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CHARLES HENRY PROPERTIES,
PO BOX 682
NEW YORK NY 10108-0682



RECEIVE A \$50 CREDIT ON YOUR
NYC WATER BOARD BILL[†]

MESSAGE: Service Line Information

Response Requested By: 7/3/2025

RE: Homeowner Service Line Information for 336 E 56th St

You are receiving this letter to advise you of your responsibilities in the event of an unexpected problem with your water or sewer/septic service lines. If you have not replaced your original service lines servicing your home, they may be at risk for water service line leaks or sewer/septic service line clogs.

Most homeowners are not aware that they **may be responsible** for the repair of the water or sewer/septic service lines that run through their property.* If you have a problem related to one of these lines, you may need to locate a reliable contractor and pay for the repairs.

Water and sewer service line repairs are typically not covered by standard homeowners' insurance and can be very complicated to fix. This means that you could be left having to pay a bill costing thousands of dollars for the repair of underground pipes. Unfortunately, this kind of problem can be caused by normal wear and tear and can happen at any time without warning.

Making life easier for New York City homeowners is a priority. **The optional Water and Sewer Service Line Protection Program, offered by American Water Resources (AWR), can help protect you from the aggravation and cost of service line repairs.**

For just \$18.99 per month, you'll receive unlimited protection for covered water and sewer/septic service line repairs. You'll get peace of mind knowing that your water and sewer/septic service lines** are protected with repair services performed by a local, licensed master plumber. A support line is available 24/7, 365-days-a-year to report a problem over the phone.

All new AWR customers who enroll in the Water and Sewer Service Line Protection Program will receive a \$50 credit on your NYC Water Board water and wastewater bill after 6 months of payment for the program.[‡]

Call 800-921-2114, visit AWRUSA.com/EnrollNYC, or return the attached Enrollment Form in the postage-paid envelope provided to help protect yourself against the expense and inconvenience of service line repairs.

Please see reverse for important program details and footnote information.

**Now also includes up to \$10,000 in repairs to bellied sewer lines.

If you have already enrolled in the Water Line and/or Sewer Line Service Protection Program, please disregard this notice.

American Water Resources is not owned by American Water but uses the trademark "American Water Resources" under license from American Water. As such, AWR's optional programs are not provided or guaranteed by American Water or its affiliates.

The optional Water Line and Sewer Service Line Protection Program provides an affordable means of protection from repairs that can cost thousands of dollars!

Water Service Line Protection Program



Unlimited protection for covered water service line leaks and breaks.
Basic site restoration.
Unlimited service calls for water service line repairs.

Sewer Service Line Protection Program

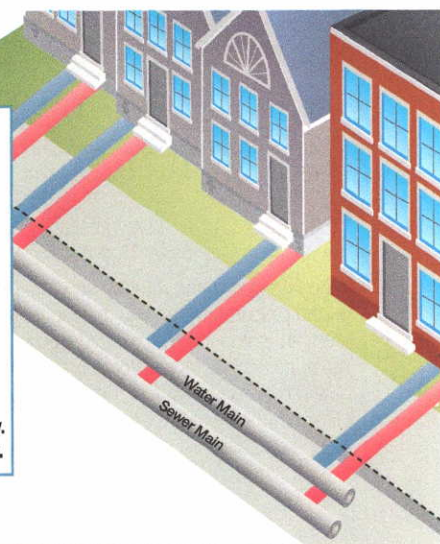


Unlimited protection for covered repairs to clogged/blocked sewer/septic lines.**
Basic site restoration.
Unlimited service calls for sewer/septic service line repairs.

- Typical Homeowner's Water Service Line Responsibility
- DEP Responsibility
- Typical Homeowner's Sewer/Septic Service Line Responsibility

--- Property Line

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



**Protection does not include a septic tank or the components thereof. Other exclusions may apply, see Terms and Conditions for details. The Sewer Service Line Protection Program now also includes up to \$10,000 in repairs to bellied sewer lines.

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

Enrollment Form

AMERICAN WATER RESOURCES | Corporate Office: 1415 W. Diehl Rd., Ste. 270, Naperville, IL 60563

Step 1

Choose your Program and Payment Schedule.

Service Type: (SELECT ONE)

WATER AND SEWER SERVICE LINE PROTECTION PROGRAM

Water Service Line Protection Program

Sewer Service Line Protection Program

Monthly Fee:

☐ **\$18.99**

☐ **\$7.07**

☐ **\$11.92**

Step 2

Complete Required Information and Sign Below.

ADD PROGRAM COST DIRECTLY TO MY NYC WATER BOARD BILL!^{††}

I understand that the monthly charge for the AWR program will be added to my NYC Water Board water and sewer bill, on a recurring basis, in accordance with the Terms and Conditions of the program.

This authorization will remain in effect and my enrollment will continue to auto renew for additional annual terms at then-current rates until I notify American Water Resources (AWR) of a change or cancellation.

Do Not Send a Check — Program fees will be automatically added to your NYC Water Board bill.

RECEIVE A \$50 CREDIT ON YOUR NYC WATER BOARD BILL[‡]

[‡] All new AWR customers who enroll in the Water and Sewer Service Line Protection Program will receive a \$50 credit on your New York City Water Board water and wastewater bill after 6 months of payment for the program. Enroll by 5/6/2026.

^{††} NYC Water Board customers may only pay for protection directly on the NYC Water Board bill. Payments made to AWR will be returned.

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

Step 3

Complete all Contact Areas.

PLEASE COMPLETE IN BLOCK CAPITALS AND BLACK/BLUE INK

CHARLES HENRY PROPERTIES,

Homeowner Name

336 E 56TH ST
NEW YORK, NY 10022-4145

Service Address

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

Phone (Required) ☐ Home Phone ☐ Cell Phone

For faster enrollment:

CALL 800-921-2114

or visit AWRUSA.com/EnrollNYC

A copy of your Terms and Conditions will be included with your Confirmation Letter and can be obtained at AWRUSA.com/terms or by calling 800-921-2114. If you provide an email address above, customer communications may be emailed to you. Protection begins 30 days after your Enrollment Form is received and processed by American Water Resources, LLC. ***This optional protection will be automatically renewed annually on the same payment terms selected at then-current rates.*** You may cancel at any time by calling AWR at 800-921-2114. Exclusions and limitations apply.

MAIL TO: American Water Resources
PO Box 4080
Carol Stream, IL 60197-4080

A postage-paid envelope is included for your convenience.

X

SIGNATURE (REQUIRED TO PROCESS ENROLLMENT)

DATE

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