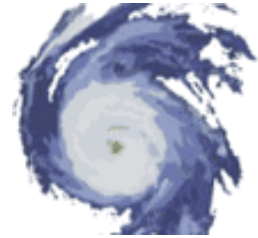


# Storm Services

From Wesworth Electric  
RESIDENTIAL 2006 VERSION



## Customer Information

Customer Name \_\_\_\_\_  
 Customer Location \_\_\_\_\_  
 Customer Contact \_\_\_\_\_

## Service Program Options

In order to predict and meet the needs of our customers, we ask that our customers reserve any special services they may need in during a storm event

Service	Policy & Rates	Our Process	Signup Fee
<b>Pre Storm Reserved Service Call</b>	This service offers a tech to be dispatched prior to the storm to assist with delivery, preparation or training. Billed at \$70/hr	When a storm mode is enacted, a pre-set routine of service begins. Your service will be included in this regiment. You will be called to confirm this need.	<b>\$100.00</b>
<b>Post Storm Automatic Emergency Service Call [Level 1]</b>	This service offers that a tech will automatically be dispatched to your location within 24hrs after the storm for service. Billed at \$125/hr	Each tech is assigned 4 customers to handle automatically after the storm even if the office sustains communication or logistical breakdown.	<b>\$250.00</b>
<b>Post Storm Reserved Priority Service Call [Level 2]</b>	This service offers the option of a tech being dispatched to your location at your request Billed at \$85/hr	Service requests from Priority level 2 customers will be handled after the automatic calls and emergencies and may be pulled off 3 <sup>rd</sup> and 4 <sup>th</sup> level calls.	<b>\$100.00</b>
<b>Post Storm Reserved Priority Generator Call</b>	This service offers the option of a tech knowledgeable with generator service being dispatched to your location at your request. Billed at \$95/hr normal or \$150/hr for urgent service	After a storm, generator specialists are fully committed on emergencies. However our generator team is willing to allocate a certain number of hours each day to our residential reserve level customers at pre-set rates.	<b>\$250.00</b>
<b>Pre/Post Storm Services Access [Level 3]</b>	This service offers special access numbers to our post storm operations center for electrical and generator service. Billed at storm rates, depending on urgency and availability.	Customers will be given our satellite phone number and our backup call center number. As Storm Service members, they we be immediately place in touch with our operations center.	<b>FREE – with xfer switch package</b>
<b>No Reserved Service [Level 4]</b>	All new customers and existing customers without storm reservations will be serviced after those with reservations, unless they pay the storm emergency rates of (\$150/hr for electricians and \$200/hr for generator techs)		

## Fuel Service

**Diesel and Propane delivery service is available from us or our fuel partner**

	<b>Diesel Priority Delivery [Level 2]</b>	This service offers regular deliveries of diesel fuel based on your usage. Delivery fee is \$100, plus market rate of fuel.	Call us to schedule your first delivery. A regular re-delivery, if necessary, can be coordinated with your delivery driver.	<b>\$100.00</b>
	<b>Propane Priority Delivery [Level 2]</b>	This service offers the pickup and exchange of 100gal cylinders. Delivery fee is \$100. plus market rate of fuel.		

## Summary and Conditions

Total

### Storm Services in general

Signup fee payments will be applied against first Storm Services invoice

Signup fee is valid for complete season, not per storm

Signup fee to be refunded if service is unable to be performed

Liability for non performance limited to signup fee amount

Storm Services plan not intended to be used in event of catastrophic (Cat 4 or 5) hurricane event

### Storm Mode Declaration & Storm Conditions

Storm mode will be declared if a TS or Hurricane watch is declared by National Weather Service. Or the projected 3 day track, in WWE opinion, warrants preparation

### Signature