



AMERICAN WATER RESOURCES

Our commitment to you

Your enrollment with American Water Resources (AWR) ensures that you receive quality repairs, exceptional customer service, professional plumbers, and peace of mind.

If you have a service line problem:

**Call 1-888-758-8935
or visit AWRUSA.com/Nashville
and click Request A Repair**

- No need to locate your own contractor
- AWR will promptly dispatch a local plumber to your home
- Our customer representatives are available 24/7

Here's what you can expect from AWR:

1. Clear communication

- Representatives assist and keep you informed

A customer representative will help assess your situation and provide you with a claim number for reference. We will arrange for a Nashville-licensed master plumber to contact you to set up a time to perform an on-site inspection, if required. Customer convenience is AWR's priority, so we make certain you are well informed throughout the entire repair process.



2. Professional Nashville-licensed plumbers

- Carry an AWR ID Badge for your safety
- Provide advance notification in case of delay
- Obtain necessary permits and provide hassle-free service

We take care of it all for you. AWR will locate and dispatch a local plumber to your home within 24 hours of your initial call. Upon arrival, the plumber will assess the situation and decide next steps while providing professional, courteous service. Following this assessment, the plumber will obtain any necessary permits. Our Water and Sewer Line Protection Programs provide unlimited protection for all covered repairs caused by normal wear and usage.



3. Quality repairs and clean-up

- Defect-free workmanship and materials
- Hassle-free repairs and clean-up

Don't waste valuable time trying to locate your own contractor. AWR warrants that all covered repairs made by Nashville-licensed plumbers will comply with applicable state and local codes and specifications, and be free from defects in material and workmanship for one year from the date of the repair. Please be prepared to provide the plumber with access to your property.



4. Basic restoration

- Excavation areas refilled and raked
- Reseeding during favorable seasons

AWR will provide basic site restoration including backfilling, raking, and reseeding of the repair area. In the case of winter repairs, reseeding will occur in the spring to ensure more favorable conditions for growth. AWR will contact you to schedule the reseeding.

Public roadways, sidewalks, curbing and driveway aprons are covered under the program and restored to city code. Landscaping, private walkways and driveways are not included in basic restoration.



Reseeded Lawn

5. Timely follow-up

- Courtesy calls to touch base on your repair and ensure your total satisfaction
- Survey to continually improve our customer experience

AWR's commitment is to give you the best possible customer service, and your feedback helps us do this. We will send you a survey a few weeks after your repair is completed. This survey is also available to take online any time at AWRUSA.com/Nashville.



Exclusive service line protection provider of



1-888-758-8935 • AWRUSA.com/Nashville

For complete program details, please refer to the terms and conditions included in your confirmation packet. You may obtain a copy of the terms and conditions at AWRUSA.com/Nashville or by calling toll-free 1-888-758-8935.