

Surge Protection Plan

PRODUCT ID: HS0695000395 DATE: JUNE 2020

WHAT'S INCLUDED

- Coverage of residential electronics, electrical systems, appliances and other electrical devices valued at \$100 or more within your residence that fail due to electrical surges.
- Up to \$2,000 per annual term for reimbursement for the repair or replacement.
- Covered appliances include: Computers, Stereo equipment, Heating systems, Electric appliances, such as refrigerators, washers and dryers.

FAQ'S

What's a power surge?

A quick and uncontrolled spike in voltage. Usually, power surges are the result of lightning or electric utility equipment failures (power being brought online after an outage, transformer damage, substation switching activity, downed wires, car accidents involving utility poles).

Why should I buy Surge Protection?

If your appliances and electronics are damaged as a result of a power surge, the Surge Protection Plan helps protect against the impact of expensive, unexpected repairs that could cost thousands of dollars.

I rent my home. Can I enroll in Surge Protection?

Yes! Renters and homeowners are both eligible for the Surge Protection Plan.

Is this a lightening protection system?

The Surge Protection Plan doesn't block lightening surges, but it provides reimbursement for your home's covered electronics and electrical appliances, should they suffer from an unexpected power surge. It also covers surges caused by other events, such as appliance cycling and transformer problems.

Does anything need to be installed in my home or on my meter?

No, nothing needs to be added or modified to your home with the Surge Protection Plan.

What types of household items or systems are covered by Surge Protection?

Coverage of residential electronics, electrical systems, appliances and other electrical devices valued at \$100 or more within your residence that fail due to electrical surges. \$2,000 per annual term for the repair or reimbursement toward replacement. The Surge Protection Plan covers various items like:

- TVs
- Desktop computers
- Gaming consoles
- DVD players
- Mobile phones (if you are using the official charger that came with the phone and it is damaged by a surge while plugged in, you will be covered)
- Microwaves
- Security cameras
- Refrigerators
- Printers
- Washers/dryers

Following a power surge incident, how long do I have to notify your company about surge damage?

You must inform us and have all requested claims submitted within 30 days of the incident.

How do I know if I've had damage from a surge?

You must contact a certified electrician to determine if your electronics were damaged as a result of a power surge. For more information please see plan terms and conditions at the [American Home Solutions Homepage](#).

Who is American Home Solutions?

Iberdrola Texas is partnering with American Home Solutions to provide customers with peace of mind from the unexpected with affordable protection plans. The optional protection programs are provided by Pivotal Home Solutions, LLC d/b/a American Home Solutions. American Home Solutions offers solutions that protect customers in many ways.

How do I file a claim with American Home Solutions?

American Home Solutions is available at 833-760-0370 24 hours a day, 7 days a week. Please call as soon as a problem is discovered to request service or request reimbursement paperwork for the Surge Protection Plan.

How do I pay for Home Services plans?

The Home Services Plans provided by American Home Solutions will appear as a recurring monthly charge on your electricity bill.

Can I sign up for Home Services plans without switching electricity providers?

You must be an Iberdrola Texas customer in order to enroll in Home Services Plans provided by American Home Solutions.

Can I select different coverage amounts for my Home Services plans?

No, you cannot pick a specific coverage amount. During the enrollment process, customers can choose to enroll in multiple Surge Protection Plans which would increase the total coverage amounts.

Do the Home Services plans cover pre-existing conditions? Is there a waiting period for protection?

The plans do not cover issues occurring before your coverage effective date. Repair coverage will begin 30 days after the Commencement Date on your welcome letter and is subject to eligibility.

Do the Home Services plans auto renew every year?

These plans are optional, are for an initial term of 12 months and are renewed automatically for additional 12-month periods at the end of each term.

How do I cancel my Home Services plan?

You have 30 days from the Commencement Date listed on your Welcome Letter to cancel your plan and receive a refund if no services are rendered. During the remaining term, you can cancel at any time and your plan will be canceled at the end of that monthly billing cycle.

When will my Home Services plan coverage officially begin?

Coverage under the Surge Protection Plan begins 30 days after your enrollment is processed. You will receive a Welcome Letter and Customer Agreement in the mail or by email confirming your enrollment.

Optional coverage provided by Pivotal Home Solutions, LLC d/b/a American Home Solutions.

Recurring Monthly Charge will appear on your Iberdrola Texas electricity bill.

Some exclusions apply. Coverage will begin 30 days after the Commencement Date on your welcome letter and is subject to eligibility. American Home Solutions reserves the right in all cases to decide if a particular service provider is qualified. Protection does not cover issues occurring before your coverage effective date. This optional enrollment will continue to be renewed annually unless otherwise notified.