

City of Arnold, Missouri

**Work Session
Council Chambers**

**July 14, 2016
7:00 p.m.**

Agenda

1. Water/Sewer Lateral Insurance Program
2. Leinicke Group
2. Adjournment

July 14, 2016

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AMERICAN WATER
RESOURCES



American Water Resources and our parent company American Water are committed to the communities we serve. We have been at the forefront of meeting the unique needs of our partners. We recently assisted the Second Harvest foundation in Nashville and sponsored a tree planting initiative at schools chosen by the Department of Environmental Protection in New York City. The City of Arnold has committed itself to assisting those citizens who need a helping hand and we want to be a part of those efforts. It is these individuals we believe our H2O program can assist the most with a water or sewer line repair.



AWR Provides a Program that assists those most in need.

By partnering with AWR, the City of Arnold can ensure that its residents "*in need*" receive assistance. City of Arnold will determine eligibility for the program and select which citizens will receive these repairs. AWR will create, manage and fund all other aspects of the Help to Others (H2O) Program including customer service, contractor network coordination services and repair services:

- AWR will pay for repairs for needy residents designated by the city up to **TBD annually**
- AWR will provide updates on the status of the program and balance in each monthly report
- AWR will replenish this fund each year of the contract.
- AWR will establish and maintain a network of local, licensed independent plumbing contractors and pay contractors for repairs made under the program
- AWR will warrant all covered repairs for one year

SERVICE LINE PROTECTION PROGRAMS

A proven resource for utility companies and their customers



AMERICAN WATER
RESOURCES®

American Water Resources (AWR) is the leading provider of protection programs designed to help utility customers cover the high cost of service line repairs. Over 15 years we've grown to serve over 1.5 million customer contracts in 43 states.

Solutions with a utility mind-set

As a subsidiary of American Water, the nation's largest investor-owned water and wastewater utility, AWR understands the issues facing utilities as well as the financial burden facing your customers when a service line emergency occurs. To date, AWR has saved homeowners \$175 million.

Most customers are unaware that service line repairs are not covered by homeowners insurance or their local utility. Their first call is often to their local utility. We've created a solution that benefits both sides.

Educate and protect homeowners

By partnering with AWR, you gain a proven, turn-key solution for educating homeowners about their service line responsibilities while offering a solution to offset the aggravation and cost, including:

- Affordable coverage for service line issues not covered by homeowner's insurance — reducing calls to you
- Unlimited claims and service calls with no deductible
- Guaranteed repairs from local, licensed and insured contractor network
- Responsive, bi-lingual customer service 24 hours a day, 7 days a week

Gain valuable benefits with no capital outlay

Our unparalleled industry experience and utility mindset allows us to provide a program that will help you:

- Reduce complaints and increase satisfaction
- Generate incremental revenue to fund other initiatives
- Focus on your business while we manage 100% of the program including marketing, claims and repairs

To learn more about how American Water Resources can help you meet your goals, contact us at:

970-305-1121 or marykay.malcolm@amwater.com

FOR HOMEOWNERS

- Peace-of-mind protection
- Low-cost solutions
- Education-focused programs

FOR UTILITIES

- Increased customer satisfaction
- Incentive program
- No cost to implement, — we manage everything



**97% Customer
Satisfaction
Rating**