



# Protection From The Unexpected

Remove the  
Hassle of Water and  
Sewer Line Repairs



AMERICAN WATER  
RESOURCES®

in Partnership with



Exterior Protection

Exterior Protection & The AWR Protection Process

## Who is American Water Resources?

American Water Resources (AWR) is a subsidiary of American Water and a Better Business Bureau accredited business with an A+ rating. AWR has been in business for more than 17 years and services over 1.8 million customer contracts in 43 states and Washington, D.C.

AWR offers peace of mind to customers by protecting their service lines with protection programs leaving 9 out of 10 customers satisfied. These protection programs will help shield customers from unexpected repair costs, which typically are not covered by homeowners' insurance.

Philadelphia Energy Authority has recently partnered with American Water Resources to offer protection programs that are now available to Philadelphia homeowners. With Programs starting at just \$3.99 a month you too can be protected from the unexpected.

## What are AWR Program Features?



Get help quickly—Customer Service Hotline available 24 hours a day, 365 days a year.



Avoid the hassle of searching for a contractor, getting permits and handling inspections. No paperwork is needed.



Enjoy peace of mind knowing professional, local and insured contractors are promptly dispatched.



No annual limit on service visits, and 1-year warranty on covered repairs to be free from defects and workmanship.

## Available Products From AWR



**Water Line  
Protection Program**



**Sewer Line  
Protection Program**



**Water Line & Sewer Line  
Protection Program**

### Attention

If you need language services, or for more information please call 1-844-765-7260.

Si necesita servicios de idiomas, llame al 1-844-765-7260 para obtener ayuda.



**Enroll Today at  
[AWRUSA.com/Philadelphia](http://AWRUSA.com/Philadelphia)**



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## Water Line Protection Program



Enjoy peace of mind knowing you're protected in case of a water line break or leak, which can cost thousands of dollars to repair and is not typically covered by homeowners insurance.

This protection program covers repairs to the water service line for leaks and breaks caused by normal wear and tear. This line is the water pipe running from your home to the main in the street.\*

### Protection Details/ Whats Covered:\*\*

- Obtaining permits
- Excavating
- Equipment
- Tools and expertise
- Repairing the water line
- Backfilling any holes
- Reseeding your yard
- Handling inspections

**Pricing starting as low as \$3.99 per month with UNLIMITED protection for covered repairs and no service fees.**

\*Responsibility may vary.

\*\*Exclusions and limitations apply.

## Sewer Line Protection Program



Based on AWR's experience, sewer lines are 3 times more likely to have problems than water lines, and must be repaired quickly to prevent sewer overflow into your home.

This protection program covers repairs to the sewer line for clogs and blockages caused by normal wear and tear. This line generally runs from the foundation of your home to the sewer main line in the street.\*

### Protection Details/ Whats Covered:\*\*

- Obtaining permits
- Excavating
- Equipment
- Tools and expertise
- Repairing the sewer line
- Backfilling any holes
- Reseeding your yard
- Handling inspections

**Pricing starting as low as \$6.99 per month with UNLIMITED protection for covered repairs and no service fees.**

\*Responsibility may vary.

\*\*Exclusions and limitations apply.

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# Water Line & Sewer Line Protection Program



Water and sewer lines can cost thousands of dollars to repair, the cost of which sometimes exceeds typical warranty coverage levels, which is why unlimited protection is a great value. Whether it's 100 or 1,000 feet of line no matter the costs, you get unlimited coverage for covered repairs.

## Protection Details/ Whats Covered:\*\*

- Obtaining permits
- Excavating
- Equipment
- Tools and expertise
- Repairing the water line
- Repairing the sewer line
- Backfilling any holes
- Reseeding your yard
- Handling inspections

**Pricing starting as low as \$7.98 per month with UNLIMITED protection for covered repairs and no service fees.**

\*Responsibility may vary.

\*\*Exclusions and limitations apply.

## The AWR Protection Process

1



Sign Up

**Enroll today and get protection from home system repairs that may drain your bank account.**

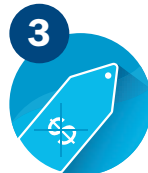
2



Remain Calm

**We offer 24/7 support. So if you have a service line problem, even if it's at 2am, just breathe. And call us.**

3



Sit Back

**Unlimited protection for covered repairs, unlimited service calls and no deductibles. And there's a 1 year warranty on all covered repairs.**

**For More Information On Our Programs Visit  
[www.awrusa.com/Philadelphia](http://www.awrusa.com/Philadelphia)**



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Made available through the Philadelphia Energy Authority  
with leadership from Councilman (At-Large) Derek Green  
and Philadelphia City Council



**ATTENTION: If you need language services  
please call 1-844-765-7260 for assistance.**

**Spanish:** Si necesita servicios de idiomas, llame al 1-844-765-7260 para obtener ayuda.

**Korean:** 주의 : 언어 서비스가 필요한 경우 1-844-765-7260 로 전화하여 도움을 받으십시오.

**Mandarin:** 如果您需要 言服, 致1-844-765-7260 求帮助。

**Vietnamese:** Nếu bạn cần dịch vụ ngôn ngữ, vui lòng gọi 1-844-765-7260 để được hỗ trợ.

**Russian:** Если вам нужны языковые услуги, позвоните по телефону 1-844-765-7260.