



Additional Frequently Asked Questions

- **Is there an age restriction on electronics damaged by an electrical surge?**
 - No, the Spark Electricity Surge protection plan has no age restrictions on electronics damaged by an electrical surge
- **If I file claim, will I be responsible for paying a deductible amount myself?**
 - No, there are no deductibles
- **Will my monthly payments increase if I file a claim?**
 - No, these are group rates, and your monthly amount will not increase due to a filed claim.
- **What if the surge damaged item is too large to take into a certified technician?**
 - We will reimburse up to \$120 in trip charge for the technician to come to your home to certify the damage was caused by a surge. That trip charge amount will be applied against your plan's maximum annual coverage amount.
- **What does the Spark Energy's Surge Protect Plan Cover?**
 - To give you Peace of Mind, we keep what is covered under this Surge Protection plan simple. If the item(s) can be plugged into any electrical outlet inside your home (exception-electric vehicles, medical equipment, and power tools) and is damaged by an electrical surge, this plan will repair or replace the item(s) up to the annual maximum coverage amount.
- **What items are not covered under the Spark Energy Surge Protection Plan?**
 - This Surge Protection plan does not cover:
 - Surge damaged items that are hard wired/permanently connected into the home's electrical system (such as central HVAC system)
 - Surge damaged Items plugged into electrical outlets located on the outside of your home
 - Surge damaged Items plugged into electrical outlets within additional structures detached from your main home
 - Consequential damage to real property
- **How will I be billed monthly?**
 - In Texas, the monthly plan fee is conveniently billed to your Spark Energy monthly bill as a separate line item for easy identification.