Overview of products and services

You deserve more solutions, no matter your appliance need.

Whether you need an emergency replacement, reliable repairs or preventive maintenance, you can trust CenterPoint Energy’s Home Service Plus® (HSP) for the right advice and the most professional service.

Easily find what you need – just click and jump to the page you’re interested in:

- **Repair and Maintenance Services**
  No plan? No problem. Services are available on a time-and-materials basis.

- **Repair and Maintenance Plans**
  Get peace of mind protection for all your hard-working appliances.

- **Repair Plans**
  - Replacement Assistance Plan
  - Maintenance Plan
  - Pipe Protection Plan
  - Main Drain Cleaning

- **Furnace and Boiler Sales**
  Buy with confidence. We offer quality brands, competitive prices and professional installation.

- **Central Air Conditioner Sales**
  Count on comfort and reliability when you purchase a cooling system through us.

- **Indoor Air Quality Products**
  Keep the air in your home fresh and healthy with these advanced products.

- **Gas Fireplace Insert Options**
  Add warmth, efficiency and beauty to your home with a new gas fireplace insert or gas stove.

- **Water Heater and Softener Sales**
  Heat and soften water efficiently with reliable models installed by Home Service Plus.

- **Home Filters**
  Get the filters you need without the hassle. Receive special discounts on home filters through our sales page at: DiscountFilterStore.com/HSP.

For more information, visit CenterPointEnergy.com/HSP
An ounce of prevention is worth a ton of savings.

Furnace tune-up
Major manufacturers recommend annual maintenance of your furnace to keep it running safely and efficiently over the long haul. Plus, statistics show that a furnace tune-up from CenterPoint Energy’s Home Service Plus® (HSP) can help reduce the risk of a future breakdown by one-third.

Central air conditioner tune-up
Your central air system uses a lot of energy during the summer to help keep you cool and reduce the humidity in your home. Stay comfortable and use less energy by scheduling a central air tune-up.

Fireplace tune-up
Without a tune-up, your fireplace will waste more than heat while you’re warming up on a cold evening. A poorly running fireplace costs more to run while doing less to help heat your home. A properly tuned fireplace helps distribute heat more evenly so you can live more comfortably. Additionally, our technicians use specialized cleaning solutions to help restore the original beauty of your fireplace.

Duct cleaning
We recommend having your ducts cleaned to get rid of the dust, pollen, pet dander and other allergens that can accumulate. In fact, EPA studies show that pollutants may be two to five times higher indoors than outdoors. Clean ducts mean cleaner air for you and your family, so you can breathe easier. Duct cleaning is available in the metro area and select areas of Greater Minnesota. Ask for details.

Main drain cleaning
Tree roots can find their way into your sewer line, or you can get a buildup of scale, rust and other harmful materials that can cause a backup. Fortunately, you can help prevent the unpleasant mess by having your sewer line cleaned by the CenterPoint Energy experts. Or if you are faced with an emergency sewer drain problem, our professionals are available 24/7 to solve your problem. Main drain cleaning is available to single-family homes on municipal sewer lines in the Twin Cities metro area.

Dryer vent cleaning
Thousands of dryer vent fires occur each year and can completely destroy a home within minutes. In fact, according to the Minneapolis Fire Department, dryer vent fires are one of the top five causes of home fires. A professional dryer vent cleaning can help improve the efficiency of your dryer, reduce time spent on laundry and protect your home from a potential fire. Call today to find out how you can bundle a dryer vent cleaning with your next tune-up.

Professional services from Minnesota’s largest heating and cooling dealer.

A furnace that runs safely and efficiently is essential for your home. That’s why most manufacturers recommend annual furnace maintenance.

An HSP furnace tune-up and safety check is the best furnace maintenance available. Our highly trained technicians use state-of-the-art equipment to check the major components of your furnace. They also test for levels of carbon monoxide (CO). In addition, our heating experts will go over the benefits of maintaining your furnace:

• Safety: test to make sure your house does not have unsafe levels of carbon monoxide.
• Comfort: ensure that all operating parts are working properly.
• Performance: help maintain the peak efficiency of your furnace.
• Savings: help you save on energy costs and extend the useful life of your furnace.

Three convenient ways to purchase annual maintenance services.

Add a furnace, boiler, AC or fireplace tune-up to your Repair Plan for an additional $9.95 a month each. Purchase a tune-up separately and pay at the time of service. Or enroll in the Maintenance Plan, which includes a complete package of tune-ups along with other preventive maintenance services to help keep your home running as it should.
Our Repair Plans keep your mind at ease and your appliances at work.

It can happen at any time. A range starts cooking up trouble. A clothes dryer spins out of control. A furnace blows a gasket. With CenterPoint Energy’s Home Service Plus® (HSP) Repair Plan, we’re always there for you, ready to solve your problem with no extra charge for covered parts or labor.

For just $20.95 a month for a year, the Basic Repair Plan covers your:
- Gas furnace or boiler
- Water heater (gas or electric)
- Range (gas or electric)
- Clothes dryer (gas or electric)

For even greater peace of mind, you can add other appliances to your coverage for just $5.95 per appliance per month. Add a refrigerator, dishwasher, central air conditioner, gas grill, gas fireplace, freezer, heat pump, clothes washer, or wine refrigerator.

For the most comprehensive coverage, choose our Total Repair Plan, which covers all of your home’s major appliances for just $45.95 per month – including multiples of an appliance type.

Add an annual furnace, central air conditioner or fireplace tune-up and safety check to your Repair Plan for an additional $9.95 a month each. Most manufacturers recommend annual maintenance to improve the efficiency, reliability and safety of your equipment.

Customers in qualifying areas on municipal sewer lines can also add main drain coverage to their plan for only $7.95 per month.

Your Repair Plan covers over 300 parts and the labor to install them for the appliances listed below.
- Range (gas or electric)
- Clothes washer
- Dishwasher
- Gas fireplace
- Central air conditioner
- Space heater
- Dryer (gas or electric)
- Refrigerator
- Freezer
- Gas grill
- Water heater (gas or electric)

Add the Replacement Assistance Plan to your Repair Plan for even greater coverage.

Our Replacement Assistance Plan helps offset the cost to replace covered appliances when they become nonrepairable. Add the Replacement Assistance Plan to your existing plan for just $17.95 per month, and rest easy knowing that each appliance covered by your Repair Plan has additional protection to help offset its replacement.*

Our expert repairs extend beyond the Repair Plan.

You don’t need to have an HSP Repair Plan to take advantage of our expert repair services at CenterPoint Energy. Our customer service representatives are available 24/7 to schedule your repair with one of our technicians. They’ll diagnose the problem and provide expert repairs for the cost of parts and labor on a wide variety of gas and electric appliances.

- Relax and know that whatever your appliance problem is, we can repair it – we fix virtually all makes and models of your home’s major appliances, gas and electric.
- We hire only the best; in fact, only one in three technician applicants meets our high standards. Plus, all CenterPoint Energy technicians go through rigorous, ongoing training to help make sure that they stay the best in the business.
- Enjoy the flexibility of convenient payment options and the value of competitive pricing.

For complete Repair Plan terms and conditions, as well as a complete listing of covered parts, please visit CenterPointEnergy.com/HSP.

*Appliances must be in working condition at the time service begins. See CenterPointEnergy.com/HSP for complete terms and conditions.
**Do you:**
- Own or manage a duplex through a sixplex with a common heating system?
- Have an apartment or condo where you don’t have responsibility for furnace repair but are responsible for other major appliances?

If so, for a very reasonable monthly fee, we can make it easy for you to take care of your home appliances, without the worry of unexpected repair bills.

When an air conditioner breaks down or a water heater turns cold, that’s when you want to turn to someone you can trust, like the experts at CenterPoint Energy’s Home Service Plus® (HSP). That’s because we aren’t satisfied until you have complete peace of mind about the appliances that matter to you. With an HSP Repair Plan, you will have professionals ready to provide the highest standard of services, products and expertise.

**With HSP, you can get it all:**
- More than 300 repair specialists with experience in most makes and models of gas and electric appliances.
- A friendly, professional telephone staff to answer your calls 24 hours a day, seven days a week.
- No extra charge for all covered parts and the labor to install them.

Each year, we fix more than 300,000 household appliance breakdowns. When you sign up for the HSP Repair Plan, you know you’re dealing with a trusted company with years of experience.

**Make the right choice for dealing with appliance repairs.**

**Condo or apartment:** $15.95 per month

**Duplex through sixplex:** The monthly fee varies with the size of the building and ranges from $27.50 for a duplex to $47.50 for a sixplex. See the enrollment form for specific pricing.

What’s covered:

**Condo/Apartment – pick any two**
- Range (gas or electric)
- Refrigerator
- Clothes dryer (gas or electric)
- Dishwasher
- Clothes washer
- Water heater (gas or electric)

**Duplex - Sixplex – covers all these**
- Gas furnace or boiler – one per building
- Range (gas or electric) – one per living unit
- Water heater (gas or electric) – one per living unit
- Clothes dryer (gas or electric) – one per living unit

Add other appliances to your coverage for even greater peace of mind. For just $5.95 per month per appliance for a year, you can add a refrigerator, dishwasher, clothes washer, central air conditioner, freezer, gas grill or gas fireplace.

**It’s easy to use the HSP Repair Plan.**

Once you’ve signed up, just call us anytime you need a repair – 24 hours a day, seven days a week. We’ll send one of our hundreds of highly trained technicians to fix your appliance right. There’s no extra charge for all covered parts and the labor to install them.

**Appliance repair for people who don’t have the Repair Plan.**

You do not have to sign up for the HSP Repair Plan to receive our expert repair services. Just call us 24 hours a day to schedule a convenient repair appointment. Our expert technicians will diagnose the problem and explain what is needed to fix it. Our rates are reasonable, and we have convenient payment options, including three months to pay, interest-free.

For complete Repair Plan terms and conditions, as well as a complete listing of covered parts, please visit CenterPointEnergy.com/HSP.
Being a homeowner has its joys – and its hassles.

Owning your own home can be great. But what if your heat pump suddenly breaks down? Or the water heater bursts, flooding the basement? The comforts of home can suddenly become the hassles of life when a major appliance stops working. At times like these, generations of Minnesotans have turned to CenterPoint Energy’s Home Service Plus® (HSP). With an HSP Repair Plan, you can have trained professionals ready to fix your appliance problem and provide the highest standard of service.

For just $26.95 per month for a year, the Basic Repair Plan for homes with heat pumps covers your*:
- Air-to-air heat pump
- Electric central air conditioner
- Gas furnace (auxiliary heating)
- Gas or electric range, water heater and clothes dryer

Each year, we fix more than 300,000 household appliance breakdowns. When you sign up for the HSP Repair Plan, you benefit from:
- More than 80 years of experience in appliance service and sales
- Expert repairs for the widest range of appliance makes and models in the area
- The largest staff of highly trained technicians in Minnesota
- 24/7 access to a live, local person
- The ability to schedule appointments online in real time

For just $26.95 per month for a year, the Basic Repair Plan for homes with heat pumps covers your*:
- Air-to-air heat pump
- Electric central air conditioner
- Gas furnace (auxiliary heating)
- Gas or electric range, water heater and clothes dryer

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- Expert repairs for the widest range of appliance makes and models in the area
- The largest staff of highly trained technicians in Minnesota
- 24/7 access to a live, local person
- The ability to schedule appointments online in real time

Add other appliances to your coverage at any time for even greater peace of mind.
For just $5.95 per month per appliance, you can add a refrigerator, dishwasher, clothes washer, freezer, gas grill or gas fireplace. You can add coverage for an additional appliance already covered, such as a second water heater.

The Total Repair Plan
For just $45.95 per month for a year, you can protect yourself from costly repairs on all of your home’s major appliances. Call today or visit CenterPointEnergy.com/HSP for a complete list of the appliances covered.

Schedule Online……………………..……CenterPointEnergy.com/HSP
In the Twin Cities……………………………………………612-333-1664
Outside the Twin Cities……………………………………..1-800-247-0638

*Please visit CenterPointEnergy.com/HSP for complete Repair Plan parts coverage.
CenterPoint Energy’s Home Service Plus® (HSP) Maintenance Plan provides you with a proactive, preventive maintenance approach to maintaining your furnace or boiler, water heater, refrigerator, air conditioner, clothes dryer vent and bathroom exhaust fans. Annual maintenance helps ensure that your hardworking equipment is in top operating condition, helping you stay comfortable and safe all year round.

- **HELPS IDENTIFY ISSUES** before an unexpected breakdown happens or an unsafe condition worsens.
- **GIVES YOU PEACE OF MIND** knowing your equipment is operating safely.
- **HELPS SAVE ENERGY**, because tuned, cleaned and regularly maintained appliances operate more efficiently.
- **EXTENDS USEFUL LIFE**, because consistent maintenance helps appliances perform better and experience less wear and tear.

**Maintenance Plan Benefits**

For just pennies a day, cover your interior natural gas pipes.

Your natural gas utility is responsible for maintaining a safe, reliable natural gas distribution system that serves your home, up to and including the meter that measures your natural gas use. Homeowner responsibility begins from the meter on: it’s up to you to maintain a safe, reliable gas distribution system within your home and to purchase, maintain and operate safe, efficient appliances.

For a low monthly fee, our HSP Pipe Protection Plan provides repairs by a qualified technician to customer-owned, interior, exposed and easily accessible natural gas pipes.

**For just $3.95 per month for a year, the Pipe Protection Plan covers:**

Customer-owned, interior, readily accessible natural gas pipes from the meter to your natural gas appliances like the furnace, water heater, range and dryer.

You can sign up for this important protection even if you do not have an HSP Repair Plan, or simply add it to your existing HSP coverage. You do not have to be a CenterPoint Energy gas customer to purchase this plan.

**Pipe Protection Plan**

For just pennies a day, cover your interior natural gas pipes.

Your natural gas utility is responsible for maintaining a safe, reliable natural gas distribution system that serves your home, up to and including the meter that measures your natural gas use. Homeowner responsibility begins from the meter on: it’s up to you to maintain a safe, reliable gas distribution system within your home and to purchase, maintain and operate safe, efficient appliances.

For a low monthly fee, our HSP Pipe Protection Plan provides repairs by a qualified technician to customer-owned, interior, exposed and easily accessible natural gas pipes.

**For just $3.95 per month for a year, the Pipe Protection Plan covers:**

Customer-owned, interior, readily accessible natural gas pipes from the meter to your natural gas appliances like the furnace, water heater, range and dryer.

You can sign up for this important protection even if you do not have an HSP Repair Plan, or simply add it to your existing HSP coverage. You do not have to be a CenterPoint Energy gas customer to purchase this plan.

**It’s easy to use your Pipe Protection Plan.**

As always, if you smell gas or suspect a gas leak, leave the area immediately on foot. Do not use your cell phone, switches, computer or anything that could spark. Go directly to a safe location in a nearby home or building, and then call 911 and CenterPoint Energy at 800-296-9815 or 612-372-5050 immediately.

Once the area is made safe, and if the source of the leak is determined to be on customer-owned, interior and readily accessible gas pipes, a CenterPoint Energy technician will make the repairs at no charge.

For complete Pipe Protection Plan terms and conditions, please visit CenterPointEnergy.com/HSP.
Send sewer troubles down the drain.

Enroll in the Main Drain Emergency Cleaning Plan for just $7.95 per month for a year (where available) and get the following benefits:

• Emergency response to unclog your main sewer line.
• Unclogging from the cleanout in your basement toward the city sewer, up to 150 feet.
• High-power auger equipment that can clear out tree roots, grease and other obstructions.
• Phone representatives available 24/7 to schedule and dispatch specialists.
• Bonded and professionally trained specialists.
• Other drains (such as floor drains) cleaned for additional charges.

For complete Main Drain Emergency Cleaning Plan terms and conditions, please visit CenterPointEnergy.com/HSP.

From free consultations to expert installation, we make your equipment purchase easier.

It’s a fact: Every furnace or boiler eventually reaches the point where it’s beyond repair. When this happens, call the home comfort experts at CenterPoint Energy. We offer reliable, energy-efficient natural gas furnaces from Daikin and Ruud. We’ll meet with you to determine the best model to meet your needs. Your new furnace will give you energy efficiency and savings, more even heat distribution and quieter operation.

For homes without ductwork, we offer Burnham and Slant/Fin boilers with features such as cast-iron construction for years of reliable service, comfort and even warmth. We also offer high-efficiency boilers with advanced technology that may help you save even more energy.

Get all these benefits when you call CenterPoint Energy:

• Free in-home consultation to determine the right model for your needs and budget
• Outstanding value and competitive prices
• Up to 24 months of free financing, plus other convenient payment options*
• 12-year labor warranty on select Daikin models, five-year labor warranty on all other furnace and boiler models

*Subject to credit approval. Ask how you can qualify.
Enjoy years of reliable service from Daikin and Ruud central air conditioners, and Mitsubishi ductless air-conditioning systems.

Whether you’re replacing your old central air conditioner or installing your first system, CenterPoint Energy’s Home Service Plus® (HSP) has the right model to fit your needs. We offer reliable, high-efficiency models from Daikin and Ruud. For homes without ductwork, we offer Mitsubishi mini-split air-conditioning systems. All AC systems offered by HSP include the latest environmentally friendly refrigerants to provide years of quiet comfort throughout your home.

Your satisfaction is guaranteed.
From free in-home consultation to professional installation, we make sure you’re happy with your new cooling system from HSP. We meet with you in your home at no cost and provide a thorough analysis of your home’s cooling system to determine the right model to suit your needs.

Improve your home’s air quality with advanced products from CenterPoint Energy.

Did you know that the air inside your home could be two to five times more polluted than the air outside?* Add to that the dryness of your home in the winter, and you’re ready for some good, clean fresh air. CenterPoint Energy offers a range of advanced products to help keep the air in your home cleaner and healthier – and keep you more comfortable all year long.

Air cleaners
Air cleaners remove dirt, bacteria, mold spores, smoke and other contaminants inside your home that can aggravate allergies and make you uncomfortable. We offer brands such as Dynamic and Honeywell that meet the American Lung Association Health House Guidelines, removing up to 98 percent of airborne irritants.

Humidifiers
Your furnace does a good job of warming up your home – and making your indoor air dry! The result is itchy skin, dry throats and static electricity. We sell industry-leading Aprilaire humidifiers that automatically adjust humidity as the temperature changes, to maximize your comfort indoors.

Heat recovery ventilators
To save energy, newer homes tend to be built tighter, making it harder for fresh air to get inside. A heat recovery ventilator (HRV) from HSP will take care of that problem, bringing fresh air in while moving stale air out, all without losing heat. We sell energy-efficient Lifebreath HRVs from ARIA.

*Source: Environmental Protection Agency.
Add beauty, warmth and efficiency with a gas fireplace insert or stove.

If you’re looking to convert a wood fireplace to a gas fireplace insert, or install a gas stove, CenterPoint Energy has the solution!

We offer many beautiful models of Kozy Heat gas fireplace inserts and free-standing stoves to choose from. Each option provides the most natural dancing flame pattern available. We’ll sit down with you in your home and provide a free consultation on the best fireplace insert or stove for your needs. We also offer a gas fireplace showroom (by appointment), so you can view our most popular options.

- Save energy with a fuel-efficient gas fireplace insert – it’s seven times more efficient than a wood-burning fireplace.
- Get 12 months of free financing, plus other payment options.*
- Enjoy instant warmth and beauty at the flip of a switch.

Get hot water fast when you call CenterPoint Energy.

There’s never a good time for your water heater to break. Fortunately, you can get hot water fast from CenterPoint Energy’s Home Service Plus® (HSP), one of Minnesota’s largest water heater providers. In fact, we guarantee installation of your new water heater in 24 hours, or you get $50 back.* We offer a wide variety of Ruud models and tank sizes to suit your needs, including high-efficiency models that may qualify for additional rebates. Buying from CenterPoint Energy is easy. We apply for all permits and handle all aspects of installation, including gas and water plumbing. We even haul away your old water heater and file applicable rebates for you. Best of all, your new water heater will be backed by us and serviced by our expert technicians.

*Subject to credit approval. Ask how you can qualify.

*Twin Cities metro area only. Limited to normal change-out installations, excluding weekends and holidays.
Is your skin dry and itchy, your home full of dingy dishes or clothes?

It’s not you, it’s your hard water! Most communities in Minnesota have hard water, so improve your comfort with a new water softener from CenterPoint Energy’s Home Service Plus® (HSP). We are proud to offer our own “ProSeries” line of water softeners that provide leading high-efficiency features and warranties, for any budget.

Enjoy the benefits of softened water:

• Cut soap and cleaning product use by up to 50 percent per year
• Reduce water heating costs up to $100/year
• Crystal-clear dishes and bright whites; easier cleaning with less residue*
• Better-working showerheads and water heaters
• Shiny hair and supple skin

Trust the experts at CenterPoint Energy to help you select the right model for your home. Our professional installation team will also make sure your softener is properly set up – no worries, just soft water and a more comfortable home!

*Source: Water Quality Research Foundation Battelle Institute Study (2009).

Replacement filters from the experts.

Never go to a hardware store for filters again. Through our partnership with Discount Filter Store, we’re pleased to offer special discounts for CenterPoint Energy customers AND the largest selection of name-brand filters online:

• A/C and furnace
• Pools and spas
• Water systems
• Refrigerators
• And more …

Skip the trip – order from home!

• Order as much or as little as you like
• Our partner offers price matching
• Variety of payment options available and “100-Percent No-Hassle Guarantees”

Get started today.

• Visit our Discount Filter Store page to access the current HSP offer: DiscountFilterStore.com/HSP.
• You’ll typically receive your filters in one or two business days and receive regular reminder emails.
• If you like what you see, share this page with your friends and family.
Get started today.

Whether you need to repair, replace or maintain your major appliances, count on CenterPoint Energy’s Home Service Plus®.

Learn more about our services – click the links below:

- **Basic Repair Plan**: $20.95/month
- **Total Repair Plan**: $45.95/month
- **Maintenance Plan**: $25.95/month
- **Annual Tune-ups**: add annual preventive maintenance to your Repair Plan for just $9.95 more per month each
  - **Central AC tune-up**
  - **Gas fireplace tune-up**
  - **Furnace/boiler tune-up**
- **Replacement Assistance Plan**: $17.95/month
- **Pipe Protection Plan**: $3.95/month
- **Main Drain Emergency Cleaning Plan**: $7.95/month (where available)
- **Tune-ups only**: $119.95 each
- **Duct Cleaning**
  - **Home with central AC**: $249.95
  - **Home without central AC**: $241.95
- **Main Drain Cleaning Preventive Maintenance**: $169.95

Click to schedule an appointment online

Click to enroll now in a repair or maintenance plan online.

Or call 1-800-247-0638 (Twin Cities: 612-333-1664)