

WATER AND SEWER LATERAL LINE PROTECTION PROGRAM

FREQUENTLY ASKED QUESTIONS

WHO IS AWR?

To assist homeowners with the expenses that can occur when their water and sewer lines leak, break or clog, the SFPUC sought a low-cost warranty solution for property owners. The city went to bid and negotiated with AWR for the best insurance offering possible. American Water Resources is offering water and sewer coverage to the residents of San Francisco to assist with the costly expense of repairing these lines. If you have more questions, please call 1-844-765-7262 Opt. 2 for customer service to learn more about the programs.

GENERAL

I got this letter from AWR with the SFPUC logo and reference to it, and wondering if it is legitimate?

- a. Yes, this is legitimate. The SFPUC selected American Water Resources (AWR) as the highest-ranking company, to offer optional water and sewer line insurance programs for San Francisco homeowners. We have a webpage for this at sfwater.org/ProtectYourPipes, with a direct link for AWR's website at www.awrsusa.com/SanFrancisco. You can also call them at 1-844-765-7262 Opt. 2 for Customer Service.

Did you give my contact information to AWR? The AWR letter wasn't addressed to the correct person as the homeowner.

- a. SFPUC does not release customer information. AWR acquired a list of customers in San Francisco from a 3rd party vendor with a set of postcards and enrollment letters sent to this list of customers.

What types of programs are being offered?

- a. At this time the programs being offered by AWR to San Francisco residents are Water and Sewer Line protection programs. I would be happy to transfer you to American Water Resources for more information. In case we get disconnected, the phone number is 1-844-765-7262 Opt. 2 for Customer Service

I do not wish to receive any more mailers; how do I stop receiving these mailers?

- a. I would be happy to transfer you to American Water Resources. In case we get disconnected, the phone number is 1-844-765-7262 Opt. 2 for Customer Service.

CLAIMS

I'm experiencing a backup at my home and need to file a claim. What should I do?

- a. I would be happy to transfer you to American Water Resources. In case we get disconnected, the phone number is 1-844-765-7262 Opt. 1 for Claims Department. They will be able to assist you with your issue.

I have one or more Service Line Protection Programs from AWR. I need to file a claim. What should I do?

- a. I would be happy to transfer you to American Water Resources. In case we get disconnected, the phone number is 1-844-765-7262 Opt. 1 for Claims Department. They will be able to assist you further.

I have an ongoing claim with American Water Resources...

- a. I would be happy to transfer you to American Water Resources. In case we get disconnected, the phone number is 1-844-765-7262 Opt. 1 for Claims Department. They will be able to assist you further.

BILLING

I have Service Line Protection with American Water Resources and have a question about my bill. What should I do?

- a. I would be happy to transfer you to American Water Resources. In case we get disconnected, the phone number is 1-844-765-7262 Opt. 3 for Billing Department..