

“They were there for us!”



E.S.P. plan covers over \$3,000 for inside gas line repair

On a cold winter day in February 2006, after calling Columbia Gas out to test a recently replaced outside gas service, Mr. William Edgar of Amity, PA found that the lines inside their house failed in multiple places. Mr. Edgar and his wife Davi were facing the possibility of an expensive repair and a night without heat.

Inside gas lines replaced within hours

Fortunately, Mr. Edgar had an Extra Service Protection plan so he immediately called Columbia Retail Services. “The phone person was friendly, very courteous, seemed concerned, and wanted to help as much as possible,” he said. “The contractor called me right away, and arrived a couple of hours after I called.”

The contractor found leaks throughout the house, and said virtually every line needed to be replaced. He contacted Columbia Retail Services and received immediate authorization to begin the repairs – on overtime!

Mr. Edgar was delighted; “They were able to get us heat to the furnace and to the hot water heater that very night. They capped the other lines, then came back the next morning to finish up.”

E.S.P. covers all costs and pays contractor directly

Mr. Edgar didn't even see the bill. Columbia Retail Services handled all the details and the contractor billed them directly. “It felt great to have everything taken care of by E.S.P.!”



The Edgar family lost their heat on a cold winter day, due to corroded natural gas lines.



An E.S.P. contractor installed new steel gas pipes throughout their house.



The family had heat within hours.

**KNOW HOW.
NO WORRIES.®
1-866-590-2953**

“ The E.S.P. contractor advised us to replace the whole line so we would have heat and hot water for the evening. They did excellent work! ”

William Edgar, Amity, PA - E.S.P. inside line customer since 2004