

HomeSmart from Xcel EnergySM Replacement Helper Plan Terms & Conditions

The HomeSmart Replacement Helper Plan is an optional feature in addition to the appliance repair plan that offsets the cost to replace non-repairable appliances and HVAC equipment. It is NOT a plan designed to save toward the purchase of a new appliance. HomeSmart approval is REQUIRED prior to the purchase of a new appliance for possible partial reimbursement.

1. **Claim Process:** HomeSmart from Xcel EnergySM will provide a fixed replacement reimbursement amount to the customer if it is determined by HomeSmart from Xcel EnergySM that the appliance will not be repaired, or the parts are no longer available to make the repair. Reimbursement amounts for the purchase of a new (not used or reconditioned) appliance will be equal to the Replacement Reimbursement Schedule listed below.

Customers should expect to pay out-of-pocket expenses to cover the difference between the Reimbursement Amount and the actual cost of new equipment such as removal and disposal of your old equipment, or delivery, installation, and taxes. Replacement performed via a charitable or government-assisted program, or a manufacturer's warranty are not eligible for reimbursement.

2. Replacement Reimbursement Schedule:

Appliance Type	Reimbursement Amount
Central AC / Heat Pump ¹	\$1,000
Boiler	\$1,800
Clothes Dryer ²	\$500
Clothes Washer ²	\$500
Dishwasher	\$450
Furnace	\$1,000
Gas Fireplace	\$1,000
Range/Cooktop/Oven	\$550
Refrigerator 10 ft ³ or greater	\$750
Refrigerator 3-9 ft ³ ²	\$200
Water Heater	\$450

¹ The condenser & indoor coil must be replaced to qualify for reimbursement

² Refrigerators, clothes washers, or clothes dryers < 3 cubic feet capacity are ineligible for payment under the terms of the Replacement Helper Plan

3. **Covered Appliances:** Replacement Helper Plan is optional coverage that must be purchased separately from Repair Plan coverage.* It is applicable only for appliances that the customer currently owns (not available for renters), and has covered under the Repair Plan. The plan only pays for the non-repairable appliance. It does not include payments for non-compatibility, or for combination appliances. Example 1: If the AC is condemned but the existing furnace is not compatible with a new A/C, the customer is responsible to purchase the new furnace. Example 2: If a dryer fails in a stackable washer and dryer unit, only the dryer qualifies for payment (not the washer).

4. **Coverage Start:** The Replacement Helper Plan begins 30 days after enrollment. The appliances must be in good working condition prior to enrollment in the HomeSmart Replacement Helper Plan.

5. **One Year Agreement:** You are purchasing the coverage for one full year. Replacement charges are payable in twelve equal monthly installments or prepaid for one year if you are not an Xcel Energy utility customer. Your coverage cannot be cancelled until the end of the 12-month period, as determined by the Replacement Helper Plan effective date. HomeSmart reserves the right to change the plan, or terminate customers due to fraudulence at any time.

6. **Proof of New Replacement Purchase:** The customer is responsible for selecting and purchasing the new replacement appliance and must provide proof of replacement to HomeSmart. Detailed receipts containing: name, address, and phone number of registered retailer within the state of Minnesota or North Dakota, date of purchase, proof of payment, make, model, and serial number must be submitted within 90 days of claim approval, or payment will be forfeited. Used or refurbished appliances are not eligible for replacement reimbursement. Replacement unit must be installed according to local code requirements and regulations, and be operating prior to reimbursement. Self installed equipment may require proof of permit and inspection.

7. **Clear Payment:** After the detailed receipt is received and approved by the plan administrator, a check will be mailed to the customer for the approved flat rate allowance per the Replacement Reimbursement Schedule. Please allow up to 8 weeks for receipt of check. HomeSmart from Xcel EnergySM reserves the right to deny reimbursement if your account is past due or has been cancelled.

8. **Life Cycle Ending:** The following parts are not covered for repair under the Repair Plan Terms and Conditions but once they fail the appliance may be considered eligible for reimbursement under Replacement Helper: furnace or boiler heat exchanger, air conditioner or refrigerator compressor and evaporator coil, water heater tank, and clothes washer transmission. HomeSmart reserves the right to make any and all decisions regarding replacement and reimbursement including possibly inspecting replacement appliance.

9. **Central Air Conditioning Refrigerant Leaks:** In the event that a refrigerant leak is detected during a central air conditioning service call, a leak test may be necessary to determine the source and severity of the leak within the system. Replacement helper claims may not be approved until the leak check is performed and the unit is deemed non-repairable. Leak check testing and related repairs are not covered under the Repair Plan (out-of-pocket expenses would be incurred by the homeowner).

* Appliance Repair Plan terms and conditions also apply.

* Terms & Conditions subject to change at any time.

For current version visit: homesmartminnesota.com

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