



of New Jersey

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Pine Beach, NJ 08741-1003



RESPONSE REQUESTED BY: 3/31/19

SUBJECT: Pine Beach

MESSAGE: Homeowner Responsibility



REPAIR RESPONSIBILITY ADVISORY

Why This Is Important To You

- As a homeowner in Pine Beach, you may be responsible for the maintenance of the water line that services your home.*
- If your water line breaks, you could spend **thousands of dollars** to fix it, since standard homeowners' insurance policies typically **do not** cover these repairs.
- Your water line is **buried underground** and connects your home to the water main in the street. Repairs can be expensive and may require heavy construction equipment to excavate and repair this line.
- A water line problem could prevent you from being able to shower, wash your hands or use the toilet.
- Without protection, you may be at risk for expensive water line repairs.

How To Help Protect Yourself

- We can help protect you from the **aggravation and cost of a water line leak or break**.
- The Water Line Protection Program is offered by American Water Resources of New Jersey, a subsidiary of American Water the largest publicly-traded water and wastewater company in the country. The Program is now available for only \$5.49 plus applicable tax per month and **protects you for up to \$5,000 for covered water line repairs and for up to an additional \$5,000 for covered water line street and public sidewalk repairs per occurrence**.
- We understand how inconvenient a water line break can be, and that's why **American Water Resources of New Jersey will respond promptly**.
- With unlimited service calls from American Water Resources of New Jersey, you can have peace of mind knowing whenever your water line leaks or breaks, you're protected for covered repairs.
- American Water Resources of New Jersey is a BBB accredited business with an **A+ rating**.
- To sign up, please fill in the Immediate Action Form and return it in the postage-paid envelope or call 1-877-532-5268 or visit AWRUSA.com/NewJersey.

Exclusions and limitations apply. Please review the Terms & Conditions at AWRUSA.com/terms or call 1-877-532-5268.

*Typical water line responsibility extends from the property line to your home. Your responsibility may vary. If you live in a dwelling like a condo, please contact your local homeowners association to determine your responsibility. Exclusions and limitations apply, see Terms and Conditions for details. 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. American Water Resources, LLC conducts business in New Jersey as American Water Resources of New Jersey. **Service Line Protection Program for Homeowners is offered by American Water Resources of New Jersey - Independent of your local utility and municipality.**

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More Programs Are Available: Learn How You Can Get a 14% Discount!

Call Today: 1-877-532-5268

Frequently Asked Questions

What are water service lines?

The water service line is the water supply line that runs from the home to the water main in the street. Homeowners are typically responsible for the water line that runs through their property.*

What is water service line protection?

This protection covers repairs to the water line for leaks or breaks. Repairs will be made quickly by local, insured independent plumbing contractors.

Who is offering this protection program?

American Water Resources (AWR) offers peace of mind to customers by providing protection for their water service line through its service line protection programs. These protection programs help protect customers from the unexpected repair costs associated with water line repairs. AWR is a subsidiary of American Water, the largest publicly traded water and wastewater company in the country.

Who is eligible for service line protection?

Any residential homeowner who is responsible for the water service line attached to their home.*

How soon can I use the service?

Your enrollment begins the day we process your Enrollment Form. Protection under the protection program begins 30 days after your enrollment date. The Program does not cover preexisting conditions.

What happens after I enroll?

Once your enrollment is processed, you will be sent a confirmation e-mail with the Terms and Conditions of the protection program. If you decide you no longer want the Program, you have 30 days from your enrollment date to cancel and receive a full refund.

Does the Protection Program auto renew every year?

The Protection Program is for a 12-month term that will auto renew on an annual basis if you are paying annually by credit card or on a monthly basis. You can cancel at anytime.

IMPORTANT PROGRAM INFORMATION

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