

# gas service calls

Westfield Gas + Electric services calls to our customers relating to their gas service up to the gas meter of the house, and any gas fired appliance within the house. All inside piping & non-gas fired appliances are the responsibility of the customer.

We service calls to our customers after normal working hours when one or more of the following conditions exist:

- Inside gas odor
- Outside gas odor at meter locations
- Carbon monoxide alarms or concerns
- Structure fires
- High or low gas pressure
- Emergency service for gas fired appliances and equipment (heating equipment, water heaters, ranges, dryers, etc.)

We do not service the following: humidifiers, oil burners, rooftop or raised units. We do not stock circuit boards, perform plumbing services, or offer service contracts. We may not service all commercial or industrial equipment—a service technician will be dispatched to evaluate problem and advise the customer.

## **Charges**

There will be no charge for any call that is found to be a fault within the WG+E's distribution system. All parts shall be paid by the customer. All other charges shall be as follows:

### **Service calls of inside or outside gas odor, carbon monoxide alarms, or defective WG+E-owned equipment**

No charge

### **Residential Customers Covered hours\***

\$40 first hour/\$20 per additional half hour or fraction thereof

#### **Senior Citizens (65 & older)**

50% discount on labor during covered hours. Parts at normal rate.

#### **On-Site Estimate for New or Replaced Equipment**

\$40 (Fee is deducted from total cost if customer proceeds with proposed work within 60 days of original estimate.)

### **Landlords of Residential Rental Properties Covered hours\***

\$60 first hour/\$30 per additional half hour or fraction thereof

#### **On-Site Estimate for New or Replaced Equipment**

\$60 (Fee is deducted from total cost if customer proceeds with proposed work within 60 days of original estimate.)

### **\*Covered hours**

7:00 am—3:00 pm Mon - Fri (4/1—9/30; non-holidays)

7:00 am—8:00 pm Mon - Fri (10/1—3/31; non-holidays)

All non-covered hours and holidays are billed at 1.5 times the Covered Hours rate.

*Customers with accounts ninety (90) days past due shall be refused service calls except for the following emergency services: inside or outside gas odor, carbon monoxide alarms, structure fires, high or low gas pressure, or defective WG+E-owned equipment.*