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## American Water Resources Collaborates with Dispatch to Improve the Customer Repair Experience

VOORHEES, N.J.--(BUSINESS WIRE)-- A new agreement between [American Water Resources](#) and [Dispatch](#) will help deliver faster service when customers need repairs on their water and sewer service lines, in-home plumbing, and other home services covered under American Water Resources protection plans.

Dispatch is an enterprise customer engagement platform that allows for easy mobile contractor management. American Water Resources' customer service representatives and its contractors will use the platform.

Contractors and customers will be able to schedule repair times directly by email or text messaging. Dispatch dramatically speeds up contractors' response to service requests by streamlining the entire service experience and greatly reducing manual processes like calls to and from contractors to assign jobs. American Water Resources customers are reassured they will receive prompt service by knowledgeable contractors in their area, while reducing the amount of time they are waiting for service.

Among the advantages of American Water Resources using Dispatch are:

- | Enhanced communication:
  - | Communication is channeled through the Dispatch system
  - | Customers receive status updates through email or text messaging
  - | Customers can communicate directly with the contractor on the job that has been assigned
- | Reduced response time of service calls
- | Electronic routing of invoices and project documentation
- | Intuitive dashboard reporting that can reward top performing contractors with more jobs
- | Unparalleled data collection within the last mile of the service delivery process

"Our partnership with Dispatch gives customers fast and efficient service when they need it," said Eric Palm, president of American Water Resources. "This also speeds up and simplifies the process of assigning and closing claims for the contractors in our network."

American Water Resources offers affordable protection programs - including water line, sewer line, in-home plumbing, and HVAC - that help provide peace of mind for homeowners.

"We're pleased that American Water Resources has chosen Dispatch to further enhance speed of service and satisfaction for American Water Resource customers and contractors," said Jim Delande, vice president of Product Marketing for Dispatch. "Our product is known for delivering fast, connected service and streamlining the process of connecting professionals with homeowners. We appreciate the opportunity to provide these services to American Water Resources customers."

Contractors who wish to inquire about joining American Water Resources network may call 866-618-3914. You may also visit our website [www.awrusa.com](http://www.awrusa.com) for more information on our programs and how to become a network provider today.

### About American Water Resources

American Water Resources offers Service Line Protection Programs to homeowners in 43 states and Washington, D.C., and currently services more than 1.8 million contracts. The company has been providing protection programs for more than 16 years. More than 9 out of 10 customers are satisfied and the company holds an A+ Rating from the Better Business Bureau. American Water Resources also provides its Protection Programs to homeowners through municipal partnerships with the New York City Department of Environmental Protection, Orlando Utilities Commission, Nashville Metro Water Services and

others.

American Water Resources is part of American Water Enterprises, a market-based subsidiary of American Water. For more information, visit the American Water Resources website at [AWRUSA.com](http://AWRUSA.com).

With a history dating back to 1886, American Water is the largest and most geographically diverse U.S. publicly traded water and wastewater utility company. The company employs more than 6,700 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to an estimated 15 million people in 47 states and Ontario, Canada. More information can be found by visiting [www.amwater.com](http://www.amwater.com).

### **About Dispatch**

Dispatch is a Boston-based enterprise software company whose mission is to help the home services industry meet the rising demands of the today's customer. Dispatch powers modern service by seamlessly connecting brands, contractors, and homeowners with an intuitive platform to assign and manage jobs, communicate service details automatically to the customer via their mobile device, and optimize the last mile of the service delivery process. Dispatch links the people, process, and data to create a connected service experience that delights customers, empowers contractors, and promotes a positive brand image for the enterprise.

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