



American Water Resources and the Philadelphia Energy Authority Launch Service Line Protection Partnership for City Homeowners

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PHILADELPHIA--(BUSINESS WIRE)--Oct. 30, 2018--

[American Water](#) (NYSE:AWK), the nation's largest publicly traded water and wastewater utility company, announced today that its subsidiary, American Water Resources, has been selected by the Philadelphia Energy Authority as a partner in delivering optional water and sewer line protection services to homeowners across the Philadelphia area.

The partnership gives the 475,000 eligible Philadelphia homeowners served by the Philadelphia Water Department the opportunity to purchase protection plans, at low prices secured by the Philadelphia Energy Authority, for the service lines that extend from city water and sewer mains to a homeowner's residence.

"Many Philadelphia homeowners don't realize that they are responsible for their water and sewer service lines between their homes and the main. They are far too often faced with the burden of unexpected – and unaffordable – service line repair and maintenance costs," said Emily Schapira, executive director, Philadelphia Energy Authority (PEA). "Through the leadership of Councilman Green and other members of City Council, we are proud to roll out this new program that will both provide a low-cost option to shield homeowners from expensive repairs and contribute to energy saving measures on behalf of the Water Department."

The partnership with the Philadelphia Energy Authority was the result of a competitive selection process aimed at providing homeowners with low monthly program fees, timely repairs, high quality service and no dollar limit on covered claims.

"Homeowners across the city, from South Philadelphia to the Far Northeast, are susceptible to service line problems from normal wear and tear that are not typically covered by homeowners insurance," said Eric Palm, President, American Water Resources. "We are proud to be selected by the Philadelphia Energy Authority to provide service line protection plans and we look forward to offering Philadelphia Water Department customers the best in support and service, when a claim arises."

Together, both the Philadelphia Energy Authority and American Water Resources will educate homeowners on their responsibilities for the water and sewer lines that connect to their property. American Water Resources will establish a local contractor network with at least sixty percent of all claim services performed by minority, women and/or disabled business enterprises. Program enrollees will receive 24-hour support via a toll-free hotline dedicated to Philadelphia homeowners, and a one-year warranty on all covered repairs, with no forms to submit and no deductibles. The company already services 400,000 customer contracts across the state of Pennsylvania.

"Our partnership with the Philadelphia Energy Authority is uniquely special to us and offers both of our organizations an opportunity to assist city homeowners. Besides being an incredibly beautiful, historic and vibrant city, Philadelphia is part of our 'neighborhood' as we have relocated our corporate headquarters to Camden and our people live here in the city and in surrounding communities," said American Water President and CEO Susan Story.

Details about American Water Resources' water line and sewer line protection programs will be arriving to eligible homeowners the week of Oct. 30. Information is also available by calling (844) 765-7260 or visiting AWRUSA.com/Philadelphia.

About Philadelphia Energy Authority

PEA is an independent municipal authority focused on issues of energy affordability and sustainability for Philadelphia. In early 2016, in partnership with City Council President Darrell Clarke, PEA launched the Philadelphia Energy Campaign, a \$1 billion, 10-year investment in energy efficiency and clean energy projects in 4 sectors: city buildings, public schools, low- and moderate-income housing, and small businesses. PEA believes that energy is an important vehicle for reducing poverty, improving education, strengthening communities and leveraging public investment.

About American Water Resources

American Water Resources offers service line protection programs to homeowners in 43 states and Washington, D.C., and currently services more than 1.8 million contracts. The company has been providing protection programs for more than 17 years. More than nine out of 10 customers are satisfied and the company holds an A+ rating from the Better Business Bureau. American Water Resources also provides its Protection Programs to homeowners through municipal partnerships with the New York City Department of Environmental Protection, Orlando Utilities Commission, Nashville Metro Water Services and others.

American Water Resources is part of American Water Enterprises, a market-based subsidiary of American Water. For more information, visit the American Water Resources website at <https://awrusa.com>.

With a history dating back to 1886, American Water is the largest and most geographically diverse U.S. publicly traded water and wastewater utility company. The company employs more than 7,100 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to over 14 million people in 45 states and Ontario, Canada. American Water provides safe, clean, affordable and reliable water services to our customers to make sure we keep their lives flowing. For more information, visit amwater.com and follow American Water on [Twitter](#), [Facebook](#) and [LinkedIn](#).

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