



Aging Service Line

Subject: Are Your Water Lines Over 35 Years Old?

Response Requested By: 11/30/21

RFN: 117385009

Water Service Line Information for Homeowners

Dear _____

In American Water Resources' experience, 9 out of 10 service line repairs handled by American Water Resources occur in homes over 35 years of age.* If you have not replaced your original water service lines servicing your home, you may experience water service line leaks. You are currently not protected by American Water Resources' (AWR) optional Water Line Protection Program. As the homeowner, you may be faced with the need to repair the exterior water line that services your home.**

AWR is a subsidiary of American Water and helps protect many homeowners across the country against service line repair costs. In fact, thousands of homeowners already trust AWR to solve such problems.

Have you considered what you would do if your water service line needs to be repaired because of a leak or break? These problems can be complicated and expensive to fix; often requiring specialized digging equipment and a qualified plumber. In the meantime, it may leave you with no water supply to shower, wash your hands, or use the toilet.

For peace of mind, knowing you'll receive a prompt response, sign up for the optional Water Line Protection Program from American Water Resources. Protection under the Program begins 30 days after AWR processes your Enrollment Form. During this 30-day period you may review the Program and decide if this protection is right for you. If not, you can cancel your protection at any time.

How to use the service:

Step one: Call the Toll-free Customer Support Line that's available 24 hours a day, 365 days a year.

Step two: If needed, a local, insured independent plumbing contractor will be dispatched to your property to assess the problem and make any covered repairs.

Step three: Receive protection up to \$5,000 per occurrence for covered water line repairs and up to \$5,000 per occurrence for covered water line street and public sidewalk repairs,*** plus unlimited service visits from local, insured independent plumbing contractors.

Sign up for the optional Water Line Protection Program for just \$5.49 per month and become one of the thousands of American Water Resources customers with protection against the cost of a water service line repair.

Call AWR directly at 1-866-315-4472, visit AWRUSA.com/protect, or return the attached Enrollment Form in the postage-paid envelope provided to help protect you against the expense and inconvenience of water service line repairs.

Sincerely,

Eric Palm
President - American Water Resources

IMPORTANT PROGRAM INFORMATION

Exclusions and limitations apply. Please review the Terms & Conditions at AWRUSA.com/terms or call 1-866-315-4472.

If you have already enrolled in the Water Line Protection Program, please disregard this notice.

*This information is based on the repair records of American Water Resources' customers.

**If you live in a dwelling like a condo, please contact your local homeowners association to determine your responsibilities.

***Repair costs may exceed the amount of the Program's limit of protection. In such cases, homeowners must pay the difference between the cost of the repair and the Program's limit of protection.

This optional Program for Homeowners is offered by American Water Resources.

▼ SIGN, DETACH AND RETURN IN POSTAGE-PAID ENVELOPE ▼

Enrollment Form

American Water Resources | Corporate Office: One Water Street, Camden, NJ 08102 |

PLEASE COMPLETE IN BLOCK CAPITALS CLEARLY IN BLACK/BLUE INK. To make changes to the information below, please call 1-866-315-4472.

E-mail
(For Email Confirmation
of Enrollment and Terms
and Conditions)

Phone #
(Required)

Home Phone
 Cell Phone

ADS-D-5