



ABC
Gas Repair, Inc.
707 S. Front Street
Columbus, Ohio 43206
(614) 443-0300

WATER-SAFE POLICY

TERMS:

Protection under this guarantee begins thirty (30) days after enrollment, and will continue for the term listed on your Summary Page.

This Guarantee can be automatically renewed by You provided We continue to offer the Guarantee and annual payments are made by their due dates by You for additional Terms. If additional Terms are purchased by You without a Lapse of Coverage your effective date of coverage will remain the date listed on your Summary Page under Guarantee Effective Date. If your Guarantee lapses as outlined under Lapse of Coverage You may re-enroll in the Guarantee program with a new Guarantee Effective Date. This Guarantee may be canceled as outlined under "Cancellation".

CANCELLATION:

You may cancel this Guarantee at any time by mailing a request for cancellation to ABC Gas Repair, Inc., 707 S. Front Street, Columbus, OH 43206, or by email to cancel@abcgas.com. If you cancel, the effective date of cancellation is the date we receive your notice. Any refund, if applicable, will be determined on a pro-rata basis less the cost of any service performed under this agreement from the effective date to the date of cancellation. You have 30 days from your enrollment date to cancel and receive a full refund of any payments made. Coverage will terminate for non-payment, without notice, thirty (30) days from the date of enrollment. We have the right to cancel this program at any time upon 90 days notice.

LAPSE OF COVERAGE:

If full payment for the renewal of this Guarantee for an additional Term is not received by Us from You within thirty (30) days from the date payment was due as indicated on an invoice sent to You, a Lapse of Coverage will have occurred. In such event, Your coverage under this Guarantee will terminate on the final day of the last Term for which You made full payment to Us, without additional notice to You. In the event of a Lapse of Coverage, this Guarantee will terminate without further notice to you.

ADMINISTRATOR'S RIGHTS:

We reserve the right to change the fee for this Guarantee upon giving you thirty (30) days written notice. We also reserve the right to modify this program upon (30) days written notice to You.

Our obligations are limited in the event your property was not eligible for coverage under the Guarantee. If the Administrator determines Your property was not eligible, then our sole obligation under the Guarantee is to refund the payments made by You less the cost of repairs during the life of the program. When this refund is paid, the Guarantee will be void as of the date of the original enrollment.

This guarantee is not an insurance contract, and is not

transferable. This guarantee provides repair or replacement service for your covered water service lines if they fail due to normal wear and tear including inherent defects in material.

PROGRAM DEFINITIONS:

"You" and "Your" means the homeowner of a single-family, owner-occupied residence and the purchaser of this guarantee.

"We", "Us", "Our", "ABC" and "The Administrator" means or refers to ABC Gas Repair, Inc., 707 S. Front Street, Columbus, OH 43206.

"Guarantee" means Water-Safe Guarantee.

"Enrollment Date" means the date Your enrollment was processed. Telephone enrollments are processed on the same date We take Your enrollment information over the telephone. Mail or Internet enrollments are processed within five (5) business days after We receive Your enrollment.

"Effective Date" means the date Your protection begins under this Guarantee and from which point forward You can file a claim. Your Effective Date is thirty (30) days after Your Enrollment Date and is listed on Your Summary Page.

"Summary Page" means your Guarantee specifications. The Summary Page will include the following information:

Your name, building type, coverage type, effective date, your payment method, covered address and the term.

"Term" means the period of time, starting with the Effective Date, your Guarantee will remain in effect. The Term is annual [one calendar year]. Your Term is included on your Summary Page.

"Lapse of Coverage" means We requested payment from You for an additional Term and payment in full was not received by Us within thirty (30) days from the date the payment was due. This Guarantee will lapse without notice.

"Water Customer Service Line" means a single water supply line from the curb box to the inlet valve of the water meter for a single-family residential home. The Water Customer Service Line is the most direct line between the curb box and the meter. It does not include any connections/extensions such as water lines to agricultural meters.

"Water Buried House Line" means a single water supply line between the outlet of the meter for a single-family residential home the exterior of the foundation for said home.

GUARANTEE CLAIMS PROCEDURES:

In the event you suspect there is a water leak, contact your utility company representative to determine if there is leakage. If that leakage poses a safety concern, they may turn the utility off immediately as a precaution.



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WATER-SAFE POLICY (CONT'D)

In order for your guarantee to be effective for a covered claim, you must contact ABC Gas Repair to arrange the line repair or replacement at (614) 224-6709. An ABC representative will be available to take your claims from 7 a.m. to 7 p.m., 7 days a week and will work with you to arrange the timely repair or replacement of your piping.

Once work is completed on your covered repairs, the service technician will take care of all paperwork. Unless service repairs exceed the service contract maximum, you will have no forms to submit and no additional bills or charges to pay.

If you have any work done that is not covered by the guarantee, outside the scope of the Guarantee, or that exceeds the Guarantee's maximum, the service technician will inform you of any charges before work is performed, and will arrange for your payment of the additional expense. Your coverage will pay only for the repair and/or replacement of the line(s) that fail due to normal wear and tear, as defined in your Service Agreement.

After the repair or replacement has been completed, it is your responsibility to contact the appropriate utility to restore service to your home. If your local utility does not require a pre-service inspection, ABC's service technician will restore service.

Water-Safe Guarantee

What This Agreement Covers:

Water-Safe Guarantee will provide for the repair or replacement (in services provided or paid for by ABC Gas Repair, Inc. in its sole and absolute discretion) of your Customer Service Line and/or Buried House Line should You have a water leak in either line caused by normal wear and tear.

Eligibility for Coverage:

You must own and occupy the single-family residence to which the water supply line is attached. The water Customer Service Line must be in working order and free of known leaks prior to enrolling in this program.

Limit of Coverage:

For a covered claim, We will pay a maximum of \$4000 per occurrence. If a work permit is required before the line is repaired, we will obtain the proper permit. After the line is repaired or replaced, we will provide basic site restoration to the affected area. Such restoration is limited to clean-up of debris and filling in all earth removed for excavation. All restoration may be subject to limitations from current weather and soil conditions. This Guarantee pays only for the repair or replacement to restore service in the most cost effective manner as determined by the Administrator. Should the existing line not comply with local code requirements, we will comply with such

requirements at the time of repair or replacement.

If local permitting requires, Water-Safe Guarantee will pay up to \$500 to repair or replace sidewalks located in a public easement that was damaged due to Customer Service Line repair work. These expenses will apply toward the \$4000 Guarantee maximum. Should sidewalk repair expenses exceed \$500, it is your responsibility to pay any additional costs. You will be notified of the expected additional expenses before work is performed.

What This Agreement Does Not Cover:

- Service to a water line in the event the problem results from damage or leaks incurred or existing prior to enrollment.
- Service to a water line damaged by Your action or negligence or the action of third parties, natural disasters, acts of nature and/or other insurable events.
- Any restoration of trees, shrubs, paved surfaces, sidewalks not required by permits, or structures.
- Removal of items necessary to access the line, including but not limited to cars, trash, storage, rocks or materials, structures, drywall, paint and wallpaper.
- Movement of the meter at the time of repair or replacement, unless required by local code or required by Administrator.
- Multi-unit housing including but not limited to condominiums, attached fee-simple town homes, duplexes and apartment houses; and any facility used for commercial purposes or rental.
- Updating or moving non-leaking pipes to meet local code, law or ordinance requirements or changes thereto.
- Water meter, including connections.
- Movement of working pipes and/or lines due to recommendations by the utility.
- Repairs necessary to correct lower than desired water pressure that is not a result of breakage in the lines.