

Dear KPW Member:

December 2024

Here's hoping you and your families are well and are having a happy Holiday Season.

Enclosed is the 2025 KPW Service Contract for your review and consideration. The enrollment period is in January and February. Your 2025 fees must be paid by March 1, 2025. If you choose not to renew, your contract will lapse (and end on February 28, 2025) and if you choose to purchase a contract in the future you will be subject to the new member service fee and your appliances and equipment will require an inspection.

Changes for 2025: This plan year has been revised with proposed offerings of three plans, to include Silver, Gold and Platinum. The lowest cost plan (Silver) now includes only HVAC and Water Heaters with replacement of those items if necessary. HVAC and Water Heaters are the most expensive to repair/replace! For those who only want coverage for HVAC and Water Heaters, this modified plan is for you. The Gold plan adds coverage for major appliances, which includes dishwashers, ranges, washers, dryers, and refrigerators. The Platinum plan offers everything in the Gold and Silver plans plus plumbing repairs and discounts on the door fee (service call fees). As offered in the past, the Senior Care Add-On, for filter and other maintenance issues (see contract for details) is included. Senior Care is a great product for those who physically can't get to the ceiling to change filters, and the plan replaces ceiling light bulbs, batteries in smoke detectors and thermostats, and refrigerator filters. (bulbs, batteries, and filters to be supplied by owner).

Repair caps: As equipment and devices become more expensive and complicated, repair caps are being implemented on all appliances. Last year repair caps were implemented on HVAC and water heaters. Caps are set so that normal repairs are covered. Experience from the previous year shows very few people exceeded the caps - except those who voluntarily chose to upgrade replacement equipment or had extraordinary circumstances. Unfortunately, in 2025 there are even more unknowns. The contractor has warned KPW to expect equipment price increases; and nobody knows for sure what impact proposed tariffs might have! Note: All Home Warranty providers have caps and service call fees, but research again shows that KPW's fees are more reasonable than industry competitors since KPW service includes an exclusive Contractor usually offering same day emergency services – and other benefits unmatched in terms of cost.

To help understand the rationale for appliance caps - there are very adequate ranges and washer dryers available around \$400-\$700. Adequate refrigerators are about \$1000. It just doesn't make sense to do an expensive repair on a 10-year-old appliance when new appliances are available at close to the cost of the repair. You will still have the option to repair an older appliance however KPW will only pay the portion of the repair cost up to the cap. You will be responsible for any cost above the cap. The cap is per contract year. If you choose to do a repair and pay the additional amount above the cap yourself, no additional repairs will be covered on that appliance for the remainder of the year. Also, we caution members that although the contractor makes good faith estimates there have been times that as repairs progress, they find additional problems which are additional cost.

The cost of the Senior Care plan has been restructured to facilitate filter replacement. Unfortunately, there have been service calls where filters are either missing or have not been replaced for long periods of time causing HVAC units to either work very inefficiently or fail completely. There is no service charge for Senior Care, and it provides 4 air filters changes per year. This ensures your unit is maintained with the correct filters on a timely basis. The KPW service plan does not cover repairs required by failure of members to change filters on a periodic basis.

Some of you may have experienced invalid service call charges (please see your contract for the types of calls which are not covered). There have been calls where there is no problem with the appliance – just

some confusion about how to use it. Other examples of “not-covered” service calls include, but are not limited to: an owner inadvertently turning the thermostat UP before leaving the unit, and then calling to complain that the HVAC was not working upon their return; a complaint that the dishwasher was not working when the owner had mistakenly turned on the “lock-out” feature – not allowing the unit to start; and then there’s the situation where a unit had NO furnace filters installed. The occupants stated they didn’t think there were any filters in the unit for the 4 years they lived there. The unit coils were badly packed and required hundreds of dollars of cleaning. This is clearly negligent maintenance which IS NOT covered. Members must understand that although you pay a service call fee, this is only a portion of the cost the contractor charges KPW. In cases like those above, you will be billed the additional portion the contractor charges KPW. While KPW is here to pay reasonable service call fees, it is incumbent upon you to make good faith efforts in understanding the operation of your appliances and perform periodic maintenance on them.

Finally, KPW is seeking board members – specifically for the positions of Treasurer and Secretary. An accounting firm has been contracted to handle many of the required financial reports, significantly reducing the Treasurer position’s commitment. If you have skills in these areas and want to assist KPW, please fill out a Board application. The application is available on the forms section of our website [www.kpwservice.com](http://www.kpwservice.com). For most of the year, the commitment is a few hours per week. However, during contract preparation and registration periods, the commitment will be a bit higher.

If you have any questions or comments about the 2025 plans, you can email us at [contactkpw@kpwservice.com](mailto:contactkpw@kpwservice.com). KPW looks forward to your renewal for 2025! A renewal form is attached and can be mailed or dropped off at the KPW Office located at 202 Cambridge Trail, Sun City Center, FL 33573 (please complete ALL fields). **KPW ONLY ACCEPTS CHECKS OR MONEY ORDERS THIS YEAR. NO CASH AND NO CREDIT CARDS. Please make checks payable to KPW Service Assn.**

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You are invited to attend the annual meeting, which will be held at 9:00 AM on January 24, 2025. The meeting will be held in the Veteran’s Theatre, which is in the North Clubhouse. Below is your ticket. Please bring this paper with you for admittance. Because of limited seating only one person can be accommodated per contract. Thank you in advance for your cooperation.

KPW Service Association Board of Directors

