nationalgrid
Energy Services

Issued to:
[redacted]

00181193

00000520 000013

Exterior Electrical Information for [redacted]

Issued To:	Property Address:	Reply By:
[redacted]	[redacted]	02/18/11

WE NOTICED FROM OUR RECORDS THAT THIS ADDRESS, [redacted] MAY NOT BE PROTECTED WITH EXTERIOR ELECTRICAL LINE COVERAGE

→ As a homeowner, you may be responsible for the meter box, weatherhead and other parts of the electric wiring outside your home.

→ Repairs to your exterior electrical system can be costly, complicated and frustrating.

→ Contractors' service call fees and repair bills are not typically covered by basic homeowners insurance policies.

→ National Grid Energy Services introduces HomeServe and their protection plan for you.

FIVE SPECIAL BENEFITS FOR [redacted]

1. **UP TO $3,000 IN ANNUAL REPAIR COVERAGE** – No bills to pay and unlimited service calls for covered repairs; all costs are covered to repair your meter box, weatherhead and other components, up to $3,000 per year.
2. **DEDICATED 24-HOUR EMERGENCY REPAIR HOTLINE AVAILABLE 365 DAYS A YEAR.**
3. **NO DEDUCTIBLE TO PAY.**
4. **QUALITY WORK** – All contractors are fully licensed and insured.
5. **ALL PERMANENT REPAIRS ARE GUARANTEED FOR ONE YEAR.**

Initiate protection - Call toll-free 1.877.59.PLANS (75267)

Available: Mon. – Fri. 8 a.m. – 8 p.m. | Sat. 10 a.m. – 4 p.m. EST

NxNYx-S2T-N10Ax

HomeServe is not affiliated with National Grid or its affiliates; participation in these programs is optional and has no effect on the price, availability, or terms of service from any National Grid gas or electric distribution company. This service plan is issued by AmTrust, NY license number SR-543337, and administered by Home Service USA Repair Management Corp. (HomeServe).

Acceptance Form

Step 1: Choose your method of payment:

Credit/Debit Card Option: ☐ VISA ☐ MasterCard ☐ AmEx ☐ Discover

ExpirationDate:

Card Number:

E-Z Pay Checking Option: ☐ I have enclosed a check for my first payment and understand that all future payments will be charged to this account.

Check or Money Order: ☐ Please sign me up for Exterior Electrical Line Coverage from HomeServe. I have enclosed my check for my payment of $64.08 including sales tax.

PLEASE MAKE CHECK PAYABLE TO HOMESERVE

Step 2: Choose your payment frequency:

☐ $5.34 per month ☐ $16.02 per quarter ☐ $64.08 per year

If I have chosen credit/debit card or E-Z Pay, I authorize HomeServe to charge my *first and all future payments* at the frequency specified above to my checking account or credit/debit card and my financial institution to debit these payments from my checking account or credit/debit card. My coverage will automatically renew. This authorization is to remain in effect until HomeServe receives notification of change or cancellation by my calling the toll-free number in the membership materials. Prices include sales tax and additional local tax may apply.

Signature (required): ____________________

Please make any corrections to your name or address below.

[redacted]

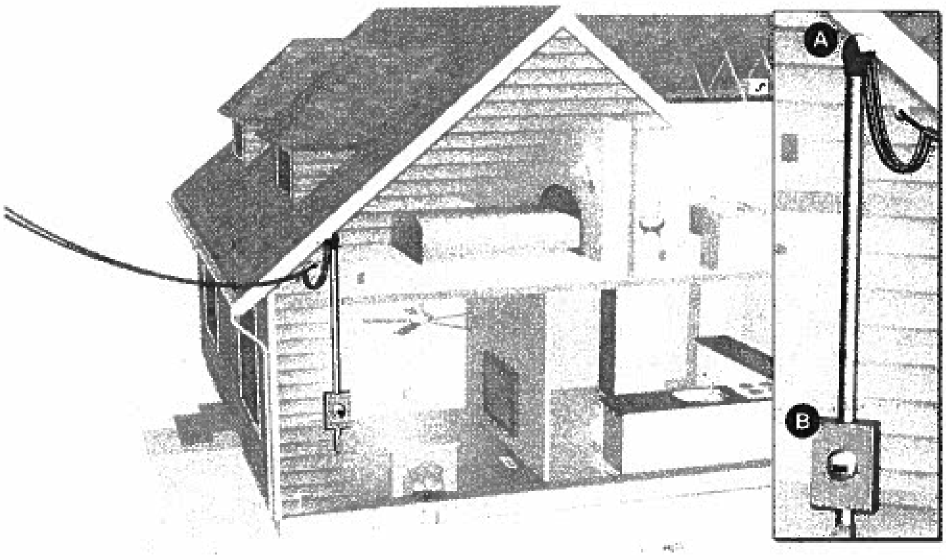
E-Mail: ____________________

Phone: ____________________

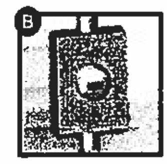
NHNY2-S2T-N10A5

Now it's easy to avoid the frustration and the cost of exterior electrical repairs.

Whether you receive your electricity through underground or overhead power lines, Exterior Electrical Line Coverage protects you against expensive repair costs that are not covered by your utility, up to $3,000 annually!



Repair Weatherhead
$388
Plan Members: $0*



Repair Meter Box
$638
Plan Members: $0*

Call toll-free 1.877.59.PLANS (75267) to protect your home

Available: Mon. – Fri. 8 a.m. – 8 p.m. | Sat. 10 a.m. – 4 p.m. EST

Questions & Answers

What am I responsible for?
As a homeowner, you are responsible for the maintenance and repair of some of your home's exterior electrical system components.

Does my homeowners insurance cover this?
Most basic homeowners insurance policies do not cover repair or replacement of exterior electrical components. If you find you have similar coverage, your service agreement fee will be refunded.

What is included in this coverage?
The plan covers exterior electrical equipment failures due to normal wear and tear, up to $3,000 per year.† This includes basic site restoration, such as cleanup of debris, filling in, raking and reseeding. This includes all service call charges, labor and materials for covered repairs-so you'll have no bill to pay within the coverage limits. The plan does not cover nonstandard/noncode or aluminum wiring. Coverage is optional. See terms and conditions for complete coverage details.

Who is eligible to join?
Any single-family residential homeowner with a home up to 5,001 sq. ft. can join. Tenants should check with their landlord before applying. Mobile homes, recreational vehicles, multi-unit dwellings and commercial properties are not eligible for coverage.

When can I make a service call?
Membership starts the day your Acceptance Form is processed and lasts for one year. Membership is automatically renewed thereafter for debit/credit card and E-Z Pay customers. There is an initial 30-day waiting period to make a claim, giving you 11 months of coverage during the first year. This prevents service calls on pre-existing conditions and helps keep the coverage affordable.

Am I restricted to only one service call per year?
You have an unlimited number of service calls per year, giving you an annual benefit of up to $3,000 for covered repairs.

What quality of repair can I expect?
A local, licensed and insured contractor will be responsible for handling your covered emergency. Permanent repairs are made where possible and will be guaranteed against faulty material and workmanship for one year.

Who is HomeServe?
HomeServe is an independent, private company providing emergency home repair services and protection solutions to households across the U.S.

*HomeServe average repair costs as of 10/09. No charge for covered repairs.

†**General Exclusions:** Pre-existing conditions; damage caused by your/third party action or negligence, acts of God; inaccessible repairs due to unsafe condition or hazardous substance; movement of any electric, water or gas meter at the time of the repair or replacement; electric meter, aluminum wiring, exterior switches or sockets, homes with less than 80 amp service; equipment or services that are the responsibility of the local electric distribution company under applicable tariff; recovery/disposal of hazardous material; manufacturer's recalls; defects or class action suits; restoration of affected area, hard or soft landscaping if coverage does not apply; outbuildings, recreational vehicles, mobile homes, multiple-unit dwellings, commercial buildings or any residential home over 5,001 sq. ft. All covered repairs must be accessible. See terms and conditions for complete coverage details.

NxNYx-S2T-N10Ax

Take a Look at the Benefits You'll Receive	Exterior Electrical Line Coverage
1. **Up to $3,000 of Annual Coverage** - With unlimited qualified service calls.	✓
2. **24-Hour Emergency Repair Hotline** - Available 365 days a year, and staffed with helpful customer service based in the US.	✓
3. **Priority Response for Your Covered Repair** - A local, licensed and insured contractor will make your emergency their priority.	✓
4. **Satisfaction Guarantee: Our Promise to You** - If you are ever dissatisfied with Exterior Electrical Line Coverage, simply call toll-free 1.877.597.5267, and we will cancel your coverage, no questions asked.	✓
5. **No Deductibles or Service/Trip Charges.**	✓