WATER LINE INFORMATION
FOR: Cambridge Homeowners
ADDRESS: 410 Terrace St
ESTIMATED HOME AGE: 49 Years Old

AMERICAN WATER RESOURCES®
An Oncourse® Company



For Homeowner

001DS-3424222 314-10408-1 **********AUTO**SCH 5-DIGIT 53590
MICHAEL CHAMPAGNE
410 TERRACE ST
CAMBRIDGE WI 53523-9488

WATER LINE RESPONSIBILITY INFORMATION

Michael Champagne, as the property owner at 410 Terrace St, you should know that the exterior water service line that runs from your property line to your house likely belongs to you. You may be responsible for the cost of repairs in the event of leakage or a break in this line.*

As your home's exterior water service line ages, you still rely on it to bring fresh water to your home from the utility's water main. Unless your home's water service line has been replaced, it likely is the same line that was installed at the time your home was built.

Water pipe materials can vary depending on the region where you live and when the pipe was installed — your line could be made of plastic, copper, galvanized steel, cast iron, clay, or lead. Regardless of the type of material, aging pipes can break down. This may result in costly repairs that would be the homeowner's responsibility, which is why we're reaching out to you today.

American Water Resources (AWR) is making homeowners in Cambridge, WI aware of their responsibility in the event that their exterior water service line fails. While local ordinances vary, your water utility and the municipality of Cambridge are likely not responsible for maintaining and/or repairing this line. **Standard homeowners' insurance policies typically do not cover repairs to water service lines.** Instead, finding and paying for a repair provider to service your home's exterior water service line in the event it fails is likely your responsibility as the homeowner. There's good news, though. The optional **Water Line Protection Program** covers exterior water service line repairs for only **$3.49 per month.†**

Exterior water service line breakdowns can be caused by normal wear and tear, like: aging, ground shifts due to changing weather conditions, and vegetation. Because this line is buried underground and typically not inspected, it's almost impossible to know when or how a breakdown might occur.

Information continued on the other side >

If you have already enrolled in the Water Line Protection Program, please disregard this notice.

Please see reverse for important program information.

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BBB ACCREDITED BUSINESS

If your water service line requires repair, it could cost you thousands of dollars. To help you avoid this type of unexpected bill, AWR is offering the **Water Line Protection Program,** which includes protection **up to $7,500** per occurrence for covered water line repairs, and **up to $7,500** per occurrence for street and public sidewalk repairs necessitated by covered water line repairs.** Program services are performed by authorized, locally based contractors. **If AWR covers a repair to a broken or leaking water line that is comprised of lead, the lead pipe will be replaced.** The Water Line Protection Program also includes reimbursement of **up to $1,500** for reasonable hotel accommodations and **up to $500** for boarding of house pets if necessitated by covered repairs.

AWR's **Water Line Protection Program** helps you protect yourself against potentially significant repair bills. For just **$3.49 per month,**† AWR will help you avoid the unexpected repair costs of covered repairs, so you can enjoy greater peace of mind as a homeowner.

Take action to help protect your lines at 410 Terrace St.

THREE EASY WAYS TO ENROLL TODAY

1) **Call AWR at 833-367-9716**
2) **Visit AWRUSA.com/SignUp**
3) **Complete and return the enclosed form**

For fastest processing, scan the QR Code

Typical cost to replace a water service line: **$3,773††**

With the Water Line Protection Program coverage, this repair could cost you: $0.00**

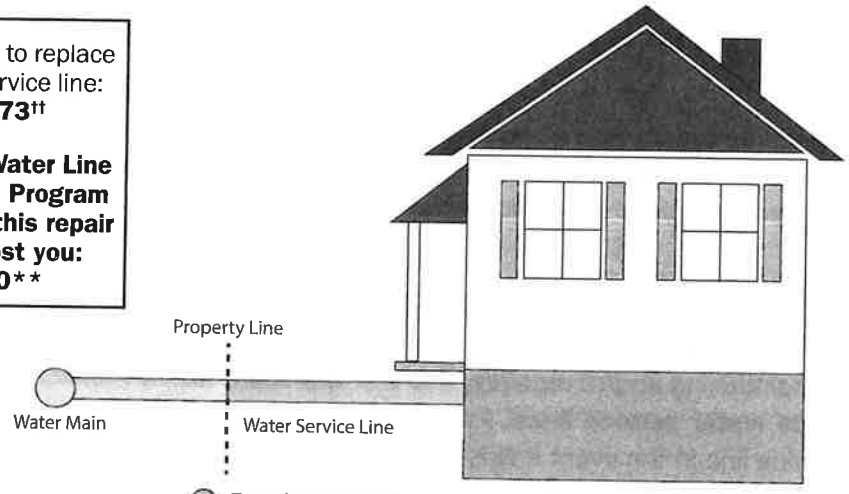


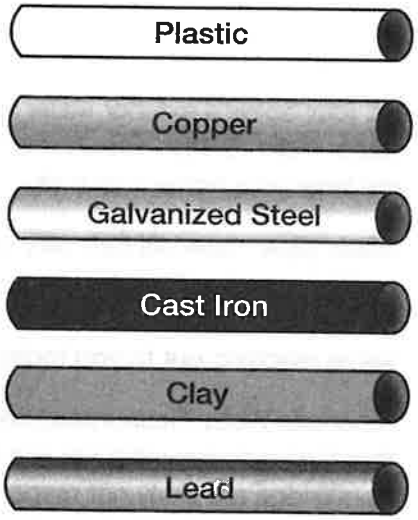
Diagram for illustrative purposes only. Homeowner's responsibility may vary.

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Here are just a few of the benefits you will receive with the Water Line Protection Program.

- **Generous coverage limits**
- **Excellent customer service**
- **24/7 phone support —** Agents are available around the clock

Common types of pipe material:



Water Line Protection Program coverage is not restricted by age of pipe material comprising your service line, or the age of your home.

IMPORTANT PROGRAM INFORMATION

Exclusions and limitations apply. Please review the Terms & Conditions at AWRUSA.com/SignUp or call 833-367-9716. ***Asistencia en Español disponible.***

*If you live in a dwelling like a condo, please contact your local homeowners' association to determine your responsibilities.

**Repair or replacement costs may exceed the Program's coverage limit. In such cases, homeowners must pay any costs above the Program's coverage limit.

†Plus applicable tax.

††Based on national average of American Water Resources' internal claims data from 2024 and 2025. Repair costs vary by region.

This optional program for homeowners is provided by Oncourse Home Solutions, LLC, an independent provider of optional home protection programs. Oncourse Home Solutions is not regulated by state utility commissions. Oncourse Home Solutions programs are administered by American Water Resources, LLC.

To opt-out of future mail solicitations from AWR, visit AWRUSA.com/marketingoptout.

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Frequently Asked Questions

Who is American Water Resources?
American Water Resources (AWR) is one of the nation's leading administrators of optional home protection programs. The programs provide peace of mind for customers by helping protect them from the costs associated with unexpected repairs.

What is a water service line?
A water service line is the pipe that delivers water from the utility main in the street to your home. Homeowners are often responsible for the portion of the water line that runs from their property line to their home. Your responsibilities may vary. If you live in a dwelling like a condominium, contact your homeowners' association to determine your responsibilities.

What is this protection program?
The Water Line Protection Program covers repairs to the water service line for leaks or breaks caused by normal wear and tear. The program is an affordable way for property owners to save on repairs that could potentially cost thousands of dollars.

What does this program include?
The Water Line Protection Program includes protection of up to $7,500 per occurrence for covered water line repairs, and up to $7,500 per occurrence for street and public sidewalk repairs necessitated by covered water line repairs.** If AWR covers a repair to a broken or leaking water line that is comprised of lead, the lead pipe will be replaced.

What if I can't stay in my home because of covered repairs?
The program includes reimbursement of up to $1,500 for reasonable hotel accommodations and up to $500 for boarding of house pets if necessitated by covered repairs.

Is my insurance company responsible for repairs?
Standard homeowners' insurance policies typically do not cover repairs to water service lines. Review your homeowners' insurance policy for additional information.

How soon can I use the program if I enroll?
Your coverage becomes effective, and protection under the program begins, 30 days after AWR processes your enrollment. The first year of enrollment includes a 30 day waiting period and 11 months of repair coverage. **The program does not cover issues occurring before your coverage becomes effective.**

Who would make covered repairs if I need them?
Covered repairs will be made by local, experienced, independent contractors.

How would I make a claim if I need a repair?
If you have a problem that may be covered under your protection program, visit AWRUSA.com/claims. **Do not call your own contractor.** AWR is available 24 hours a day, 7 days a week for you to file a claim.

Is there a service fee if I make a claim?
There is no service fee for repairs under this program.

What happens after I enroll?
Once your enrollment is processed, you will be sent a confirmation of your enrollment with the Terms and Conditions of the program. If you provide an email address, these will be delivered via email. If you decide you no longer want the program, you have 30 days from your enrollment date to cancel and receive a full refund.

How long is the program in effect and does it automatically renew?
The program and price are for a 12-month term that will automatically renew on an annual basis at then-current rates. You can cancel at any time by calling AWR at 833-367-9716.

**Repair or replacement costs may exceed the Program's coverage limit. In such cases, homeowners must pay any costs above the Program's coverage limit.

▼ SIGN, DETACH AND RETURN IN POSTAGE-PAID ENVELOPE ▼

Enrollment Form

AMERICAN WATER RESOURCES, AN ONCOURSE® COMPANY | Corporate Office: 1415 W. Diehl Road, Ste. 270, Naperville, IL 60563

Step 1 Choose your Program and Payment Schedule.

Service Type: *(SELECT ONE)* **Monthly Fee:** **OR** **Annual Fee:**

WATER LINE PROTECTION PROGRAM

☐ **$3.68** ($0.19 WI tax included)

☐ **$44.18** ($2.30 WI tax included)

Step 2 Complete Required Information and Sign Below.

☐ **SIMPLE PAY: I have enclosed a check for my first payment in the monthly or annual amount selected above:** I authorize American Water Resources (AWR) to process my payment as a check transaction or to use the information from my check to make a one-time electronic fund transfer from my checking account. I also authorize AWR to use the information from my check to initiate **recurring electronic transfers** of the Program Fees at the frequency and amount selected above. The Program is based on an annual contract and will **automatically renew for additional annual terms at the then-current rates** until I cancel. I have the option to cancel the Program at any time by calling 833-367-9716. PLEASE MAKE CHECK PAYABLE TO AMERICAN WATER RESOURCES. Money orders are not accepted for monthly program payments.

☐ **MONTHLY OR ANNUAL RECURRING PAYMENT BY CREDIT CARD:** I authorize American Water Resources (AWR) to charge the Program Fees, on a recurring basis, at the frequency and amount selected above, to my credit card listed below. The Program is based on an annual contract and will **automatically renew for additional annual terms at the then-current rates** until I cancel. I have the option to cancel the Program at any time by calling 833-367-9716.

Credit Card #:

Expires: / CVV: (3 or 4 digit security code)

By signing this Enrollment Form, I agree to the Terms and Conditions of the Protection Program.

X

SIGNATURE (REQUIRED TO PROCESS ENROLLMENT) **DATE**

Step 3 Complete all Contact Areas.

PLEASE COMPLETE IN BLOCK CAPITALS AND BLACK/BLUE INK

MICHAEL CHAMPAGNE

Homeowner Name

410 TERRACE ST
CAMBRIDGE, WI 53523-9488

Service Address

Email *(For Confirmation of Enrollment, Terms and Conditions, marketing, and other communications)*

Phone *(Required)* ☐ *Home Phone* ☐ *Cell Phone*

For faster enrollment:

CALL 833-367-9716

or visit AWRUSA.com/SignUp

Exclusions and limitations apply. Access to your Terms and Conditions will be included with your Confirmation Letter and can be obtained at AWRUSA.com/SignUp or by calling 833-367-9716. If you provide an email address above, customer communications will be emailed to you. Protection begins 30 days after we have received and processed your Enrollment Form. Price is for a one-year term. You can cancel at any time by calling 833-367-9716. Protection programs are provided by Oncourse Home Solutions, LLC and administered by American Water Resources, LLC.
To opt-out of future mail solicitations from AWR, visit AWRUSA.com/marketingoptout.

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IMPORTANT INFORMATION ABOUT SIMPLE PAY

What is Simple Pay?

Simple Pay is a paperless and stress-free way to pay for your coverage. Payments are automatically debited from the bank/checking account of your choice as your payment becomes due, at no additional cost.

How do I cancel my recurring payment authorization?

You may cancel your payment authorization by notifying AWR in writing at American Water Resources, Attention: Service Line Protection Administrator, PO Box 4950, Naperville, IL 60567-4950 or by calling 833-367-9716. We will process your cancellation within a reasonable time following receipt of your notice. You may also contact your financial institution at least 3 business days before a scheduled transfer to stop payments under this authorization.

Protect your water service line for just $3.49 per month.†

A water line failure can cause a complete loss of water service to your home. You alone may be responsible for these costly repairs.

Enroll in the Water Line Protection Program from American Water Resources.

†Plus applicable tax.

▼ SIGN, DETACH AND RETURN IN POSTAGE-PAID ENVELOPE ▼

MAIL TO: American Water Resources
PO Box 38093
Philadelphia PA 19101
A postage-paid envelope is included for your convenience.

Administration Use Only:
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