



AMERICAN WATER
RESOURCES®

Water and Sewer Line
Protection Programs from
American Water Resources



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RESOURCES®

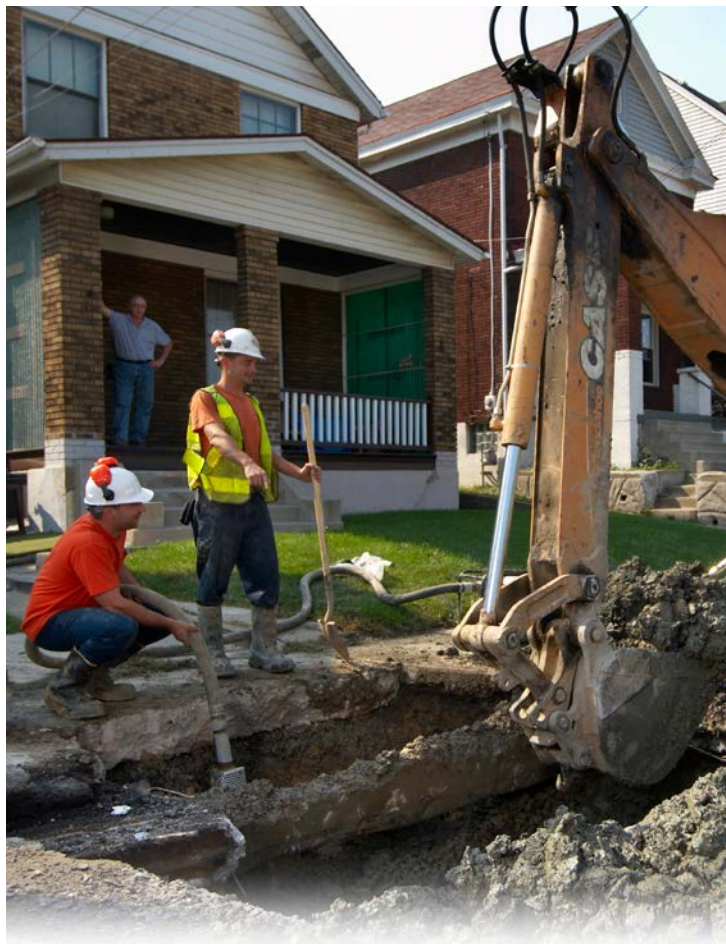
is the official water and sewer
line protection plan provider of



CITY UTILITIES
WATER THAT WORKS

1-844-765-7263

AWRUSA.com/FortWayne



Help protect yourself
from the cost of water
and sewer line repairs.

Water and sewer line problems can be complicated and costly to repair.

Once your protection begins, American Water Resources (AWR) will take care of everything for your covered repairs.† One phone call will be followed by prompt, professional service. It's that simple.



Here's how the covered repair process works:

1. Notification

Customer contacts AWR 24/7 to report a problem.

2. Evaluation

AWR dispatches a local, insured plumber to assess the problem and explain all work required.

3. Permitting

AWR obtains all necessary permits and coordinates required inspections.

4. Repair

AWR manages the repair process – start to finish, while delivering real-time communication updates throughout the repair process.

5. Restoration

AWR handles basic site restoration.

Frequently Asked Questions

Q. Who is American Water Resources?

A. American Water Resources (AWR) is the official water and sewer line protection provider of Fort Wayne City Utilities. AWR is a leading provider of Water and Sewer Line Protection Programs protecting customers in 43 states and Washington, D.C. AWR is a subsidiary of American Water, the largest and most geographically diverse U.S. publicly traded water and wastewater utility company, servicing 15 million homeowners for over 132 years.

Q. Who is responsible if these service lines should need repair work?

A. The property owner is responsible.* Fort Wayne City Utilities is only responsible for the city's water and sewer mains in the street. As the property owner, you are responsible for service line repairs, and most homeowners' insurance policies do not cover service line repair costs.

Q. Should I be concerned about potential problems?

A. Normal wear and usage such as aging pipes, invasive tree roots, and seasonal changes can cause your water service line to leak or break, or your sewer service line to clog or leak.

Q. Who do I call when I have a service line problem?

A. Protected customers can call AWR at (844) 765-7263, 24 hours a day, 7 days a week to set up their repair service. A local, insured plumber will arrive promptly. Any costs incurred for repairs made by you or your own contractor will not be paid for under the programs.

Q. What is included in basic site restoration?

A. AWR will provide basic site restoration, including shrubbery, backfilling, raking, and reseeding any unpaved area once per occurrence. Private concrete or asphalt walkways and driveways will be restored once per occurrence. Public roadways, sidewalks, curbing, and driveway aprons will be restored in accordance with the City of Fort Wayne standards and specifications once per occurrence. No other restoration or repair will be performed.

For more information, see AWR's website
AWRUSA.com/FortWayne or call 1-844-765-7263

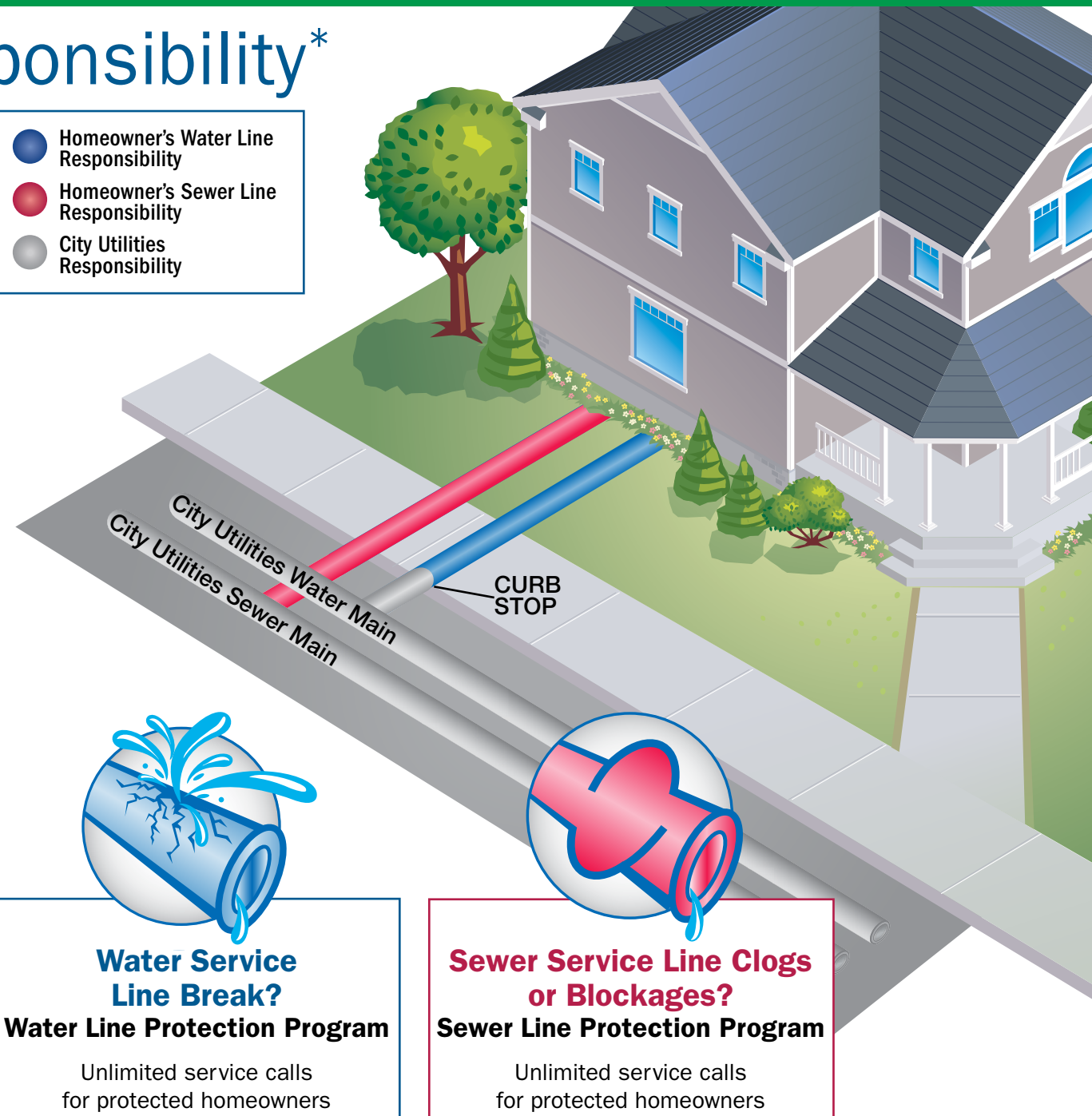
† Exclusions and limitations apply. For complete details and our Program Terms and Conditions, call us toll-free at 1-844-765-7263 or visit AWRUSA.com/FortWayne.

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

Service Line Responsibility*

Program benefits:

- AWR's toll-free hotline to call 24/7 when you have service line issues
- Quick response times from local insured plumbers
- Protection for covered water and sewer line repairs up to a total of \$50,000**
- Unlimited service calls
- 1-year warranty on all covered repairs



Help protect your Water and Sewer Lines



1-844-765-7263



AWRUSA.com/FortWayne

Monthly Program Cost

Water and Sewer Line Protection Program \$10.98***

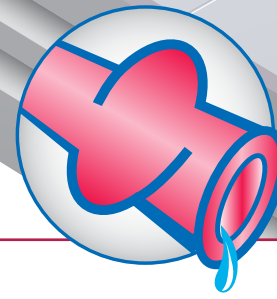
Water Line Protection Program Only..... \$3.99***

Sewer Line Protection Program Only..... \$7.49



**Water Service Line Break?
Water Line Protection Program**

Unlimited service calls for protected homeowners



**Sewer Service Line Clogs or Blockages?
Sewer Line Protection Program**

Unlimited service calls for protected homeowners

**Our commitment:
Peace of mind protection for you**



Over the years, AWR has provided affordable and convenient water and sewer line protection for over 1.8 million contracts. We are excited to bring this peace of mind to Fort Wayne homeowners.

We pride ourselves on providing prompt, courteous, qualified service with protection that covers what most homeowners' insurance policies don't. All repairs are completed by qualified and local, insured plumbers according to state and local codes. We have a 1-year warranty on all covered repairs and maintain an A+ rating and accreditation with the Better Business Bureau.

We have a track record of success and satisfaction when it comes to helping homeowners like you with protection programs. We invite you to go online to AWRUSA.com/FortWayne to learn more about who we are and read testimonials from our customers.



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* If you live in a dwelling like a condo, please contact your local homeowners association to determine your responsibilities. Protection does not include a septic tank itself or the components thereof. For complete details and our Program Terms and Conditions, call us toll-free at 1-844-765-7263 or visit AWRUSA.com/FortWayne.

** Water line protection provides up to \$12,500 for covered water service line repairs and up to an additional \$12,500 for covered street and public sidewalk repairs associated with the covered water service line repair. Sewer service line protection provides up to \$12,500 for covered sewer line repairs and up to an additional \$12,500 for covered street and public sidewalk repairs associated with the covered sewer service line repair.

*** This is an introductory offer. At annual renewal following the first year of the program, the monthly cost for the Water Line Protection Program will increase to \$4.49 per month, the Sewer Line Protection Program cost will remain \$7.49, and the monthly cost of both Programs will increase to \$11.98 per month.