



FREDERICK COUNTY GOVERNMENT

DIVISION OF UTILITIES & SOLID WASTE MANAGEMENT

NOTICE

The Division of Utilities & Solid Waste Management received a letter (see below) from American Water Resources informing us of an upcoming mailing that pertains to water line service coverage.

This mailing is **NOT** affiliated with or endorsed by the Frederick County Division of Utilities & Solid Waste Management.

If the mailing appears to be a marketing effort for insurance and/or warranty coverage for privately owned (residential) water lines, it is recommended that you contact your homeowner's insurance carrier to see if such coverage is necessary.

If you have any additional questions regarding this matter, please contact the billing office at 301-600-1025.



Of Maryland

1025 Laurel Oak Road
Voorhees, NJ 08043



RE: Notice of Mailing to Frederick Homeowners

1/0/0****AUTO**MIXED AADC 430
Kevin Demosky
Utilities & Solid Waste Management Director
County of Frederick
4520 Metropolitan Ct
Frederick, MD 21704-8364



Dear Kevin Demosky:

We are writing to you as a municipal leader in the Frederick area to inform you of our upcoming mailing and educational efforts.

As you may know, most homeowners are not aware that they are responsible for the water line running through their property. American Water Resources of Maryland will soon send a letter to Frederick residents, informing them of their service line maintenance responsibility. The mailing will explain that: (i) normal wear and tear can cause water line leaks, (ii) homeowners are responsible for making the necessary repairs, and (iii) repairs can cost thousands of dollars. The Water Line Protection Program offered by American Water Resources of Maryland provides homeowners with an optional means to affordably protect themselves from the expense and aggravation of service line repairs.

Please be assured that this letter explains that our programs are offered by American Water Resources of Maryland and that we are independent of Frederick.

Based on our research, it is our understanding that service line maintenance responsibility extends from the home to the meter in Frederick. We pride ourselves on accurately educating homeowners, so please let us know if this is not the situation.

In case Frederick homeowners have questions about American Water Resources of Maryland, below is a list of key information:

- American Water Resources is a subsidiary of American Water, the largest publicly traded water company in the country, which has served homeowners for over 126 years.
- Servicing nearly one million customer contracts nationwide.
- We are an A+ rated member of the Better Business Bureau.
- American Water Resources will only use licensed, Frederick area contractors for repairs.
- We have been selected by the New York City Water Board as their official service line protection provider.
- 93% of our customers are very satisfied with the overall value of our program.

In addition, Frederick can partner with American Water Resources to jointly educate homeowners in your area about their service line responsibilities and programs available to protect them from any unexpected service line repair bills. If your city is interested in partnering with us and receiving a share of the revenue, we would provide you with a turn-key program that requires minimal effort by your city.

For additional information about AWR, our programs, or how to partner and create a new revenue stream, please visit www.AWRUSA.com/info, contact me at BarbaraB@amwater.com or 856-359-2794.

Respectfully,

Barbara Boyarsky
Vice President and General Manager
American Water Resources of Maryland
1025 Laurel Oak Road, Voorhees, NJ 08043
856-359-2794