



A Touchstone Energy® Cooperative 

[What does Surge HELP® protect?](#)

The expenses associated with the repair/replacement of your home's electronics, appliances, and electromechanical equipment (well pumps, air conditioning etc.) damaged by electrical surges.

[Does the program require me to install anything?](#)

No. With Surge HELP®, there is absolutely no equipment to purchase or install.

[Doesn't my homeowners' insurance protect against electrical surge damage?](#)

Yes. However, your deductible can often be as much as the repair and you run the risk of increased premiums or being dropped for multiple claims. With Surge HELP®, there are no penalties for making claims.

[How do I file a claim?](#)

Call Dominion toll free at 1-888-848-7893 and they will email, fax or mail you a claim form. Then, have a licensed repair technician or facility access the damage and provide you with a repair estimate/invoice. If it is not repairable, simply obtain a replacement estimate from a local retailer. Attach any estimates, receipts or invoices to a completed claim form and mail it to the address listed on the form. You should receive your payment in approximately 30 days.

[How do I know you will pay the repair cost?](#)

You can call 1-888-848-7893 for pre-approval once you receive an estimate. However, as long as the claim form is completed in full and accompanied by the proper documentation, you will receive payment. (See Terms & Conditions for complete claims process).

[How do you determine replacement value?](#)

The typical purchase cost of the most similar product available on the market today, taking into consideration the make, model and features of the item being replaced.

[What does the program cost?](#)

The first \$1,000 of coverage is \$4.95 per month. Each additional \$1,000 worth of protection is just \$2.00 per month up to a program maximum of \$5,000 in protection for \$12.95 per month.

[How do I enroll?](#)

**Please contact the Residential Representative in your area:**

Hancock County:           Clay Sweet       228-363-7261

Harrison County:         Phillippe Michel 228-539-5720

Pearl River County:      Scott White     601-889-5109