

**Sign up now for**  
**Montana-Dakota Utilities Co. Preferred Service**

Name (please print all information): \_\_\_\_\_

Montana-Dakota Account No.: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Business Phone: \_\_\_\_\_

**BASIC PACKAGE** – \$13.95/mo.\*

(Check your appliances)

gas furnace/boiler

gas space heater

electric water heater

gas water heater

**ADDITIONAL APPLIANCE** – \$6.95/mo./appliance\*

(Check appliance)

gas furnace/boiler

gas space heater

electric water heater

gas water heater

gas garage heater

*\* Plus sales tax, where applicable.*

I have read the attached PREFERRED SERVICE contract and I understand the conditions and desire this service for my residence. I understand that my coverage will continue for one year. Each year my coverage will automatically be renewed for the next year unless Montana-Dakota or I cancel the contract.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Mail to: Montana-Dakota Utilities Co.  
Attn: Customer Support  
PO Box 7608  
Boise, ID 83707-1608

Fax to: (701) 323-3104

– FOR OFFICE USE –

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

# Conditions and Limitations of the PREFERRED SERVICE PLAN CONTRACT.

## Please read carefully and save.

1. This agreement applies to one single-family home. The Preferred Service plan covers your home's primary heating appliance and one gas or electric water heater. Montana-Dakota defines a home heating appliance as a gas furnace, gas boiler or gas space heater. Additional appliances may be added for additional charges.
2. Montana-Dakota will provide you one safety, operation and maintenance inspection of the heating appliance during the year. Preferred Service customers will be responsible for scheduling their annual maintenance inspection. Customers may schedule their appointment by calling 1-800-MDU-FAST (1-800-638-3278). Professional agents are on duty from 7 a.m. to 7 p.m. Monday-Friday.
3. Non-emergency service will be scheduled during normal working hours, however the company will provide the services listed outside normal working hours during an emergency situation in which delay in providing service would create an unsafe or unhealthy condition. Overtime charges may apply to non-emergency service calls made after normal working hours at the request of the customer.
4. In order to be covered by a Preferred Service contract, the covered appliance must meet applicable code requirements and be in working condition as determined by a pre-approval inspection.
5. Montana-Dakota will not be responsible for service or parts procured by the customer or for any service work performed by the customer or other parties.
6. Montana-Dakota reserves the right to exclude specific makes or models of appliance from eligibility due to obsolescence or non-availability of parts. Decisions regarding repair or replacement of defective parts and appliance eligibility will be at Montana-Dakota's sole discretion.
7. If the cost of labor and parts to repair the covered appliance is estimated to exceed 75 percent of the unit's fair market value and/or the age and condition indicate that continued repair is not feasible, Montana-Dakota reserves the right to not repair the appliance and recommend replacement at the customer's expense.
8. Montana-Dakota will not be responsible for direct or consequential damages, illness or injury caused by delays, unavailability of parts, labor difficulties and other conditions beyond the control of the company.
9. This contract does not provide service for any material, parts and labor that are required as a result of abuse, vandalism, fire, freezing, acts of God, power or water supply outages, flooded basements or any other abnormal conditions.
10. To provide the customer with continued service, the contract will be automatically renewed at the end of 12 months unless cancelled by the customer or Montana-Dakota. Either the customer or the company may cancel this contract by giving written notice at least 14 days prior to the end of the 12-month period.
11. This plan is purchased for a full year and is payable each month. The price quoted is the currently applicable monthly price. Montana-Dakota reserves the right annually to amend the terms of the plan and to adjust the monthly price effective January 1 of each year, and the amended terms and adjusted price will be applicable under the Preferred Service plan for the following year. Notice of any term amendments or price adjustment for the following calendar year will be given to the customer at least 40 days in advance of January 1.
12. Landlords/Renters: It is the landlord's responsibility to set up Preferred Service accounts for rental properties they own. Montana-Dakota cannot bill Preferred Service directly to the renter; only to the landlord.
13. Montana-Dakota reserves the right to refuse to provide appliance repair service to a customer who is delinquent in monthly payments due under this contract.
14. Montana-Dakota reserves the right to refuse service at a customer premise due to unsafe or unhealthy conditions that would create an unsafe work environment for our personnel to perform service to heating equipment.
15. Montana-Dakota reserves the right to assign this contract, including all of its rights and obligations hereunder, to another service provider without prior notice.

## The Preferred Service plan does not cover:

labor, parts and materials for repair or replacement of these parts:

- Insulation
- Heat exchangers
- Chimneys
- Chimney liners
- Class B chimneys
- Humidifiers
- Water tanks
- Water heater tank
- Water piping
- Water heater or boiler drain valves
- Feed water valves
- Boiler sections
- Expansion tanks
- Air cleaners
- Zone valves assembly
- Furnace filters
- Cooling and heating coils
- Sealed system repairs or replacements
- Any part under the warranty of the seller or manufacturer
- Isolation valves\*

\* Montana-Dakota Utilities Co. cannot work on a sealed water boiler system, including to service or replace covered parts, unless it has isolation valves. The owner is responsible for having these valves installed.

- Labor and materials for the cleaning of boiler water, draining of expansion tank, delimiting of water heaters, venting of radiators, setting of air flow to rooms, cleaning of air ducts, disconnection and reconnection of appliance for cleaning or home remodeling or any other labor and parts not shown on the coverage chart in this Preferred Service plan brochure are also not covered by this plan.
- The plan does not cover relighting of pilot lights turned off voluntarily.