



Replacement Assistance Plan Terms and Conditions

The HomeSmart from Xcel Energy® replacement and assistance plan (hereafter “Replacement Assistance Plan”) is available either as optional coverage under the HomeSmart Essential Appliance Repair Plan or included coverage under the HomeSmart Premium Appliance Repair Plan. The Replacement Assistance Plan helps offset the cost to replace non-repairable appliances and HVAC equipment, and is subject to the terms and conditions of the Repair Plan, which is incorporated herein.

The Replacement Assistance Plan is offered by Northern States Power Company, a Minnesota corporation, d/b/a Xcel Energy, and the Public Service Company of Colorado, a Colorado corporation, d/b/a Xcel Energy (hereafter collectively referred to as “Xcel Energy”). The Replacement Assistance Plan is not regulated by the Colorado Public Utilities Commission or the Minnesota Public Utilities Commission.

1. **One Year Agreement:** You are purchasing the Replacement Assistance Plan for one full year. It is not stand-alone coverage, and must be purchased with the Repair Plan, and is subject to compliance with the Repair Plan terms and conditions. Coverage begins when your enrollment is approved (“Effective Date”) subject to Paragraph 1 and 4 of the Repair Plan, and is 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, except as noted in the moving and relocation terms of the Repair Plan, until the end of the 12-month period as measured from the plan Effective Date. Unless you or Xcel Energy cancel the agreement by notice given within 30 days of your agreement anniversary date, it is automatically renewed for the next 12 months at the price, terms and conditions then in effect. Your payment signifies acceptance of this agreement. If you add additional coverage or additional appliances or equipment, or any additional options, within a contract year, the expiration date of your plan is extended to 12 months from the date the new coverage was added. Xcel Energy reserves the right to change the plan, or terminate customers due to fraudulence at any time.
2. **Claim Eligibility:** The HomeSmart Replacement Assistance Plan provides a fixed replacement reimbursement amount to you (see table below) under the terms and conditions defined in the Repair Plan, specifically: Xcel Energy must estimate the cost of a covered repair to be more than the value of your appliance or other equipment in its current condition or age, or if covered parts are no longer available, Xcel Energy may decline to make the repair and recommend that you replace the appliance or other covered equipment. (Section 7 of the Repair Plan Terms and Conditions).

While the Replacement Assistance Plan provides for a substantial reimbursement amount to assist in replacement of your appliance, you should expect to have additional out-of-pocket expense to cover the difference between the reimbursement amount and the total cost of new equipment, such as removal and disposal, delivery, installation, taxes, and any difference in the retail cost of the new appliance. Replacement performed via a charitable or government-assisted program, or a manufacturer’s warranty, is not eligible for reimbursement.

Replacement Reimbursement Schedule:

Appliance Type	Reimbursement Amount
Furnace	\$1,000
Boiler	\$1,800
Air Handler ¹	\$750
Central A/C / Heat Pump	\$1,000
Evaporative Cooler	\$400
Gas Fireplace Insert	\$1,000
Water Heater	\$450
Range/Oven	\$550
Cook Top	\$450
Wall Oven	\$800
Refrigerator ²	\$750
Freezer	\$350
Dishwasher	\$450
Clothes Washer	\$500
Clothes Dryer	\$500

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

²Refrigerators <3 cubic feet capacity are ineligible for reimbursement

3. **Covered Appliances:** The Replacement Assistance Plan is applicable only for appliances you currently own and have covered under The Repair Plan, and covers only the non-repairable appliance. The Replacement Assistance Plan limits payments for non-compatibility, or combination appliances to only the affected appliance. Example 1: If the A/C is condemned, but the existing furnace is not compatible with a new A/C, the customer is responsible for the purchase of a new furnace. Example 2: If a dryer fails in a stackable washer and dryer unit, only the dryer qualifies for payment (not the washer – despite the fact a new washer/dryer unit may need to be purchased).
4. **New Replacement Purchase:** Under the Replacement Assistance Plan, you SHALL NOT purchase a replacement appliance without **prior approval** from a HomeSmart representative. Once approved, you are responsible for selecting and purchasing the new replacement appliance and must provide valid proof of purchase to a HomeSmart representative by returning a copy of the completed approval form, containing the make, model and serial number of the new appliance, and also a detailed receipt(s) containing the name, address and phone number of retailer or contractor, date of purchase, proof of payment, and make of appliance. This must be submitted within 90 days of claim approval, or payment will be forfeited. The purchase of used or refurbished appliances are not eligible for replacement reimbursement. New replacement appliances will continue under the repair plan in the place of the replaced appliance for the duration of the plan coverage term.
5. **Claim Payment:** After the completed approval form and detailed receipt are received and approved by a HomeSmart representative, payment will be mailed for the approved allowance per the Replacement Reimbursement Schedule. Please allow up to 8 weeks for receipt of funds. Under the HomeSmart Repair and Replacement Assistance Plans, Xcel Energy reserves the right to deny reimbursement on past due or cancelled accounts.
6. **Life Cycle Ending:** The following parts are not covered for repair under the repair plan terms and conditions, but their failure may qualify for reimbursement under replacement assistance: furnace or boiler heat exchanger, air conditioner, refrigerator or freezer compressor and evaporator coil, water heater tank, and clothes washer transmission or main bearing. Xcel Energy reserves the right to make any and all decisions regarding replacement and reimbursement, including inspecting the replacement appliance.
7. Terms and conditions are subject to change at any time. For the most current version visit: xcelenergy.com/homesmart

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