

Part 1



Service Line Information for
York Homeowners

001DS-1969425 174-5107-1 *****AUTO**5-DIGIT 17408



Date	5/1/2025
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Response Requested by	6/30/2025
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Part 2

Re: Water Service Line Information for [REDACTED]

Most homeowners are not aware that they may own and be responsible for the repair of the water service line that is buried underground on their property.* If you had a problem related to this line, you may need to locate a reliable contractor and pay for the repairs.

You are currently not enrolled in the Water Line Protection Program from American Water Resources (AWR).

The water service line on your property can deteriorate and be subject to normal wear and tear. **If your line requires replacement, it may cost you thousands of dollars.** We are writing with an opportunity for you to accept *optional protection* for covered repairs, *performed by licensed contractors*, if needed.

Program Benefits:

Homeowner:



Location:



Coverage

Up to a combined \$14,000 per occurrence for covered water line repairs**

Amount:

Separate coverage limits apply; see Frequently Asked Questions on reverse.

Water service line repairs are typically not covered by standard homeowners' insurance and can be very expensive to fix. For just **\$3.49** per month†, eligible homeowners can enroll in the Water Line Protection Program and take action to help prevent the unexpected burden of high repair bills for a broken or leaking water service line.

Please Sign and Return the Enclosed Form For Processing.

Call American Water Resources at 877-828-7734, or return the enclosed Enrollment Form in the postage-paid envelope provided, to help protect yourself against the expense and inconvenience of service line repairs. **For faster processing of your coverage, visit AWRUSA.com/SignUp.** Please respond today.

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

Please see reverse for important program details, and for information.

American Water Resources is not owned by American Water but uses the trademark "American Water Resources" under license from American Water. As such, AWR's optional programs are not provided or guaranteed by American Water or its affiliates, and any changes in AWR's prices are not determined or controlled by American Water or its affiliates.



WATER LINE RESPONSIBILITY

Normal wear and tear can cause a leak or break in your home's water service line that may be your responsibility to repair. It pays to be protected by the optional Water Line Protection Program.

American Water Resources provides an affordable means of protection from expensive repairs that can cost thousands of dollars!

Typical cost to replace a water service line:
\$3,855^{††}

With Water Line Protection Program coverage, you are protected from unexpected costs.

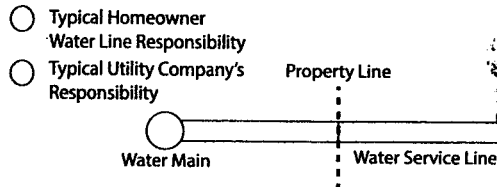
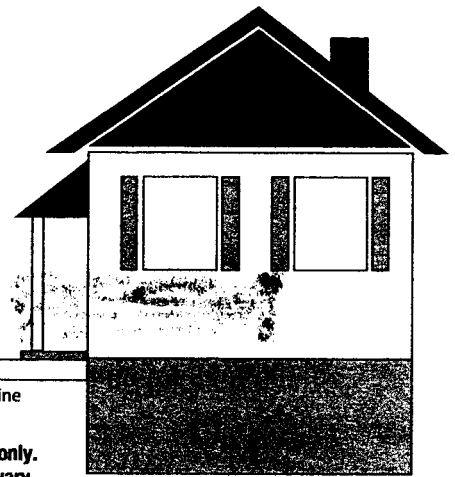


Diagram for illustrative purposes only. Homeowner responsibilities may vary.



Ways to enroll in the Water Line Protection Program

Complete and return the enclosed form in the postage-paid envelope

Call 877-828-7734 to connect with the American Water Resources call center

Visit AWRUSA.com/SignUp for fastest processing

FAQs Frequently Asked Questions

Q. Who is American Water Resources?

A. American Water Resources (AWR) is one of the nation's leading providers of optional protection programs. AWR's programs provide peace of mind for customers by helping protect them from the costs associated with unexpected repairs.

Q. What is a water service line?

A. A water service line is the pipe that delivers water from the utility main in the street to your home. Homeowners are often responsible for the portion of the water line that runs from their property line to their home. Your responsibilities may vary. If you live in a dwelling like a condominium, contact your homeowners association to determine your responsibilities.

Q. What is this protection program?

A. The Water Line Protection Program covers repairs to the water service line for leaks or breaks caused by normal wear and tear. The program is an affordable way for property owners to save on repairs that could potentially cost thousands of dollars.

Q. What does this program include?

A. The Water Line Protection Program includes protection of up to \$7,000 per occurrence for covered water line repairs, and up to \$7,000 per occurrence for street and public sidewalk repairs necessitated by covered water line repairs.** If a leaking or broken covered water line is comprised of lead, it will be replaced as part of the program.

Q. What if I can't stay in my home because of covered repairs?

A. The program includes reimbursement of up to \$1,500 for reasonable hotel accommodations and up to \$500 for boarding of house pets if necessitated by covered repairs.

Q. Is my insurance company responsible for repairs?

A. Standard homeowners' insurance policies typically do not cover repairs to damaged water service lines. Review your homeowners' insurance policy for additional information.

Q. How soon can I use the program if I enroll?

A. Your coverage becomes effective, and protection under the program begins, 30 days after AWR processes your enrollment. **The program does not cover issues occurring before your coverage becomes effective.**

Q. Who would make covered repairs if I need them?

A. Covered repairs will be made by local, experienced, independent contractors.

Q. How would I make a claim if I need a repair?

A. If you have a problem that may be covered under your protection program, call AWR at 877-828-7734. Do not call your own contractor. AWR is available 24 hours a day, 7 days a week to take your call.

Q. Is there a service fee if I make a claim?

A. There is no service fee for repairs under this program.

Q. What happens after I enroll?

A. Once your enrollment is processed, you will be sent a confirmation of your enrollment with the Terms and Conditions of the program. If you provide an email address, these will be delivered via email. If you decide you no longer want the program, you have 30 days from your enrollment date to cancel and receive a full refund.

Q. How long is the program in effect and does it automatically renew?

A. The program is for a 12-month term that will automatically renew on an annual basis at then-current rates. You can cancel at any time by calling AWR at 877-828-7734.

IMPORTANT INFORMATION ABOUT SIMPLE PAY

What is Simple Pay?

Simple Pay is a paperless and stress-free way to pay for your coverage. Payments are automatically debited from the bank/checking account of your choice as your payment becomes due, at no additional cost.

How do I cancel my recurring payment authorization?

You may cancel your payment authorization by notifying AWR in writing at American Water Resources, Attention: Service Line Protection Administrator, PO Box 4950, Naperville, IL 60567-4950 or by calling 877-828-7734. We will process your cancellation within a reasonable time following receipt of your notice. You may also contact your financial institution at least 3 business days before a scheduled transfer to stop payments under this authorization.

IMPORTANT PROGRAM INFORMATION

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

Exclusions and limitations apply. Please review the Terms & Conditions at AWRUSA.com/terms or call 877-828-7734. *Asistencia en Español disponible.*

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

**Repair or replacement 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 or replacement and the Program's limit of protection.

† Plus applicable tax.

††Based on 2024 AWR internal claims data.

This optional Service Line Protection Program for homeowners is offered by American Water Resources, independent of your local utility and municipality. American Water Resources is not owned by American Water but uses the trademark "American Water Resources" under license from American Water. As such, AWR's optional programs are not provided or guaranteed by American Water or its affiliates, and any changes in AWR's prices are not determined or controlled by American Water or its affiliates.

AMERICAN WATER RESOURCES OF PENNSYLVANIA

PROGRAM MESSAGE

REPAIRING DAMAGE TO THE SERVICE LINES
ON YOUR PROPERTY MAY BE YOUR RESPONSIBILITY.*

PROTECTION AREA	LOCATION
YORK	[REDACTED]
YOU ARE CURRENTLY NOT ENROLLED IN AMERICAN WATER RESOURCES' OF PENNSYLVANIA (AWR) OPTIONAL WATER LINE PROTECTION PROGRAM	MONTHLY FEE
	\$3.49
	TOTAL PROTECTION AMOUNT
	UP TO \$14,000 PER OCCURRENCE WATER LINE COVERAGE UP TO \$7,000 PER OCCURRENCE FOR WATER SERVICE LINE REPAIRS AND UP TO AN ADDITIONAL \$7,000 PER OCCURRENCE FOR STREET AND PUBLIC SIDEWALK REPAIRS NECESSITATED BY COVERED WATER LINE REPAIRS**

HOMEOWNER WATER LINE PROTECTION PROGRAM

PRSRT STD
U.S. POSTAGE
PAID
PERMIT NO. 39
HEBRON, OH

PLEASE RETAIN THIS STUB FOR YOUR RECORDS

PROGRAM STATUS	RESPONSE REQUESTED BY
NOT PROTECTED BY AMERICAN WATER RESOURCES [REDACTED]	5/25/2025
PROTECTION MESSAGE	
WATER LINE INFORMATION FOR HOMEOWNERS	

SECOND NOTICE:

021DS-361720 49-817-2 *****AUTO**5-DIGIT 17408



Please see reverse for important program details and footnote information.
If you have already enrolled in the Water Line Protection Program, please disregard this notice.

▼ SIGN, DETACH AND RETURN THIS STUB FOR PROTECTION ▼

PROGRAM INFORMATION

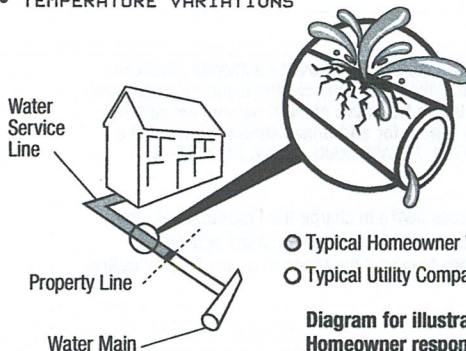
HOMEOWNER INFORMATION

NAME	SERVICE ADDRESS
[REDACTED]	[REDACTED]
WATER SERVICE LINE REPAIRS ARE TYPICALLY <u>NOT COVERED</u> BY STANDARD HOMEOWNERS' INSURANCE.	DATE
	PENDING
	PROGRAM STATUS
	UNPROTECTED

POTENTIAL RISK FACTORS

- AGE OF YOUR WATER LINE
- TYPE OF WATER LINE MATERIAL
- TEMPERATURE VARIATIONS

WATER LINE LEAK



- Typical Homeowner Water Line Responsibility
- Typical Utility Company's Responsibility

Diagram for illustrative purposes only.
Homeowner responsibilities may vary.

AMERICAN WATER RESOURCES

Records indicate you are not protected by the optional Water Line Protection Program. Don't wait to protect yourself against costly repairs - receive the peace of mind you deserve.

WATER LINE PROTECTION PROGRAM

Receive combined protection up to \$14,000 for Water Line Coverage

- Up to \$7,000 per occurrence for covered water service line repairs***
- Up to \$7,000 per occurrence for street and public sidewalk repairs necessitated by covered water line repairs.**
- Reimbursement of up to \$1,500 for reasonable hotel accommodations and up to \$500 for boarding of house pets if necessitated by covered repairs.
- If a leaking or broken covered water line is comprised of lead, it will be replaced as part of the program.



1-Year Warranty on all covered repairs
from local, insured independent
plumbing contractors



Available by
phone 24/7 to
report a problem

For faster enrollment
VISIT AWRUSA.com/SignUp
or call 877-828-7734

American Water Resources, LLC conducts business in Pennsylvania as American Water Resources of Pennsylvania.
This optional Service Line Protection Program for homeowners is offered by American Water Resources of Pennsylvania - independent of your local utility and municipality.
The Protection Program does not cover issues occurring before your coverage becomes effective. Your coverage becomes effective, and protection under the program begins, 30 days after AWR processes your enrollment.

0325-A-3PC-D2C-WL-349 Form_3PC_AWR_OFF

A-09A

What is Simple Pay?

Simple Pay is a paperless and stress-free way to pay for your coverage. Payments are automatically debited from the bank/checking account of your choice as your payment becomes due, at no additional cost.

How do I cancel my recurring payment authorization?

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Protect your water service line for just \$3.49 per month.[†]

A water line failure can cause a complete loss of water service to your home.
You alone may be responsible for these costly repairs.

For faster enrollment, visit AWRUSA.com/SignUp or call 877-828-7734.

IMPORTANT PROGRAM INFORMATION

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

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† Plus applicable tax.

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▼ SIGN, DETACH AND RETURN THIS STUB FOR PROTECTION ▼

YES! I want protection and peace of mind. Enroll me today!

American Water Resources

HOMEOWNER INFORMATION

NAME

SERVICE ADDRESS

CONTACT INFORMATION

Email

(For Confirmation of Enrollment, Terms and Conditions and other communications)

Phone
(Required)

PROGRAM NAME

WATER LINE PROTECTION PROGRAM

SELECT YOUR PAYMENT OPTIONS BELOW

PROGRAM FEES: (SELECT ONE)

☐ MONTHLY FEE: \$3.49

OR

☐ ANNUAL FEE: \$41.88

☐ **SIMPLE PAY:** I have enclosed a check for my first payment in the monthly or annual amount selected above. I authorize American Water Resources to process my payment as a check transaction or to use the information from my check to make a one-time electronic fund transfer from my checking account. I also authorize AWR to use the information from my check to initiate recurring electronic transfers of the Program Fees at the frequency and amount selected above. The Program is based on an annual contract and will automatically renew for additional annual terms at the then-current rates until I cancel. I have the option to cancel the Program at any time by calling 877-828-7734. PLEASE MAKE CHECK PAYABLE TO AMERICAN WATER RESOURCES.

☐ **MONTHLY OR ANNUAL RECURRING PAYMENT BY CREDIT CARD:** I authorize American Water Resources (AWR) to charge the Program Fees, on a recurring basis, at the frequency and amount selected above, to my credit card listed below. The Program is based on an annual contract and will automatically renew for additional annual terms at the then-current rates until I cancel. I have the option to cancel the Program at any time by calling 877-828-7734.

Credit Card #:

Expires:

CVV:

(3 or 4 digit security code)

By signing this Enrollment Form, you agree to the Terms and Conditions of the Protection Program.

X

Home Records Division

Type of Location Dwelling	Component Element Carrier Mechanical Systems	Coverage Area Inside / Outside
Expiration Date 5-30-2025	Notice Date 5-12-2025	Home Inspection Waived
		Usage Limit Continual

REGISTRATION ID:B134TU11015 PIN: 0423

Warranty Replacement Notice

CALL 1-888-413-5452 for uninterrupted protection.

Hours of Operation:

Monday-Friday 8:00am - 7:00pm CST, Saturday 10:00am - 4:00pm CST



REGISTRATION IS REQUIRED
FOR CONTINUED PROTECTION

[REDACTED]

This is your Warranty Replacement notice advising you to contact our offices so you do not have a lapse in coverage for all available covered components. With active services, all repairs and replacements will be covered that reflect your updated paperwork. Call 1-888-413-5452 now before it's too late and your expiration date expires leaving your home at risk of expensive repairs and/or product replacement.

Homeowner Protection Division

RE: [REDACTED]
[REDACTED]

First-Class Mail
Presorted
U.S. Postage Paid
St. Louis, MO
Permit No. 1999

Type of Location Dwelling	Component Element Carrier Mechanical Systems	Coverage Area Inside / Outside
Expiration Date 5-30-2025	Notice Date 5-12-2025	Home Inspection Waived
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REGISTRATION IS REQUIRED
FOR CONTINUED PROTECTION



[REDACTED]
[REDACTED]
[REDACTED]

WARRANTY REPLACEMENT

117525

