



American Water Offers Service Line Protection Program to Burlington, Iowa Homeowners

Company's LineSaver(R) Program Now Available to the City of Burlington

VOORHEES, N.J., May 06, 2010 (BUSINESS WIRE) -- American Water Works Company, Inc. (NYSE:AWK), the largest investor-owned U.S. water and wastewater utility company, today announced the availability of its LineSaver Service Line Protection Program to Burlington, Iowa homeowners. American Water Resources, Inc., a subsidiary of American Water, submitted a proposal to make the program available to homeowners and was selected by the City of Burlington as the preferred vendor of Service Line Protection Programs. The LineSaver Program will be available to homeowners throughout the City of Burlington.

Designed to protect homeowners from unexpected, costly service line repair emergencies, LineSaver is a solution for repairs that are neither the responsibility of the municipality's water department, nor covered by homeowner's insurance. At no cost to the municipality and minimal cost to the customer, the experts at American Water Resources fully manage LineSaver, and take care of all requirements for developing and implementing the program - from establishing a local contractor network, and providing customer service, to educating the community about service line ownership and responsibility.

Those enrolled in the program will receive 24-hour customer service, 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.

"It is our privilege to develop a customized protection program for homeowners in Burlington," 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. With LineSaver, everything is handled quickly and efficiently, so there is no worry on the part of the customer."

"We're proud to be able to offer this valuable service to homeowners in our city," said Mayor William L. Ell. "We believe the LineSaver Program will offer a variety of benefits to our community, including educating residents about service line ownership and helping reduce repair costs," he said.

In addition to managing the LineSaver Program for the City of Burlington, American Water Resources also offers its Water Line Protection, Sewer Line Protection, and In-Home Plumbing Emergency Programs to hundreds of thousands of homeowners in 16 states. The company's protection programs have been available to residents in Iowa communities since 2003.

Founded in 1886, American Water is the largest investor-owned U.S. water and wastewater utility company. Headquartered in Voorhees, N.J., the company employs more than 7,000 dedicated professionals who provide drinking water, wastewater and other related services to approximately 16 million people in 35 states as well as Ontario and Manitoba, Canada. More information can be found by visiting www.amwater.com.

SOURCE: American Water Works Company, Inc.

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