



## News Release

The attached informational item is from American Water Resources and was recently received by the City of Dayton. It is felt that this subject is deserving of comment.

The information and subsequent mailings that have been or may be sent to the citizens of Dayton may appear to have some official validity due to the formatting of the information. However, this is a solicitation to purchase insurance on private utility service lines (IE lines such as the water line from the meter to the house). The City of Dayton has no affiliation with American Water Resource and does not endorse the products and/or services offered by the company. Citizens should understand that contact from American Water Resources is nothing more than a solicitation to purchase a service. Due to the nature of this solicitation, citizens are urged to exercise prudent judgment when considering a purchase of the product being offered by this company.

David Douglas, City Manager

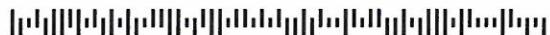
Dated: December 20, 2013



**of Texas**

1025 Laurel Oak Road  
Voorhees, NJ 08043

\*\*\*\*\*MIXED AADC 080  
David Douglas, City Manager  
Dayton, City of  
117 cook street  
Dayton, TX 77535-2605



December 6, 2013

**RE: Notice of Mailing to Dayton Homeowners**

Dear David Douglas:

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

As you may know, most Dayton homeowners are not aware that they are responsible for the water line running through their property. American Water Resources of Texas will soon send a letter to Dayton 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 Texas 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 Texas and that we are independent of Dayton.**

**In case Dayton homeowners have questions about American Water Resources of Texas, below is a list of key information:**

- American Water Resources of Texas is a subsidiary of American Water, which has served homeowners for over 127 years.
- Servicing over one million customer contracts nationwide.
- American Water Resources of Texas will only use licensed, Dayton area contractors for repairs.
- We have been selected by the New York City Water Board as their official service line protection provider.
- Over 90% of our customers are very satisfied with the overall value of our program.

In addition, Dayton 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 licensing fee, 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.AWRofTX.com/info](http://www.AWRofTX.com/info), contact me at [BarbaraB@amwater.com](mailto:BarbaraB@amwater.com) or 856-359-2794.

Respectfully,

Barbara Boyarsky  
Vice President and General Manager  
American Water Resources of Texas  
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856-359-2794