



200 Civic Heights Circle  
 Circle Pines, MN 55014  
 763-784-6751

Hours: 8:00 a.m. - 4:30 p.m.  
 After Office Hours Call 763-427-1212

## Providing Natural Gas Appliance Service Without Labor Charges.

Our gas distribution service features a home appliance plan that covers labor for the repair of the major home gas appliances listed below. Parts are billed to the customer at retail price. See reverse side for service plan conditions.

### Service Plan Basic Coverage Chart

#### **Natural Gas Furnace**

Regulator	Thermostat
Appliance Gas Valve	Thermocouple
Main Burner	Fan Control
Induced Draft	Limited Control
Assembly	Transformer
Pilot Burner	Belts and Pulleys
Blower Motor	Ignitor
Sensor	Fuse

#### **Natural Gas Dryer**

Appliance Gas Valve	Thermocouple
Main Burner	Sensor
Ignitor	Fuse
Motor	Pilot Burner
Thermostat	Regulator
Limit Control	Belts and Pulleys

#### **Natural Gas Space Heater (Not including gas fireplaces)**

Thermostat	Fan Control
Limit Control	Appliance Gas Valve
Burner	(Automatic)
Regulator	Thermocouple
Safety Pilot	Transformer
Fan Motor	

#### **Natural Gas Range**

Appliance Gas Valve	Regulator
Burners	Thermostat
Ignitor	Oven Control
Sensor	Fuse
Circuit Boards	

#### **Natural Gas Water Heater**

Appliance Gas Valve	Regulator
Main Burner	Thermocouple
Pilot Burner	

#### **Natural Gas Grill**

Appliance Gas Valve	Regulator
Main Burner	Pilot Safety
Valve Knob	

If the service you require is not covered under the service plan our rates are as follows:

.5 Hour	\$53.00
1 Hour	\$106.00

*There is a one-half hour minimum and charges will be billed to the nearest one-quarter hour. After hours: \$154.50/hour with a two-hour minimum (\$309.00). After hours rates apply from 9 p.m. to 7 a.m. Monday-Thursday, and after 3:30 p.m. Friday until 7 a.m. Monday.*

## Terms and Conditions

Centennial Utilities will make free service calls, within the following guidelines...

1. Service is provided Monday through Friday during normal working hours except for emergencies which are responded to October 15-April 15. There may be times when employee work load, weather conditions or availability of parts will affect response time to routine service requests.
2. Centennial Utilities will not be responsible for direct damages, injury, caused by delays, failure to service, unavailability of parts, labor difficulties and other conditions beyond the control of Centennial Utilities.
3. Centennial Utilities decides which parts are to be used in repairs and reserves the right to restrict specific makes of equipment from eligibility. When the estimated cost of repair is greater than what the appliance is worth, Centennial Utilities reserves the right not to make the repair.
4. Centennial Utilities, at its discretion, may use qualified outside contractors to perform covered services.
5. Centennial Utilities shall not be held responsible for charges for services or parts you have performed or provided by others.
6. Centennial Utilities reserves the right to not perform these optional services if the customer is over 45 days delinquent.

## Services Not Covered by Centennial Service Plan

- Routine preventative maintenance.
- Labor needs, arising from abuse, vandalism, fire, freezing, acts of God, power or water supply outages, flooded basements, water related damage from plugged A-coil, or drain line, or other abnormal conditions.
- Labor for cleaning of boiler water, cooling coils or air ducts. Setting of airflow to rooms, venting of radiators or draining of expansion tanks.
- The plan does not cover labor for repair, replacement or cleaning of these parts: Microwave ovens, clocks independent of an oven, panel systems, damper motors, pump bodies, zone valves, piping, radiation cooling coils, feed water valves, expansion tanks, boiler sections, air filters, air cleaners, humidifiers, chimneys, chimneyliners, Class B chimneys, water tanks, heat exchangers insulation, panels (including glass), light bulbs, trim, self-cleaning ovens, heat pumps and heating equipment located outdoors.
- Any condition not listed on the coverage sheet.
- We do not service or install propane appliances.
- We do not service or install gas fireplaces.
- Repair of interior gas piping if leak is more than three feet (3') along the pipe from the nearest appliance.
- Labor needs arising from birds, squirrels or other animals that have negatively affected the operation or performance of any gas appliance.
- Services not covered by the Centennial Service Plan may be performed by personnel at the hourly rate, indicated on the reverse side. Such charges will be only for the time related to the not-covered labor performed.

Revision: 2010-01

Effective: January 1, 2010