

NEFFSVILLE

PHONE (717) 625-1000 • FAX (717) 625-1010



PHYSICAL ADDRESS:

211 Bucky Drive
Lititz, PA 17543

MAILING ADDRESS:

P.O. Box 5425
Lancaster, PA 17606-5425

CUSTOMER CARE PROGRAM

PLUMBING CUSTOMER BENEFITS \$84.95/YEAR

- Complete plumbing inspection (see page 2) with complete report of findings.
- Find small plumbing problems and money-wasting leaks before they become large expensive repairs.
- Help assure the safe operation of your water heater.
- Provide a Preferred rate on all plumbing repairs, including Emergency & Overtime repairs, with the exception of water heater installations, which are presently priced at the lowest installation rate possible.
- Provide a preferential emergency service if the need ever arises (see below).
- Provide a needed service by trained and qualified professional service technicians.
- Save you money.
- The \$57.50 service fee (for normal business hours) and \$77.50 fee (overtime) is waived.
- Three yearly CCP programs in a row and you are automatically transferred to a **LIFETIME CCP** customer. You will receive these benefits at no charge and it is fully transferable to the next owner if you sell your home ... a great selling feature. (A \$25.00 clerical charge applies to the new owner).

*****NOTE*****

The following repairs are considered Emergency status for weekend, holiday and after 5:00 p.m. Monday – Friday:

- ✓ No house water;
- ✓ No hot water;
- ✓ Ruptured interior or exterior service line;
- ✓ Clogged main building sewer;
- ✓ Clogged toilet (excepting multiple toilets).

Customer Care Program Inspection

THE 11 STEP “PEACE OF MIND” INSPECTION:

1. Dye Test All Toilets – The purpose of this test is to determine if your toilet has a water (money wasting) leak. Even a tiny leak can increase your annual water and sewer bills. More importantly, it wastes many gallons of water daily.
2. Inspect Faucet For Leaks – Leaky faucets can waste over 200 gallons of water per day. Ignoring small leaks on faucets can cause further, more costly damage to the faucet and fixtures.
3. Inspect Exposed Water Supply Lines – Lines that are old or deteriorating can be detected and replaced before a serious leak and damage occurs.
4. Inspect Sink Piping – Inspection of sink traps can detect corrosion or deterioration of traps before they cause problems.
5. Inspect Washing Machine Hoses - Ruptures of old or deteriorated hoses can cause major damage. Restricted flow can reduce cleaning effectiveness.
6. Inspect Outside Sill Cocks – Unrepaired leaks waste water and money, and sill cocks without vacuum breakers can be hazardous.
7. Inspect & Tag All Emergency Water Shut-offs – It is important that all emergency water shut-offs are easily found and operational in case of emergencies.
8. Inspect Drain Valve Operation (Water Heater) – The drain valve is used for flushing sediment from the tank and draining the water heater in case of repairs and/or replacement.
9. Test Operation of Emergency Shut-off - It is extremely important, in case of emergencies, to know the location of the emergency shut-off and to assure its proper operation, If there is a leak, it can cause a big problem.
10. Inspect For Gas Leak (GAS Water Heaters) – Undetected gas leaks are dangerous and result in higher gas bills. We will leak-check the gas line from the shut-off valve to the burners.
Inspect for Water Leaks (ELECTRIC Water Heaters) – Leaks may indicate a serious problem. If caught early enough it may avert any serious damage.
11. Test Water Pressure in House – Incorrect water pressure can cause numerous problems to a plumbing system. In addition, too much pressure can add to the cost of your energy bills.



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CUSTOMER CARE PROGRAM – PLUMBING

The purpose of this program is to:

- Locate and alert you to potential plumbing problems before they become an emergency.
- Find money-wasting leaks.
- Help assure the safe and efficient operation of your water heater.
- Provide you with all your plumbing needs during the year at our special preferred client “value rate”. This is considerably less than what our non-program clients pay. Your service technician will be happy to show you your savings.
- Provide preferential emergency service if the need ever arises. (See our *Peace of Mind Inspection* for details.)
- Provide a needed service by out licensed professional service technicians.
- Show you new money saving ideas and products.
- Provide you with information on available items for the safety and protection of your family.
- Within 120 days of this Agreement, we will contact you to schedule an appointment.
- Three yearly CCP programs in a row and you automatically qualify as a **LIFETIME** CCP customer. You will receive these benefits at no charge and it is fully transferable to the next owner if you sell your home ... a great selling feature! (A \$25.00 clerical charge applies to the new owner.)

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Neffsville Plumbing & Heating Services provides 24-hour emergency service. We take professional responsibility ... to protect the health, home and environment of this nation ... very seriously. We are totally committed to every one of our clients. We provide our customers with guaranteed, expert, professional service, coupled with quality, peace-of-mind, protective coverage second to none.

\$84.95

Expiration Date: _____ 1st Yr _____ 2nd _____ 3rd _____ Lifetime **(Non-Refundable)**

Signature: _____
(CUSTOMER)

Date: _____

Signature: _____
(TECHNICIAN)

Date: _____

PLEASE SIGN AND RETURN TOP COPY