



American Water Resources Insurance Services Offers Voluntary Water Line and Sewer Line Protection Program for San Francisco Homeowners

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San Francisco Public Utilities Commission selects American Water Resources Insurance Services for quality, affordability, and reliability

CAMDEN, N.J.--(BUSINESS WIRE)--Jan. 6, 2020-- American Water (NYSE: AWK), the nation's largest publicly traded water and wastewater utility company, announced today that its subsidiary, [American Water Resources](#), LLC dba American Water Resources Insurance Services (AWRIS) in California, has been selected by the San Francisco Public Utilities Commission (SFPUC) after a competitive bidding process to offer optional water line and sewer line protection services to homeowners across the City and County of San Francisco.

This arrangement provides over 100,000 eligible San Francisco homeowners, served by the SFPUC, the opportunity to purchase optional protection plans at low prices for the water line that runs from a residential property to the connection with the water meter and sewer line that runs from the residential property to the sewer main.

"Our priority is to ensure that the SFPUC's water and sewer systems are working properly to protect the public health and the environment," said Harlan Kelley, Jr., General Manager of the SFPUC. "We support programs that help homeowners ensure their property's water and sewer lines that connect their home to our system are in good condition."

The competitive selection process was developed by the SFPUC to provide homeowners with low monthly program fees, timely repairs, high-quality service and no dollar limit on covered claims.

"San Francisco homeowners, from the Sunset to North Beach to Portola, can face water and sewer service line problems, including normal wear and tear, which are often not covered by standard homeowner's insurance," said Eric Palm, President, American Water Resources. "These problems can lead to significant, unplanned costs, which is why we are proud to be working with the SFPUC to provide affordable service line protection programs to homeowners that offer peace of mind and come with top-of-the-line customer service."

Beginning today, together, the SFPUC and AWRIS will educate San Franciscans on the responsibilities homeowners have for the water and sewer lines that connect their properties to the water and sewer infrastructure. Program enrollees will receive 24-hour support via a toll-free hotline, a three-year warranty on all covered repairs and no service fees. The company already services nearly two million customer contracts across the country.

"San Francisco is an economic and cultural hub, and we are excited by this opportunity to not only expand our footprint in California, but work in coordination with the San Francisco Public Utilities Commission in protecting city homeowners from the headache of service line repairs," said American Water President and CEO Susan Story.

Details about the Water Line and Sewer Line Protection Program offered by American Water Resources Insurance Services will be arriving in eligible homeowners' mailboxes the week of January 30. Information is also available by calling 1-844-765-7262 or visiting AWRUSA.com/SanFrancisco.

About American Water Resources

American Water Resources, LLC (AWR), a market-based subsidiary of American Water, conducts business in California as American Water Resources Insurance Services. Optional protection programs are administered by American Water Resources Insurance Services and provided by Virginia Surety Company, Inc. Exclusions and limitations apply. See Terms and Conditions for details.

AWR offers service line protection programs to homeowners in 43 states and Washington, D.C., and currently services nearly 2 million contracts. The company has been providing protection programs for more than 19 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, Philadelphia Energy Authority, Orlando Utilities Commission, Nashville Metro Water Services and others. For more information, visit the American Water Resources website at AWRUSA.com.

About the San Francisco Public Utilities Commission

San Francisco Public Utilities Commission provides retail drinking water & wastewater services to the City of San Francisco, wholesale water to three Bay Area counties, green hydroelectric & solar power to Hetch Hetchy electricity customers, and power to the residents & businesses of San Francisco through the CleanPowerSF program. The SFPUC is comprised of three essential 24/7 service utilities: Water, Wastewater and Power. These functions are supported by the Business Services, Infrastructure and External Affairs bureaus. Headquartered at 525 Golden Gate Avenue in San Francisco, the SFPUC has about 2,300 employees working in seven counties with a combined annual operating budget of over \$1 billion. SFPUC's mission is to provide their customers with high quality, efficient and reliable water, power, and sewer services in a manner that is inclusive of environmental and community interests, and that sustains the resources entrusted to its care.

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Source: American Water

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