



-An Employee Owned Company-

# CUSTOMER SERVICE BILLABLE RATES

*PAGE 2 -- Plumbing Customer Service Price Sheet*

*PAGE 3 -- HVAC Customer Service Price Sheet*

**2024**

## Billable Service Rates for Builders

### 20/20 Plumbing & Heating

#### Customer Service Rates – Plumbing 2024

#### Service Fees:

##### MONDAY – FRIDAY - 7 am - 4 pm

1. **Service Trip Charge (STC) 1st hour: \$350.00**
  - Additional time: \$135.00 per hour
  - Parts at market value
2. **Toilet Reset: \$150.00 + STC**
3. **Snake Service: \$125.00 + STC**
4. **Camera Service: \$125.00 + STC**
5. **Locate Sewer Lines: \$350.00 + STC**
6. **Removal & Put Back (Same Day Plumbing): \$150.00 + STC**
7. **Removal & Put Back (Next Day Plumbing): \$700.00**
8. **Model Conversion with Quality Control walk: \$250.00**
  - Model Conversion 2nd Trip - Includes parts at market value
  - Additional time: \$135.00 per hour

#### Emergency Response - Includes parts at market value:

##### MONDAY – FRIDAY - 7 am - 4 pm

- Service Trip Charge (STC): \$450.00
- After 1st hour: \$150.00 per hour

##### Afterhours Nights & Weekends

- Service Trip Charge (STC): \$675.00
- After 1st hour: \$200.00 per hour

#### Disclaimer

Please note that all prices are subject to change and may vary based on specific circumstances. Parts are priced at market value, and any additional costs incurred during the service will be communicated and discussed with the customer before proceeding. For emergency response services, the rates apply as mentioned above.

Additionally, it is important to mention that all services provided by 20/20 Plumbing & Heating are billable services exclusively for builders. We appreciate your understanding and cooperation. Thank you for choosing 20/20 Plumbing & Heating for your plumbing needs. If you have any questions or require further clarification, please feel free to contact our customer service department.



**2024**

## Billable Service Rates for Builders

### 20/20 Plumbing & Heating

#### Customer Service Rates – HVAC 2024

##### Service Fees:

MONDAY – FRIDAY - 7 am - 4 pm

1. Service Trip Charge (STC) 1st hour: \$350.00
  - Additional time: \$150.00 per hour
  - Parts at market value
2. Model Maintenance: \$350 per unit/per lot
3. Disconnect/Reconnect:
  - 1 trip-\$450.00
  - 2 trips-\$900.00 (\$450 each trip)
4. Sales Office Decommissioning/Conversion (Email list detailing the work required)
  - Standard: \$850.00
5. Relocation: (Must email in pictures of current location and where the new location will be)
  - Under 10 ft- \$650
  - Over 10 ft-\$850
  - Anchor kit/Line set cover will be additional fee (based on market value)
  - T6 Thermostat Swap-\$400 | Ecobee Swap-\$500
  - Refill on Freon-price per pound (based on market value)
6. Iso Test (2 trips): \$650.00
  - Any additional pricing would be added after the issue is discovered
  - Parts based on market value.
  - Labor quote from management
7. Pet damage: (Must email in photos for quote)
  - \$350.00 standard
  - If freon or additional material is needed to repair pricing based on market value
8. Stolen Condenser After Start Up:
  - Pricing on unit based on market value + \$650.00 labor

Emergency Response - Includes parts at market value:

MONDAY – FRIDAY - 7 am - 4 pm

- Service Trip Charge (STC): \$450.00 for the first hour, then \$150 per hour.
- Afterhours Nights and Weekends \$675.00 after 1st hour \$200 per hour

### Disclaimer

Please note that all prices are subject to change and may vary based on specific circumstances. Parts are priced at market value, and any additional costs incurred during the service will be communicated and discussed with the customer before proceeding. For emergency response services, the rates apply as mentioned above.

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