

IMPORTANT DOCUMENTS ENCLOSED

POSTMASTER: Please Deliver Between Month 00 And Month 00, 2014.

American Water Resources  
1410 Discovery Parkway  
Alton, IL 62002-0577

FIRST STD. U.S. POSTAGE  
**PAID**  
AMERICAN WATER RESOURCES  
62002

**SECURE PACKAGE DELIVERY**

SHIP TO:  
**SAMPLE A. SAMPLE  
123 ANY STREET  
ANYTOWN, US 12345-6789**

DELIVERY ZIP:  
|410511|P



1410 Discovery Pkwy, Alton, IL 62002-0577

To: **Sample A. Sample**  
Status: **UNPROTECTED**  
Re.: **Water Lines on Property Defined as  
000 Main Street**

**Notification:**  
We are contacting you concerning your responsibilities for the water line running through your property. Your prompt action can reduce or eliminate your exposure to emergency repair expenses.

**Sample A. Sample:**

As the owner of record of the property at 000 Main Street, Anytown, IL 00000, it is your obligation to pay for all repairs of water line on your property\*\*.

**THESE RESPONSIBILITIES INCLUDE,**

- Locating a licensed contractor
- Ensuring that the repairs are performed to code and in a timely manner
- Paying for the repairs

**NOTE:** The costs associated with such repairs are typically NOT covered by homeowner's insurance, and can easily cost thousands of dollars.

Leaks and breaks to underground water lines can occur at any time, usually without warning, and are often the result of normal wear and tear, not extraordinary events.

That is why American Water Resources, a subsidiary of American Water, is offering the Water Line Protection Program.

**FOR \$5 A MONTH\*, YOU CAN PROTECT YOURSELF FROM THOUSANDS OF DOLLARS IN REPAIR BILLS...AND ALL THE HEADACHES OF GETTING THE REPAIRS DONE.**

If the water line on your property bursts, would you even know who to call? Most people wouldn't. You need someone you can call immediately even if it's the middle of the night. Water line repairs can include site restorations, as well as repairs to the line itself.

But with American Water Resource's Water Line Protection Program, you'll have one number to call 24 hours a day, 365 days a year. One number to call to take care of everything. One number to call to make the repairs at no cost to you.\*

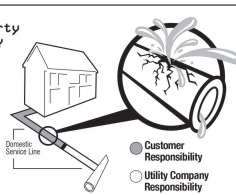
**\*\*\*\*\*PROTECT YOURSELF WITH THE WATER LINE PROTECTION PROGRAM. IT'S LESS THAN 20¢ A DAY FOR PRICELESS PEACE-OF-MIND.\*\*\*\*\***

Keep in mind that Water Line Protection is about much more than covering repair costs. Yes, it's a relief to know you won't suddenly get hit by huge emergency repair bills. But it's an even bigger relief to know you have someone to call and someone who will respond to your emergency any time of day or night, any day of the year. Call now 1-866-315-4472 to start your protection, or return the enclosed Acceptance Form today.

... a qualified contractor, or a holiday, that the repairs are done right that your property will be restored pairs, up to thousands of dollars. ... number day or night, l be professionally done. restoration: ng and reseeding. obthing, up to the coverage limit.\*

**Your Property ARE LEGALLY REPAIRS.**

ram  
ered  
pair\* **\$0**



Program's limit of protection. In such cases, homeowners must pay the difference between the program's limit of protection. Typical water line ownership extends from the property line to the centerline of a dwelling like a condo, please contact your local homeowners association for more information.

Program, please go to [www.awr.us.com/termsandconditions](http://www.awr.us.com/termsandconditions)

**BY DATE INDICATED ON ACCEPTANCE FORM\*\*\*\*\***  
return enclosed Acceptance Form,  
1-866-315-4472, or visit [www.awrenrollment.com](http://www.awrenrollment.com)

IL0511P

**OFFICIAL ACCEPTANCE FORM**  
COMPLETE AND RETURN THIS FORM IN POSTAGE-PAID ENVELOPE PROVIDED.

RESPONSE REQUESTED BY:  
**Nov. 30, 2014**

**AMERICAN WATER RESOURCES**

HOMEOWNER NAME: **SAMPLE A. SAMPLE**  
SERVICE ADDRESS: **123 ANY STREET,  
ANYTOWN, US 12345**

PHONE (REQUIRED): \_\_\_\_\_  
EMAIL: \_\_\_\_\_

**WATER LINE PROTECTION PROGRAM**  
REFERENCE NUMBER: **999999999999999**  
MONTHLY FEE: **\$5.00**  
COVERAGE AMOUNT: **\$5,000**  
REPAIR CALLS: **UNLIMITED**

MONTHLY PAYMENT	ANNUAL PAYMENT
<input type="checkbox"/> <b>EASY PAY BY CREDIT CARD:</b> I authorize American Water Resources, Inc. (AWR) to charge \$5.00 for the first and all subsequent months to the credit card listed below. This authorization will remain in effect until I notify AWR of a change or cancellation.	<input type="checkbox"/> <b>CREDIT CARD ANNUAL PAY:</b> I authorize American Water Resources, Inc. (AWR) to charge the annual amount of \$60.00 to my credit card in accordance with the Terms and Conditions of this program. This authorization will remain in effect until I notify AWR of a change or cancellation.
<input type="checkbox"/> VISA® <input type="checkbox"/> MasterCard® <input type="checkbox"/> Discover® Expiration: _____	<input type="checkbox"/> VISA® <input type="checkbox"/> MasterCard® <input type="checkbox"/> Discover® Expiration: _____
<input type="checkbox"/> <b>EASY PAY CHECK/DIRECT DEBIT:</b> I've enclosed check#_____ for \$5.00 made payable to American Water Resources, Inc. (AWR). I authorize AWR and my financial institution to debit all subsequent monthly charges from the account provided in accordance with the Terms and Conditions of this program. Please see Easy Pay Direct Debit Terms of Authorization on the reverse. This authorization will remain in effect until I notify AWR of a change or cancellation.	<input type="checkbox"/> <b>CHECK ONE-TIME PAY:</b> I've enclosed check#_____ or a money order in the amount of \$60.00 made payable to American Water Resources, Inc.

You can obtain a copy of the Terms and Conditions of the Program at [www.awr.us.com/termsandconditions](http://www.awr.us.com/termsandconditions) or by calling 1-866-315-4472. By signing this form you acknowledge that you reviewed and agree to the Water Line Protection Program terms and conditions. A copy of the Terms and Conditions will be sent to your mailing address within approximately 3 weeks of our receipt of your enrollment. Coverage begins 30 days after your enrollment form is processed by American Water Resources, Inc. (AWR), and you can cancel at any time. Further, if you have selected the Credit Card payment method, your signature below serves to authorize AWR to charge the amount to the credit card you have provided. By providing AWR your e-mail address, you agree to receive e-mail from AWR including account updates and other information about AWR programs. This authorization from being collected by AWR via e-mail, contact us at 1-866-315-4472 or [enrollment@awr.us.com](mailto:enrollment@awr.us.com).

**SIGNATURE**  
**X**

**Sample A. Sample  
Confirmation Response Code:**  
999999999999999LWLP060

**PLEASE COMPLETE THIS FORM. DETACH IT AND MAIL THIS PORTION WITH PAYMENT.**

**CALL TOLL-FREE 1-866-315-4472 OR VISIT WWW.AWRENROLLMENT.COM**

**PLEASE COMPLETE THIS FORM, DETACH IT AND MAIL TODAY.**

**RECEIPT**  
KEEP THIS PORTION FOR YOUR RECORDS.

**AMERICAN WATER RESOURCES**

HOMEOWNER NAME: **SAMPLE A. SAMPLE**  
SERVICE ADDRESS: **123 ANY STREET,  
ANYTOWN, US 12345**

**For Customer Service**  
Call toll-free 1-866-315-4472

**PAYMENT METHOD:**  
 CREDIT CARD  CHECK # \_\_\_\_\_  
 OTHER \_\_\_\_\_

**ACCEPTANCE FORM SENT/CALL MADE ON:** \_\_\_\_/\_\_\_\_/\_\_\_\_

**THE BENEFITS OF YOUR PROTECTION PROGRAM ARE LISTED ON THE BACK FOR YOUR RECORDS.**

**WATER LINE PROTECTION PROGRAM**  
REFERENCE NUMBER: **999999999999999**  
MONTHLY FEE: **\$5.00**  
COVERAGE AMOUNT: **\$5,000**  
REPAIR CALLS: **UNLIMITED**

**Sample A. Sample  
Confirmation Response Code:**  
999999999999999LWLP060

**DISCLAIMER:** THE PREAUTHORIZED TRANSFER PAYMENT PROGRAM IS PROVIDED ON AN "AS IS" BASIS WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, AND AWR DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED. **LIMITATION OF LIABILITY:** IN NO EVENT SHALL AWR OR ITS OFFICERS, DIRECTORS, SHAREHOLDERS OR EMPLOYEES BE LIABLE FOR ANY DIRECT, INDIRECT, SPECIAL, OR CONSEQUENTIAL DAMAGES, OR ANY OTHER DAMAGES OF ANY KIND WHETHER IN CONTRACT, TORT (INCLUDING BUT NOT LIMITED TO NEGLIGENCE), OR OTHERWISE, ARISING OUT OF OR IN ANY WAY CONNECTED TO THE PROGRAM. **FOR IMMEDIATE ASSISTANCE: CALL TOLL-FREE 1-866-315-4472, OR VISIT WWW.AWRENROLLMENT.COM**

**WATER LINE PROTECTION PROGRAM SOLICITATION**

**QUESTIONS ABOUT THIS PROGRAM**

at runs from the home to the water main in the street. Typical water to the home.

for leaks or breaks that result from normal wear and tear. Repairs will be made at the discretion of American Water Resources.

ity of American Water, the largest investor-owned water and wastewater utility in the United States.

blem? care of everything, including getting a qualified contractor to your property.

for repairs before my coverage starts? re fully covered up to \$5,000.

as care of everything from the moment you call the 24-hour emergency service line.

you will be sent a confirmation package with the terms and conditions of your enrollment date to cancel and receive a full refund.

urs a day, 7 days a week, 365 days a year including holidays. It will be dispatched to your property as soon as possible. All work is done by licensed and bonded contractors who provide basic site restoration, clean up, and site protection. Coverage is subject to the terms, conditions, coverages, and exclusions set forth in the Water Line Protection Program. Coverage limit from the very first dollar of repair costs. There are no deductibles or co-payments. Coverage includes repairs to the water line, whether above or below ground. Coverage does not include repairs to the sewer line, sump pump, or other plumbing fixtures. Coverage is not available for properties with multiple water lines.

**FOR IMMEDIATE ASSISTANCE:**

**CALL TOLL-FREE 1-866-315-4472, OR VISIT WWW.AWRENROLLMENT.COM**

PLEASE DETACH AND RETURN IN THE REPLY ENVELOPE PROVIDED. THANK YOU.

DETACH AND KEEP THIS PORTION FOR YOUR RECORDS.