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## **American Water Selected by New York City Water Board to Provide Service Line Protection Programs to Homeowners**

VOORHEES, N.J., August 1, 2012 – American Water (NYSE: AWK), the largest publicly traded U.S. water and wastewater utility company, today announced that its subsidiary, American Water Resources, Inc., has been selected by the New York City Water Board as the official service line protection provider to homeowners. American Water Resources' Water and Sewer Line Protection Programs will be available beginning in the fall of 2012 to an estimated 600,000 homeowners throughout the city's five boroughs, making it the largest municipal partnered water and sewer line protection contract in the U.S.

Designed to protect homeowners from unexpected, costly service line repairs that are caused by normal wear and tear such as tree roots and age of service lines, the Water and Sewer Line Protection Programs provide a solution for repairs that are neither the responsibility of the city's water department, nor covered by typical homeowner's insurance. At no cost to the city and minimal cost to the customer, the experts at American Water Resources fully manage the service line protection programs – from establishing a local contractor network and providing customer service, to educating homeowners about their responsibility to maintain their water and sewer lines.

"It is our privilege to develop a customized protection program for homeowners in New York City," said Sharon Cameron, president of American Water Resources. "This voluntary program gives homeowners the ability to protect themselves from the financial demands and stress that occur when there is a water or sewer line emergency. Everything is handled quickly and efficiently, so there is no worry on the part of the customer."

Those who enroll in the program will receive 24-hour customer support, leading to greater peace of mind at any time service line repair needs might occur. There are no claim forms to submit and there are no deductibles for the homeowner.

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In addition to managing service line protection programs for New York City, American Water Resources also provides its Water Line Protection, Sewer Line Protection, and In-Home Plumbing Emergency Programs to homeowners in 22 states, and currently services nearly 1 million contracts. American Water Resources has been providing service line programs to homeowners for more than ten years and has an A+ rating with the Better Business Bureau.

Homeowners in New York City will receive information about the programs and how to sign up for the protection in the coming months.

Founded in 1886, American Water is the largest publicly traded U.S. water and wastewater utility company. With headquarters in Voorhees, N.J., the company employs approximately 7,000 dedicated professionals who provide drinking water, wastewater and other related services to an estimated 15 million people in more than 30 states and parts of Canada. More information can be found at [www.amwater.com](http://www.amwater.com).

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