Dear Customer,

Do you know that every Pawtucket Water Supply Board customer is responsible for the maintenance and repair of the water line that runs from their home to the curb? Unfortunately, if a leak should occur, repairs can be costly.

For over six years the Safety Valve® Water Line Protection Plan, which is fully endorsed by the PWSB, has saved homeowners thousands of dollars in unexpected water line repairs.

In fact, our repair data shows that during that six year period, customers who enrolled in the Safety Valve Water Line Protection Plan and who needed a repair to their water line saved an average of $2,710.28. And one PWSB customer enrolled in the Plan saved $6,256 when a water line failure occurred on his property!

If you haven’t yet taken advantage of the peace of mind that the Safety Valve Water Line Protection Plan provides, please take a moment to read the enclosed brochure.

Now you can protect your pocketbook by signing up for one of three levels of coverage:

- The Basic Plan for $47.99 per year covers you for up to $5,000 in water line repairs.
- The Standard Plan for $59.99 per year covers you for up to $10,000 in water line repairs.
- The Total Plan for $68.00 per year provides you with unlimited coverage.

Data of past repair history for customers enrolled in the Plan, indicate that the:

- Average repair cost to date is $2,794.14
- Median or middle repair cost to date is $3,117.00
- Highest repair cost to date is $6,256.00

The Safety Valve Water Line Protection Plan is offered through the Homeowner Safety Valve Company and the PWSB does not receive any funds for the provision of this service. Typically, the water utility receives a portion of the cost for providing such supplemental services. However, in this case, the PWSB has elected not to accept its share of the service fee in order to keep the rate to the customer as low as possible. Participation in the Safety Valve Water Line Protection Plan is entirely at the option of the customer. But it might be the right choice for you.

Sincerely,

Jim DeCelles
Chief Engineer and General Manager, Pawtucket Water Supply Board

Enclosure

Atención: Si usted desea hablar con un representante de habla español, para que le explique sobre la información incluida, favor de llamar al número 1-888-537-5006, déje su nombre y número de teléfono y alguien le devolvera su llamada.