

# AMERICAN WATER RESOURCES

## DIRECT MAIL

★ AMERICAN WATER RESOURCES  
1025 Laurel Oak Road, Voorhees, NJ 08043

POSTED  
U.S. POSTAGE  
PAID  
AMERICAN WATER RESOURCES  
6202

★ AMERICAN WATER RESOURCES  
1025 Laurel Oak Road, Voorhees, NJ 08043

Sample A. Sample  
123 Any Street  
Anytown, US 12345-6789

**A Broken Furnace Or  
Air Conditioner Can Be  
Expensive To Repair, And Leave  
You And Your Family  
Uncomfortable Until It's Fixed.**

Keep Your Home Comfortable All Year Round, Sample A. Sample  
With Help From America's Premier Name In Home Protection.  
**The Heating & Cooling System Repair Program From American Water Resources.**

Sample A. Sample:

Homeowners throughout <State Name> count on America Water Resources to be there when troublesome and expensive home repairs are needed. And now you can have this reassurance with our NEW Heating & Cooling System Repair Program. It takes away the hassles of furnace and air conditioning problems.

You can count on these programs to remove the worry when your furnace suddenly won't ignite, or your air conditioner suddenly won't cool. As a subsidiary of the country's largest publicly-traded water and wastewater company, and with an A+ rating from the BBB, we have an established national network of contractors to fix your heating and cooling repairs and to assure you the very best customer service.

Our programs take care of everything for you. Should your covered systems need to be repaired, just call our Service Hotline, 24 hours a day, 365 days a year. Then...

- A local, insured contractor is dispatched to your home
- We eliminate the worry over who to call and what you'll be charged
- We handle your bill for covered repairs up to \$1,750\*
- There are no claim forms to fill out
- Our team is available weekends and holidays to get your home comfortable again
- All covered repairs have a one year warranty

Protect yourself for the low price of just \$19.99 per month.†

American Water Resources is committed to customer satisfaction and wants you to understand these programs are for heating and cooling repairs. You should still perform standard maintenance on your systems. Just call 1-855-705-8434, visit us online at [AWRUSA.com/heatingandcooling](http://AWRUSA.com/heatingandcooling), or return the attached Program Acceptance Form.

Visit Us Online  
[AWRUSA.com/heatingandcooling](http://AWRUSA.com/heatingandcooling)

Call Toll-Free  
1-855-705-8434

Complete And Mail  
The Program Acceptance Form

For complete Terms & Conditions of this Program, please go to [AWRUSA.com/termsandconditions](http://AWRUSA.com/termsandconditions).

\* \$1,750 for heating system repairs and \$1,750 for air system repairs per occurrence. All repair work will be performed by independent subcontractors. 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.

† In some states, sales tax applies. Please consult your Program Acceptance Form for the total cost in your state.

A \$50 service fee applies when a contractor is dispatched to your home.

If you have more than one furnace or air conditioner in the same residence, please call 1-855-705-8434 for enrollment information.

### PROGRAM ACCEPTANCE FORM

▲ DETACH HERE BEFORE MAILING ▲

★ AMERICAN WATER RESOURCES

Response Requested By 3/30/14

PROGRAM OPTIONS:  
HEATING & COOLING SYSTEM  
REPAIR PROGRAM

DUE MONTHLY:  \$XX.XX  
PER MONTH/ANNUAL FEE

DUE ANNUALLY:  \$XX.XX  
PER YEAR/ANNUAL FEE

HEATING SYSTEM REPAIR PROGRAM ONLY.....

\$XX.XX  
PER MONTH/ANNUAL FEE

\$XX.XX  
PER YEAR/ANNUAL FEE

COOLING SYSTEM REPAIR PROGRAM ONLY.....

\$XX.XX  
PER MONTH/ANNUAL FEE

\$XX.XX  
PER YEAR/ANNUAL FEE

Sample A. Sample  
Homeowner Name  
123 Service Street  
Service Address  
City State Zip

9999999999  
ID#N  
Service/Location US 12345-6789  
City State Zip

Print Address (please re-verify address by email)

Phone (required) Home Cell

Signature (required)

Date

#### PAYMENT OPTIONS:

PREFER TO PAY BY CREDIT CARD  
American Water Resources, LLC (AWR) will charge the applicable Program fee to your credit card. This authorization will remain in effect until you notify AWR of a change or cancellation.

VISA  MasterCard  Discover  Debit  
Account # \_\_\_\_\_

I WANT TO PAY BY CHECK. I've enclosed check # \_\_\_\_\_ as a money order made payable to American Water Resources, LLC for the applicable Program fee to be bill. In the enclosed postage paid envelope.

AWR will mail a copy of the Terms and Conditions of this Program to you upon receipt of your payment. By signing the Program Acceptance Form, you acknowledge the program's terms and conditions. If you are a current homeowner, you must acknowledge the program's terms and conditions by calling 1-855-705-8434 or by returning the program's terms and conditions to the address below with your authorization letter within approximately 7 weeks of our first bill of enrollment. Please include 20-digit zip and homestead information as provided by American Water Resources, LLC (AWR) and you can cancel at any time. If you are not a current homeowner, you must acknowledge your acceptance by returning AWR to charge the payment amount to the credit card you have provided. All payments will be in US dollars. For more information, see program terms and conditions at [AWRUSA.com/termsandconditions](http://AWRUSA.com/termsandconditions) and our toll-free Service Hotline. Communication may only come from AWR via email, text, or phone at 1-855-705-8434 or [www.AWRUSA.com](http://www.AWRUSA.com).

888 666 666 666 666 666 666 666

### Introducing A New Program To Protect You From Heating And Cooling Repairs.

### Helping America's Homeowners Protect Their Families From Unexpected Repair Costs

Homeowners across the country have received dependable, affordable protection for service line problems with American Water Resources programs.

- A+ rating from the Better Business Bureau
- 93% of customers are highly satisfied
- Protection for over one million service line contracts



Visit Us Online  
[AWRUSA.com/heatingandcooling](http://AWRUSA.com/heatingandcooling)

Call Toll-Free  
1-855-705-8434

Complete And Mail  
The Program Acceptance Form

#### About American Water Resources

AWR has been helping homeowners for over 12 years with valuable protection programs from unexpected repairs. AWR is a subsidiary of American Water, the largest publicly-traded water and wastewater company in the country, which has been serving homeowners for more than 127 years.

American Water Resources takes pride in providing prompt, courteous, qualified service with protection that covers what most homeowners' policies don't. We have a track record of success and satisfaction when it comes to helping homeowners like you protect your largest investment, your home.



### When Problems Occur, You'll Be Protected By American Water Resources.

- Relax With These Benefits:**
- Make one call and we handle everything.
  - The smart way to budget for unexpected repair costs.
  - Guaranteed workmanship by our licensed contractors.
- Protection You Need:**
- It's hard to live in an uncomfortable home.
  - Repairs can be unpredictable.
  - Finding a contractor you can trust is a hassle.

### Heating & Cooling Systems Repair Program:



### Heating And Air Conditioning Issues Can Be Inconvenient.



It Pays To Be Protected By  
The Heating & Cooling System  
Repair Program Offered  
By American Water Resources\*



### Protect Yourself From The Cost Of Repairs On Covered Heating And Cooling System Components.



### Plan Ahead For Unexpected Problems And Enroll Today!

Visit Us Online  
[AWRUSA.com/heatingandcooling](http://AWRUSA.com/heatingandcooling)

Call Toll-Free  
1-855-705-8434

Complete And Mail  
The Program Acceptance Form

For complete Terms & Conditions of this Program, please go to [AWRUSA.com/termsandconditions](http://AWRUSA.com/termsandconditions).

\* \$1,750 for heating system repairs and \$1,750 for air system repairs per occurrence. All repair work will be performed by independent subcontractors. 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.

† In some states, sales tax applies. Please consult your Program Acceptance Form for the total cost in your state.