServe at 1-844-250-6651 or visit www.HSPlans.com/WGL for full terms and conditions.

*HomeServe USA Repair Management Corp. ("HomeServe"), with corporate offices located at 45 Glover Avenue, 6th Floor, Norwalk, CT 06850, is an independent company separate from WGL Energy Company. Plans from HomeServe are introduced by WGL Energy Company to their customers and pursuant to a commercial agreement between WGL Energy Company and HomeServe. Your choice of whether to purchase any plan(s) will not affect the price, availability or terms of service from WGL Energy Company. HomeServe offers these optional service plans as an authorized representative of the contract issuer, National Home Repair Warranty, Inc., 59 Maiden Lane, 43rd Floor, New York, NY 10038.

Important Questions & Answers

Why did WGL Energy partner with HomeServe to offer repair plans?

HomeServe offers plans that help protect customers from the high costs and inconveniences of covered household systems. As a leading provider of home repair solutions to over 4.5 million customers across North America, HomeServe offers valuable, affordable coverage options and excellent customer service and is accredited by the Better Business Bureau.

Who is HomeServe?

HomeServe is an independent provider of home repair service programs. For over two decades, HomeServe has managed plans that have protected homeowners against the expense and inconvenience of water, sewer, electrical, heating, cooling and other home emergencies by providing affordable coverage and quality service. HomeServe—a Better Business Bureau Accredited Business—serves over 4.5 million homeowners in the U.S. and Canada and dedicates itself to being a customer-focused company managing best-in-class emergency repair plans through utility partners and directly to consumers.

When can customers make a service call?

A plan starts the day a customer order is processed. There is an initial 30-day waiting period (90-day waiting period for water heater replacement) before a customer can make a service call, providing 11 months of coverage during the first year. Upon renewal/reactivation (if applicable), there is no waiting period.

What is the cancellation policy?

Cancel any time by calling HomeServe at 1-844-250-6651 or visiting www.homeserve.com. If you cancel within 30 days of your start date, you will get a full refund (less claims paid, where applicable). Cancellations after the first 30 days will result in a pro-rata refund (less claims paid, where applicable).

What if a customer's repair or replacement costs more than the benefit amount?

In the event that there is a repair or replacement that costs more than the benefit amount, the customer would be responsible for that additional cost.

How does the billing for this service work?

Coverage is based on an annual contract and is billed on a monthly, quarterly or annual basis along with applicable taxes. Payment will need to be provided directly to HomeServe. The service agreement will be automatically renewed annually on the same payment terms selected at the then-current renewal price. Customers can cancel at any time by calling HomeServe or by visiting HomeServe.com/cancel.

What is the term of the agreement and what is the guarantee of repairs?

Each repair plan is annual. Unless the customer cancels, their plan automatically renews annually at the then-current renewal price and payment is to be made directly to HomeServe. If the customer decides in the first 30 days that the plan is not for them, they can cancel for a complete refund. Covered repairs are guaranteed for one full year against defects in materials and workmanship.

Is a customer obligated to purchase coverage from HomeServe?

No. It is strictly an optional, voluntary program. Customers' utility service will not be affected in any way if they choose not to participate in this program.

HomeServe's Customer Promise

- 1 We'll make it clear what you're buying and what it will do for you.
- 2 We'll tell you how much you're paying, what you're getting, and how to make a service call.
- 3 When you are a customer, we'll make life easy for you.
- 4 When you have a question or need our help, we'll make it our priority to help you.
- 5 If you're not happy, we'll make things right wherever we can, as soon as we can.

Facts about HomeServe:

9.5
MILLION
Home Repair Plans

\$2.5 BILLION
OVER **2.5** BILLION
SAVED
in home repairs for
HomeServe customers

20+
YEARS
Serving customers
in North America

4.8 STARS
★★★★★
Out of 5 post-claim satisfaction
rating from customers¹

¹Based on customers surveyed after receiving service January 1, 2024, to June 30, 2024.

HomeServe
Customer Service
1-844-841-6280

