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PRESS RELEASE

August 3, 2017
For Immediate Release
Contact Pender County Utilities, 910-259-1570

Pender County Utilities does not endorse water line warranty program

PENDER COUNTY - Pender County Utilities is aware of at least one company (American Water Resources) that offers service line warranty programs, but there are several others who offer this program as well. These companies will independently contact Water Department customers to offer their warranty program for a fee.

The warranty program is much like insurance. For a monthly fee, the company will cover certain qualified repairs for water service lines. Service lines are only a portion of the private plumbing line. They are neither owned nor maintained by Pender County Utilities. The homeowner is responsible for any damage or failure in the service line. Customer responsibility begins at the customer side of the water meter. Pender County Utilities does not provide public sewer service to residential customers.

Pender County Utilities **does not** endorse any of these companies, because the service line is private plumbing. Like with any insurance or warranty program, individuals should do their due diligence to learn what is and is not covered and what exceptions apply in order to make the best decision for their situation.

Below is a link to an article by a consumer watchdog columnist. The information in this article may prove useful in making your decision:

<https://watchdognation.com/who-is-american-water-resources-and-do-you-need-their-water-and-sewer-pipe-warranty/>

To learn more, contact Pender County Utilities at 910-259-1570.

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