

**WorryFree<sup>SM</sup>**

**Residential  
Replacement  
Parts  
Service  
Contract  
Program**

**Terms & Conditions**



**PSEG**

*We make things work for you.*

# Welcome

Welcome to PSE&G's **WorryFree**<sup>SM</sup> Residential Replacement Parts Service Contract Program. PSE&G makes things work for you with our replacement parts service contracts which have already helped hundreds of thousands of satisfied customers guard against unexpected and costly appliance repairs.

Whether you've just purchased a **WorryFree** contract or are considering a purchase, by reviewing the following terms and conditions of the program, you'll find that **WorryFree** protection covers the most frequently replaced parts on all major brands. Plus, all repairs are handled exclusively by our more than 700 professionally-trained neighborhood service technicians, who are all employed by PSE&G – a company known for quality and reliability in New Jersey for more than 90 years.

We recommend that you keep this booklet with all of your important documents and thank you for your interest in the program.

## HERE'S HOW THE PROGRAM WORKS:

1. **WorryFree** Replacement Parts Service Contracts for Residential customers cover replacement parts and associated labor for all appliances and parts specifically listed in this booklet. Replacement parts not listed in this booklet, normal preventive maintenance, and annual inspections are not covered by the program.

2. To schedule an appliance repair, call us at

**1-800-350-PSEG (7734).**

All service calls are handled in order of receipt of request. Please note that contract customers do not receive priority service.

## PRIOR TO YOUR APPOINTMENT...

Please take note of the following safety-related recommendations so that we may service your appliances in a safe and efficient manner:

- Inform the service technician of any unusual situations that may be encountered. For example, loose or broken steps and railings.
- If you have a pet, please secure it in a separate room or outside, away from the work area.

- Please provide safe access to the appliance being serviced. Also, be sure the area around the appliance is dry, clear and well lit. Note that your appliance cannot be serviced if it is surrounded by standing water.
- Heating and cooling equipment located in attics create special access problems. Please ensure that your access door is at least 24 inches x 30 inches in size, that all passageways and service areas are covered with solid/secured flooring, and that a fixed light is installed near the appliance. You must provide access to your attic by a staircase or OSHA-approved ladder of adequate height.

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## **WORRYFREE RESIDENTIAL REPLACEMENT PARTS SERVICE CONTRACT PROGRAM**

This agreement is between PSE&G and participants in the Replacement Parts Service Contract Program for natural gas furnaces and boilers, electric central air conditioners, refrigerators, dishwashers, washing machines and gas or electric: water heaters, stoves/ ranges, dryers, wall ovens, cooktops. It is hereinafter referred to as the Residential Contract or the Residential Program.

## **GENERAL TERMS, CONDITIONS AND LIMITATIONS**

- **Residential Contracts cover specified replacement parts and the labor associated with the adjustment and repair of covered gas and electric equipment and appliances.**

- The Residential Program is optional. In the absence of a Residential Contract, and with the customer's consent, parts will be adjusted, repaired or replaced for a fee in accordance with PSE&G's pricing and procedures then in effect.

- The Residential Contract provides only the covered services, parts, and labor to install them at no additional cost. All work must be done by a PSE&G service technician. The Residential Contract applies to one single family dwelling unit per agreement.

- The Residential Program is only available to customers who have residential type: natural gas furnaces or boilers for central heating, electric central air conditioners, natural gas storage-type water heaters, electric storage-type water heaters, refrigerators, dishwashers, washing machines, natural gas or electric: dryers, stoves/ranges, wall ovens and cooktops. All other equipment and/or appliances are specifically excluded from coverage under the Residential Program.

- **The Residential Program shall take effect 12:00 a.m. on the 15th day following written or oral commitment from the customer to a PSE&G representative. Parts ordered and/or installed during that interim period shall not be covered by the Contract Program.**

- **Equipment and parts must be in good operating condition on the date the Residential Program becomes effective. Pre-existing defects are not covered. All equipment is subject to inspection at PSE&G's discretion before acceptance into this program. Regardless of whether PSE&G inspects the equipment, appliances and/or equipment which are not operational or are defective on the effective date are ineligible for coverage under the Residential Program.**

- **All service calls received by PSE&G are handled in order of receipt of request. Within the**

**constraints of weather and workload conditions, PSE&G will endeavor to promptly repair or replace covered parts at no charge. PSE&G will not be responsible for delays beyond its reasonable control.**

- All parts replaced under this program become the exclusive property of PSE&G without rebate or allowance in any form.

- **If there is more than one gas furnace or boiler, electric central air conditioner or other appliance of the same type in the residence (i.e., two washers, two refrigerators, etc.) a replacement parts service contract must be purchased for each appliance. Combination washer/dryers require the purchase of a washer contract and a dryer contract.**

- **If a covered part under the Residential Heating Contract is replaced while in use as part of an electric central air conditioning system, and the customer does not have an Air Conditioning Contract with PSE&G, the part will be replaced at no charge provided that the customer agrees to pay the current fee for the air conditioning service call.**

- PSE&G reserves the right to restrict specific makes of equipment from eligibility due to non-availability of parts. PSE&G may select the parts used to complete the repairs.

- If and when PSE&G determines that repair costs are greater than the original value of the equipment/appliance, **PSE&G reserves the right not to repair the failed equipment, but to recommend its replacement at the customer's expense.**

- Equipment must conform to the requirements of the American National Standards Institute as certified by a nationally recognized testing agency.

- Equipment must be installed in accordance with the installation requirements of the manufacturer, PSE&G, and/or the authority having jurisdiction. Equipment and parts must conform to all local and state codes and laws.

- Equipment must be accessible for repairs. The contract holder shall be responsible for providing safe access to all equipment including the use of

**OSHA-approved** ladders and adequate attic flooring, attic ventilation, lighting, etc.

- Work must be performed by a PSE&G service technician. Credit will not be issued for any labor or parts covered under the Residential Program that are not provided by or installed by PSE&G.

## **SPECIFIC PARTS AND SERVICES COVERED**

When the individual contracts described on the following pages are purchased, the specified parts and services will be provided or replaced by PSE&G without any additional charge should they become defective or inoperable as a result of normal wear and usage.

### **Residential Natural Gas Furnaces/Boilers**

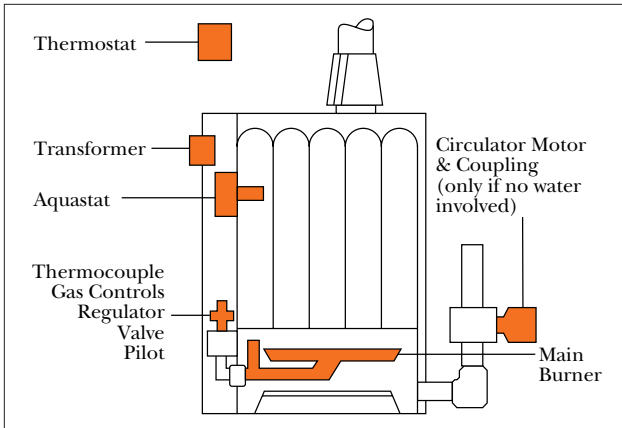
The residential heating contract covers central gas furnaces and boilers with a nameplate input rating of 399,000 BTUs or less.

#### ***Parts Covered***

- Aquastats
- Automatic Ignition System Components
- Belts & Pulleys
- Blower Motors\*
- Blower Wheels (direct drive only)
- Burners (main)
- Burners (pilot)
- Circulator Motors, Couplers, and Motor Mounts (NO water involved)
- Conversion Burner Motors\*
- Electric Switches
- ECO Safeties
- Fan & Limit Controls
- Fusible Links
- Gas Appliance Pressure Regulators
- Gas A Valve
- Gas B Valve
- Gas Controls
- Gauge Glass and Associated Hardware (leaking water only)
- Igniters
- Induced Draft Motor Assemblies (Original Equipment only)
- Internal Wiring
- Low Water Cut-Off Controls (steam systems only)
- Pilot & Burner Tubing
- Pilot Generator Cartridges
- Pilot Safeties

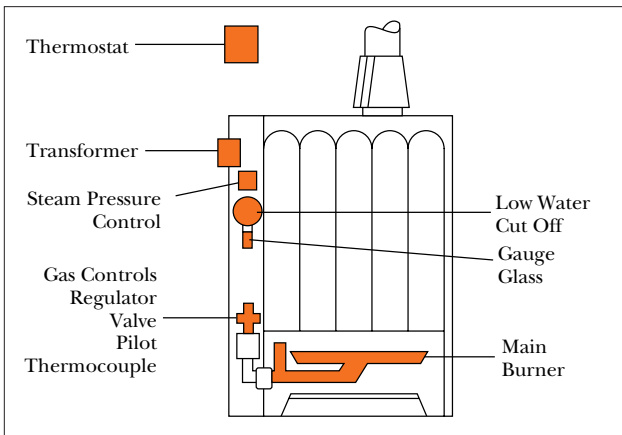
## Hot Water Boiler

*(Highlights of some of the parts covered)*



## Steam Boiler

*(Highlights of some of the parts covered)*



\*If a replacement motor is unavailable, the motor will be rebuilt, if feasible.

*(continued next page)*

*Furnaces/Boilers (continued)*

- Power Burner Motors (high efficiency equipment)\*
- Pressure Relief Valves (steam systems only)
- Pressure Switches
- Spill Switches
- Standard Area/Room Thermostats\*\* (sensors not included)
- Steam Pressure Controls & Siphons
- Switching Relays
- Thermocouples
- Thermostat Back Plates
- Thermostat Batteries (hard wired only)
- Transformers
- Vent Dampers (Original Equipment only)
- Zone Valve Operators (NO water involved)

\*If a replacement motor is unavailable, the motor will be rebuilt, if feasible.

\*\*Defective automatic set-back thermostats will be replaced with comparable models used by PSE&G at time of replacement. When feasible, defective thermostats containing mercury will be replaced with mercury-free models.

***Exclusions***

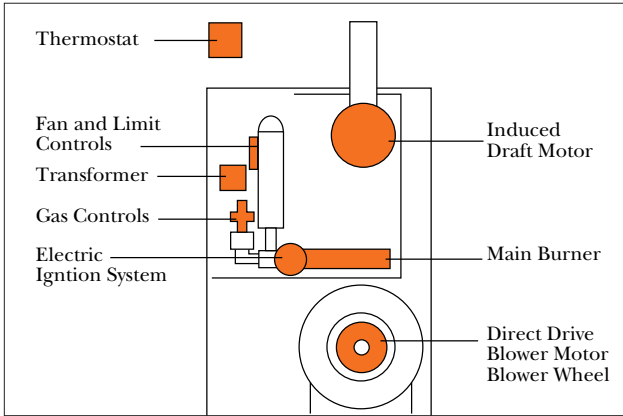
- Accessory components, such as humidifiers and electronic air filters
- Automatic Water Feed Valves and Controls for Steam Boilers
- Belt Drive Blowers
- Blower Bearings
- Heat Exchangers
- Heat Pumps
- Parts for hot water boilers normally associated with plumbing repair (relief valves, expansion tanks, circulator pumps, pressure reducing valves, etc.)
- Vent Pipe
- Water leaks, cracks, or rupture of the boiler and/or boiler sections
- Forced Air Zoning System Components (damper assemblies, motors, control panels, etc.)

*NOTE: When a covered part under the Residential Heating Contract is replaced while in use as a component of an electric air conditioner, the customer will be charged the current fee for the air conditioning service call. If the customer has also purchased an Air Conditioning Contract, the covered part will be replaced without charge.*

**ALL PARTS NOT LISTED ARE NOT COVERED UNDER THE RESIDENTIAL NATURAL GAS FURNACE/BOILER CONTRACT. SEE PAGE 17 FOR OTHER ITEMS NOT COVERED UNDER THE PROGRAM.**

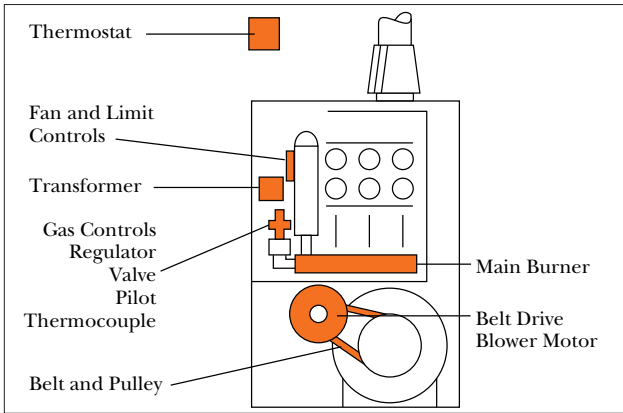
### High Efficiency Furnace

*(Highlights of some of the parts covered)*



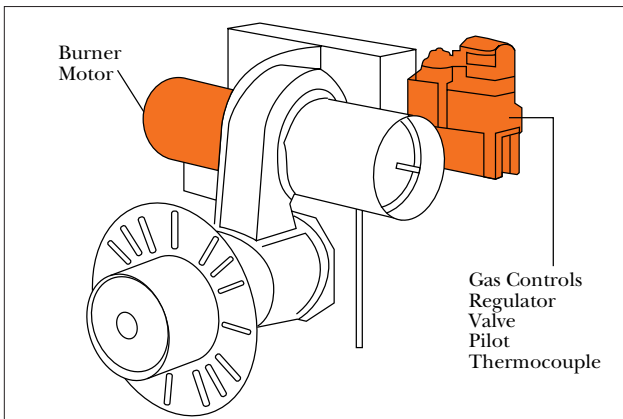
### Warm Air Furnace

*(Highlights of some of the parts covered)*



### Conversion Gas Burner

*(Highlights of some of the parts covered)*



## **Residential Natural Gas or Electric Storage-Type Water Heaters:**

### ***Parts Covered***

- Burner (main)
- Burner (pilot)
- ECO Safety Controls
- Electronic Ignition Controls
- Gas Controls
- Heating Elements
- Igniters
- Induced Draft Motors or Assemblies  
(Original Equipment only)
- Internal Wiring
- Limit Switches
- Pilot and Burner Tubing
- Pressure Switches
- Switching Relays
- Temperature Controls
- Temperature and Pressure Relief Valves
- Thermocouples
- Thermostats
- Transformers

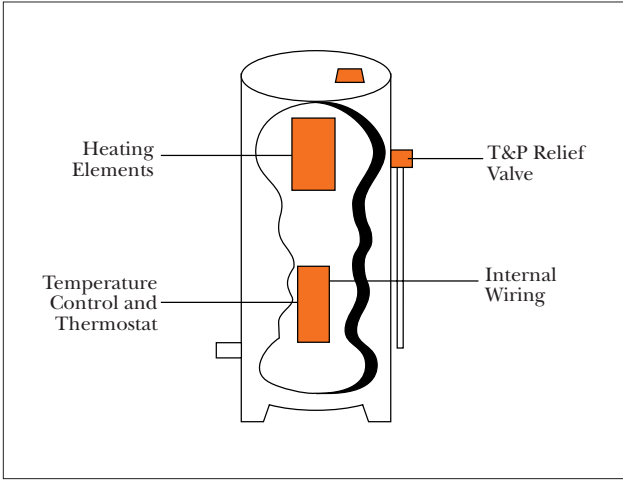
### ***Exclusions***

- Anodes
- Dip Tubes
- Circulator Pumps
- Drain Valves and Shutoff Valves
- Vent Pipe
- Water heater tank failure or leakage

**ALL PARTS NOT LISTED ARE NOT COVERED UNDER THE RESIDENTIAL WATER HEATING CONTRACT. SEE PAGE 17 FOR OTHER ITEMS NOT COVERED UNDER THE PROGRAM.**

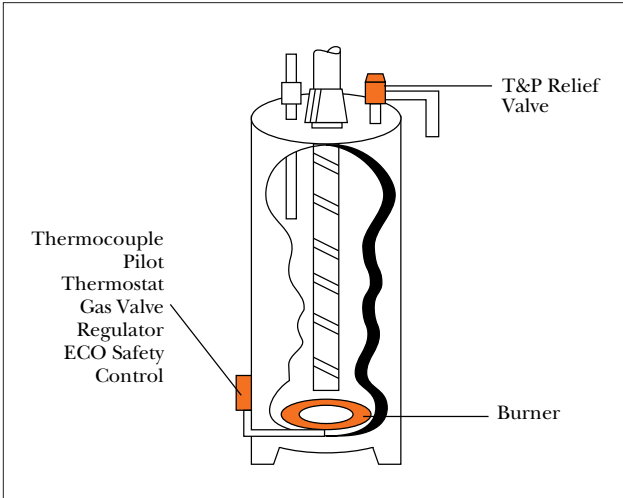
## Electric Water Heater

*(Highlights of some of the parts covered)*



## Gas Water Heater

*(Highlights of some of the parts covered)*



## **Residential Electric Central Air Conditioners**

The residential air conditioning contract covers electric central air conditioning split systems rated at 5 tons or less by the manufacturer.

### **Parts Covered**

- Belts
- Blower Motors\*
- Blower Wheels (direct drive only)
- Capacitors
- Circuit Boards
- Clean Outdoor Condenser Coils
- Clear and Repair Accessible Condensate Drain Lines
- Condensate Pumps
- Condenser Fan Blades
- Condenser Fan Motors\*
- Contactors
- External Crank Case Heater
- Filter Driers
- Fuses (cartridge type)
- Hard Start Kits
- High and Low Pressure Switches
- Low Ambient Temperature Controls
- Low Voltage Wiring  
(only if wiring is exposed and accessible)
- Metering Devices
- Motor Speed Controls
- Refrigerant (R22 up to one lb. per season)
- Relays
- Service Port Valve Caps
- Sight Glass
- Standard Area/Room Thermostats\*\*  
(sensors not included)
- Thermostat Back plates
- Thermostat Batteries (hard wired only)
- Time Delay Controls
- Transformers
- Valve Cores (Schrader type)

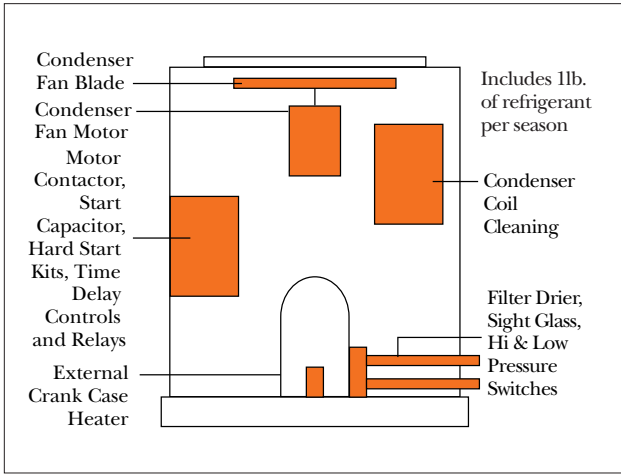
\*If a replacement motor is unavailable, the motor will be rebuilt, if feasible.

\*\*Defective automatic set-back thermostats will be replaced with comparable models used by PSE&G at time of replacement. When feasible, defective thermostats containing mercury will be replaced with mercury-free models.

*NOTE: Outside temperatures below 70 degrees and inclement weather may prevent the completion of air conditioning repairs until conditions permit.*

## Electric Central Air Conditioners

*(Highlights of some of the parts covered)*



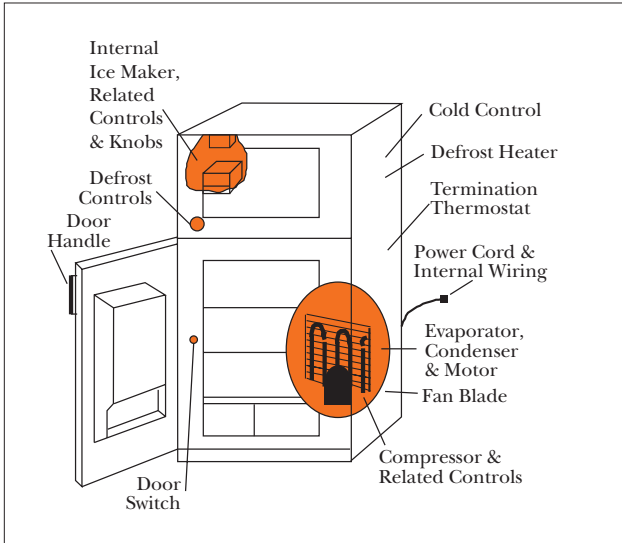
### **Exclusions**

- Systems with refrigerant other than R-22
- Belt drive blowers and blower bearings
- Compressors
- Condenser or Evaporator coils
- Cleaning evaporator coils
- Heat Pumps
- Locating or repairing refrigeration leaks on air conditioning components or line set piping.
- Forced Air Zoning System Components (damper assemblies, motors, control panels, etc.)

**ALL PARTS NOT LISTED ARE NOT COVERED UNDER THE RESIDENTIAL CENTRAL AIR CONDITIONING CONTRACT. SEE PAGE 17 FOR OTHER ITEMS NOT COVERED UNDER THE PROGRAM.**

## Refrigerators

(Highlights of some of the parts covered)



## Residential Refrigerators

### **Parts Covered**

- Cold Controls
- Compressor & Related Controls
- Condenser & Evaporator Coils
- Condenser & Evaporator Motors
- Defrost Controls
- Defrost Heaters
- Door Gaskets
- Door Handles
- Door Hinges
- Door Latches
- Door Switches
- Fan Blades
- Fan Switches
- Ice Makers
- Ice Maker Controls and Knobs

- Ice Maker Solenoid Valves
- Power Cords
- Termination Thermostats

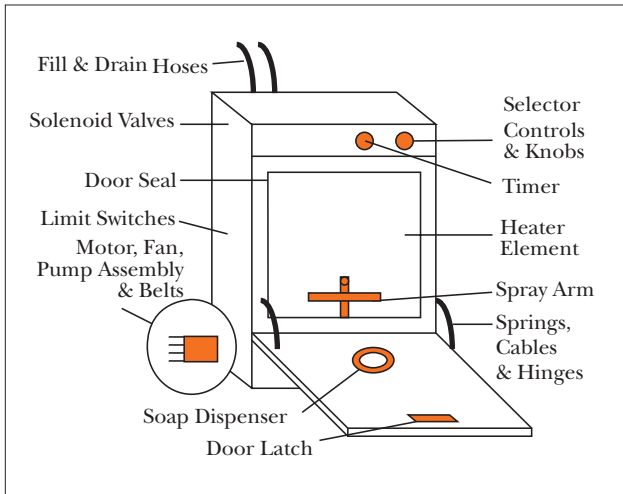
### **Exclusions**

- Inner door liner
- Shelves
- Compartment Bins
- External Water or Icemaker Dispenser Components (through the door)
- Sealed Refrigeration System (condenser, compressor, evaporator and associated piping) repairs covered by original manufacturer's warranty
- Light bulbs and sockets

**ALL PARTS NOT LISTED ARE NOT COVERED UNDER THE RESIDENTIAL REFRIGERATOR CONTRACT. SEE PAGE 17 FOR OTHER ITEMS NOT COVERED UNDER THE PROGRAM.**

## Dishwashers

(Highlights of some of the parts covered)



## Residential Dishwashers

### Parts Covered

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• Conditioner Dispensers</li> <li>• Door Hinges</li> <li>• Door Latches</li> <li>• Door Seals</li> <li>• Door Springs and Cables</li> <li>• Door Switches</li> <li>• Fans</li> <li>• Fill and Drain Hoses (Plastic or Rubber)</li> <li>• Heating Elements</li> </ul> | <ul style="list-style-type: none"> <li>• Internal Wiring</li> <li>• Limit Switches</li> <li>• Motors</li> <li>• Pump Assembly</li> <li>• Selector Controls and Knobs</li> <li>• Soap Dispensers</li> <li>• Solenoid Valves</li> <li>• Spray Arms</li> <li>• Thermostats</li> <li>• Timers</li> </ul> |
|---|--|

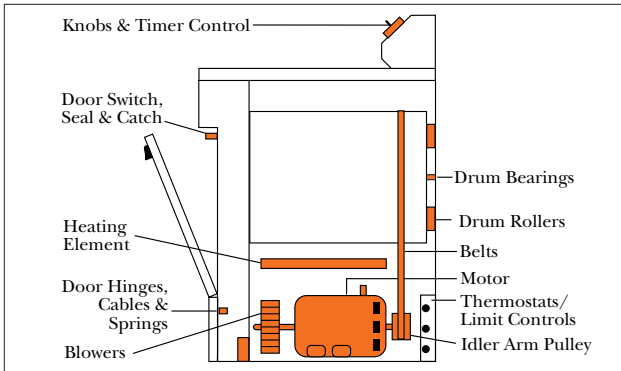
### Exclusions

- Dish racks
- Baskets

**ALL PARTS NOT LISTED ARE NOT COVERED UNDER THE RESIDENTIAL DISHWASHER CONTRACT. SEE PAGE 17 FOR OTHER ITEMS NOT COVERED UNDER THE PROGRAM.**

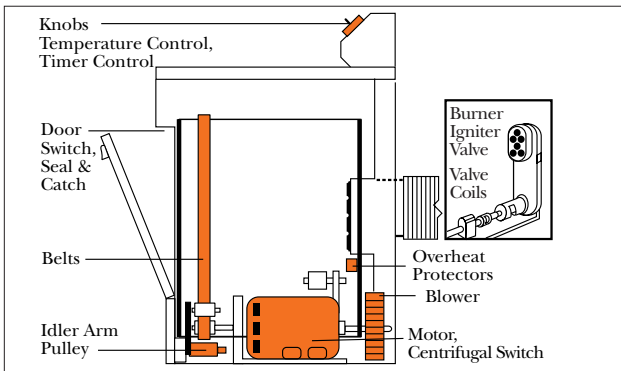
## Electric Clothes Dryer

(Highlights of some of the parts covered)



## Gas Clothes Dryer

(Highlights of some of the parts covered)



## Residential Dryers

### Parts Covered

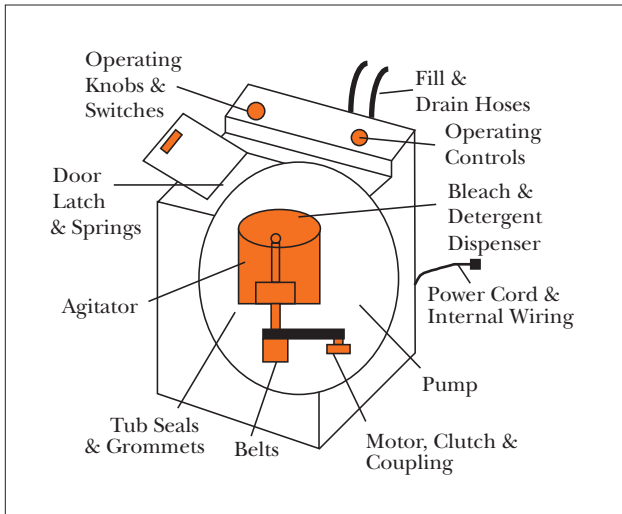
- Belts
- Burners
- Control Knobs
- Door Catches and Strikers
- Door Clips
- Door Gaskets
- Door Springs, Hinges, and Cables
- Door Switches
- Drum Bearings
- Drum Rollers
- Drum Seals
- Electronic Controls
- Front Drum Supports
- Gas Valves and Valve Coils
- Heating Elements
- Idler Arms
- Ignition System Components
- Igniters
- Impellers
- Internal Shut Off Valves (Original Equipment only)
- Internal Wiring and Fuses
- Limit Controls
- Motors
- Pilots and Pilot Safeties
- Power Cords
- Pulleys
- Sensors
- Start Switches
- Thermostats
- Timer Controls

### Exclusions

- Drum
- Vent Connector
- Appliance Connector
- Light bulbs, sockets, light switches and ballasts

## Washing Machine

(Highlights of some of the parts covered)



## Residential Washing Machines:

### Parts Covered

- Agitators
- Belts
- Bleach and Detergent Dispensers
- Bleach and Detergent Timers
- Door Latches
- Fill and Drain Hoses
- Motor, Clutch and Coupling
- Operating Controls
- Operating Knobs and Switches
- Power Cord and Internal Wiring
- Pulleys
- Pumps
- Snubber Assemblies
- Solenoid Valves
- Timers
- Tub Seals and Grommets

### Exclusions

- Washer basket, tub, and frame
- Transmission

**ALL PARTS NOT LISTED ARE NOT COVERED UNDER THE RESIDENTIAL DRYER AND WASHING MACHINE CONTRACTS. SEE PAGE 17 FOR OTHER ITEMS NOT COVERED UNDER THE PROGRAM.**

## **Residential Stoves/Ranges, Cooktops, and Wall Ovens**

### **Parts Covered**

- Automatic Cooking Controls
- Burner Valves/Control Knobs
- Burners and Pilots
- Circuit Boards
- Clocks/Timers\*
- Door Hinges
- Door Gaskets
- Door Locks
- Door Springs and Cables
- Fans (oven)
- Flame Spreaders
- Flame Switches
- Gas Appliance Pressure Regulators
- Ignition System Components
- Igniters
- Internal Wiring and Fuses
- Internal Tubing
- Micro Switches
- Motors
- Oven and Broiler Elements
- Oven Heat Controls
- Oven Safety Valves
- Pilot Generators
- Power Cords
- Self Cleaning Components
- Spark Modules
- Surface Elements
- Terminal Blocks for Oven, Broiler, and Surface Elements
- Thermostats

\*Clocks and timers must be part of automatic cooking controls or self-cleaning oven to be covered.

### **Exclusions**

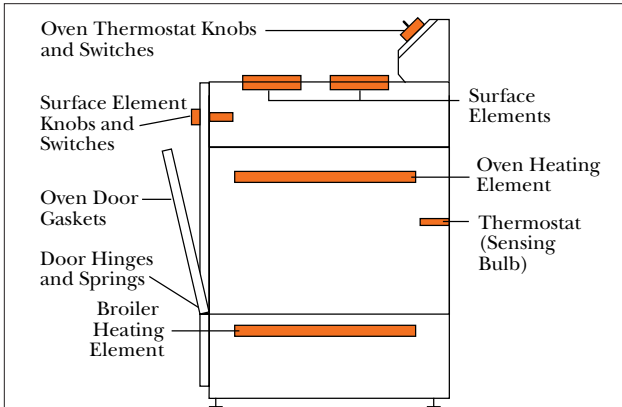
- Appliance Connectors
- Range Top Drip Pans
- Light bulbs, sockets, light switches and ballasts
- Microwave Ovens and those appliances that combine microwave cooking and gas or electric cooking in the same compartment or share the same controls
- All glass tops, panels and trim

**ALL PARTS NOT LISTED ARE NOT COVERED UNDER THE RESIDENTIAL STOVE/RANGE, COOKTOP, AND WALL OVEN CONTRACTS. SEE PAGE 17 FOR OTHER ITEMS NOT COVERED UNDER THE PROGRAM.**

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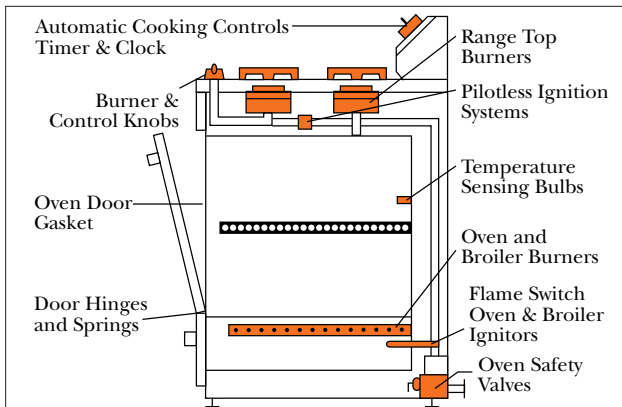
### Electric Stove/Range

*(Highlights of some of the parts covered)*



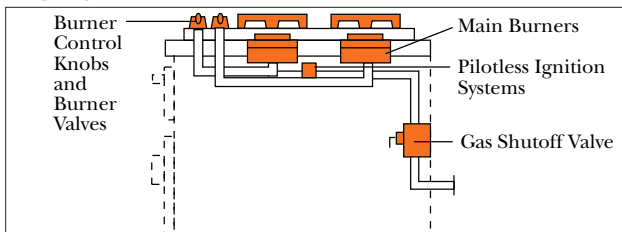
### Gas Stove/Range

*(Highlights of some of the parts covered)*



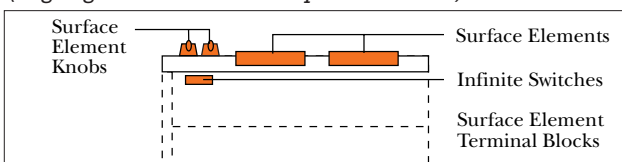
### Gas Cooktop

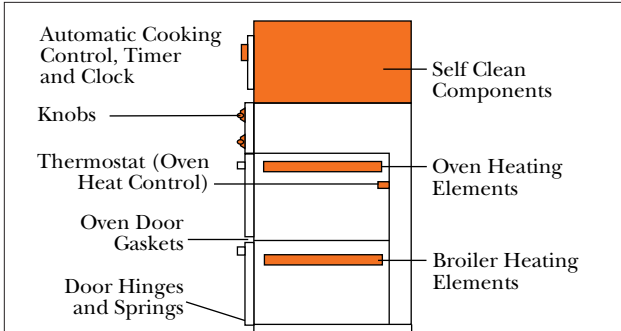
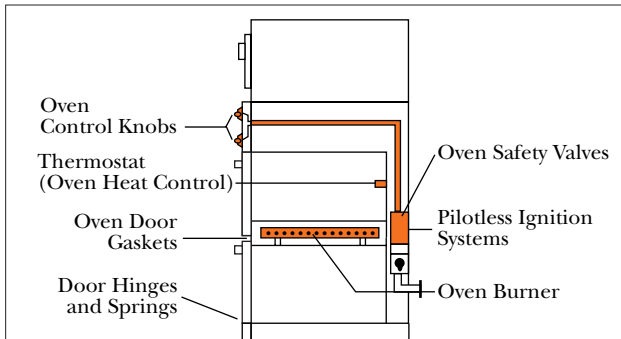
*(Highlights of some of the parts covered)*



### Electric Cooktop

*(Highlights of some of the parts covered)*



*Wall Ovens (continued)***Electric Wall Oven***(Highlights of some of the parts covered)***Gas Wall Oven***(Highlights of some of the parts covered)***WHAT IS NOT COVERED UNDER THE RESIDENTIAL PROGRAM:**

- Routine inspections or normal preventive maintenance such as: cleaning and/or replacing air filters, adjustment of air registers, cleaning or balancing ductwork, lubrication of motors and other moving parts, maintenance cleaning such as cleaning blower wheels, gauge glass, low water cutoffs, and boiler water, draining expansion tanks, bleeding air from radiators and purging hot water heating systems, cleaning equipment, cleaning lint from dryers, etc. and/or any preventive maintenance as required by the manufacturer.
- Materials and labor for any service in addition to that specified in the contract, such as sheet metal work, plumbing repairs, leak repairs to house piping, electrical repairs to house wiring, moving or relocating the equipment.

- **Repairs necessary due to negligence, theft, misuse, abuse, vandalism or lack of normal preventive maintenance.**

- **Failures caused by fire, freezing, water damage, power supply outages, floods, acts of nature or any other conditions beyond the reasonable control of PSE&G.**

- Repairs due to faulty equipment design, improper installation, or to work done by anyone other than PSE&G.

- Commercial applications of all equipment in the program as well as gas furnaces and boilers and electric central air conditioning units supplying 4 or more families are excluded.

- **Turn-on charge for gas central heating units during the period from the third Monday in September to October 31.**

- The installation of new or replacement equipment.

- Appearance and trim parts, finish defects, rusting, corrosion, chipped porcelain and porcelain flaws, exterior housings or component failure resulting from rust or corrosion on any appliance or piece of equipment.

- Accessory components, such as humidifiers and electronic air filters.

- Parts that are no longer available and for which no reasonable replacement parts exist.

Parts and services not covered may be supplied, repaired, or replaced for a fee in accordance with PSE&G's present procedures or may require service from an independent contractor at the customer's expense.

### **CONDITIONS OF PSE&G's RESIDENTIAL PROGRAM.**

PSE&G WARRANTS THAT, SUBJECT TO THE TERMS AND CONDITIONS STATED HEREIN, PSE&G WILL REPAIR OR REPLACE THE RESIDENTIAL APPLIANCE PARTS OR EQUIPMENT COMPONENT PARTS COVERED UNDER THE RESIDENTIAL PROGRAM WHICH

BECOME DEFECTIVE OR INOPERABLE AS A RESULT OF NORMAL WEAR AND USAGE. THIS WARRANTY APPLIES ONLY TO COVERED PARTS AND SERVICES. PSE&G 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 PSE&G 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 PSE&G UNDER THIS AGREEMENT.

PSE&G ASSUMES NO RESPONSIBILITY AND SHALL NOT BE LIABLE FOR ANY TYPE OF DAMAGE CAUSED BY OR ARISING FROM THE MALFUNCTIONING OF THE EQUIPMENT, WHETHER COVERED UNDER THE CONTRACT PROGRAM OR NOT.

PSE&G WILL NOT BE RESPONSIBLE FOR UNAVOIDABLE DELAYS, FAILURE TO SERVICE, UNAVAILABILITY OF PARTS, LABOR DIFFICULTIES, ACTS OF NATURE, FIRES, FLOODS OR ANY OTHER CONDITIONS BEYOND THE REASONABLE CONTROL OF PSE&G.

PARTICIPATION IN THE RESIDENTIAL PROGRAM MAY VOID EXISTING MANUFACTURER'S WARRANTIES. PSE&G ASSUMES NO RESPONSIBILITY FOR THE CANCELLATION OF ANY MANUFACTURER'S WARRANTY AS A RESULT OF THE CUSTOMER'S ACTIONS.

## **CONTRACT PROGRAM CANCELLATIONS**

PSE&G will terminate participation in the Contract Program and make a prorated refund on request if applicable under the following circumstances:

- If the Original Manufacturer's part(s) (OEM) are no longer available, and if there are no reasonably available alternate or interchangeable parts. PSE&G is not obligated to retrofit generic part(s).

- If the removal of a defective part or the installation of a replacement part could result in damage to the equipment or appliance or could result in a safety hazard.
- If the repair cost would be greater than the original value of the equipment.
- If the equipment is not used for its usual or designated purposes.

You may cancel a contract in the Residential Program at any time for any reason. Should you cancel within the first 30 days of sign-up or renewal, you will receive a full refund. If you cancel after 30 days, the refund will be based on the unused portion of your contract. You must notify PSE&G of cancellation in writing. Cancelled contracts may not be renewed for a period of one year at PSE&G's sole discretion.

### **CHANGE OF ADDRESS**

Coverage is not transferable to another address. However, if a contract was paid in full for equipment which remains in operation at the premise, the unexpired term of coverage will be applied to the succeeding owner/occupant of the premises at no additional charge. If a contract has not been paid in full, the contract will terminate at the time of the change.

### **MISSED OR LATE PAYMENT**

If payments are not made as scheduled, PSE&G may demand immediate payment of the total balance owed or immediate payment for all parts and labor provided, less any payments already made to PSE&G.

### **CONTRACT PROGRAM RENEWAL**

Unless otherwise notified by you, PSE&G shall automatically renew coverage upon expiration of this agreement. For any such renewal, PSE&G reserves the right to change the price, scope of coverage, or any terms of the Contract Program. In the event of such changes, you may discontinue participation in the Contract Program.

## **LET A RESIDENTIAL REPLACEMENT PARTS SERVICE CONTRACT PUT YOU AT EASE**

All repairs are handled exclusively by our trained PSE&G Service Technicians, who show up on time...and fix it right the first time.

Hundreds of thousands of PSE&G customers now have peace of mind protection from the hassle of unexpected repairs.

## **FOR YOUR SAFETY**

If you think you smell gas inside or outside of your premises, call PSE&G at once. Dial 1-800-436-PSEG (7734) or 1-800-350-PSEG (7734). Emergency personnel are on duty 24 hours a day to respond to your call. A service person will be sent out immediately. If the odor is extremely strong, get out of the building. Do not smoke, operate electric switches, or attempt to light any appliance. Call us from a neighbor's house.

While gas appliances are designed and built to operate safely and efficiently, it is necessary that the appliances be operated and maintained according to the manufacturer's instructions. Take the time to become familiar with these instructions and any safety warnings attached to the appliances.

If an appliance malfunctions, shut off the appliance and call PSE&G for repairs. To schedule an appointment call us at 1-800-350-PSEG (7734).



Public Service Electric and Gas Company  
80 Park Plaza, Newark, NJ 07102

**1-800-350-PSEG (7734)**

**[www.pseg.com](http://www.pseg.com)**

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