

**City of Alcoa
City of Maryville**

JOINT MEDIA RELEASE

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Utilities Advise of Insurance Solicitation

Water and sewer utilities in the area have been made aware of correspondence from American Water Resources of Tennessee (AWRT) to local residents promoting their water and sewer line insurance programs.

The City of Maryville received a letter from AWRT advising them of the planned mail out to their customers in early April. After contacting the company, letters will also go out to City of Alcoa customers.

The letter is a solicitation for an insurance policy on the customer's portion of water and/or sewer lines, generally those that lie between the home and the utility's portion of the line at or near the street. Each of the four local utility providers would like its customers to know that they are not affiliated with or endorse AWRT and the letters are not from the utility.

As with any solicitation, the utilities advise their customers to carefully read the policy to see what is and is not covered and what exceptions apply. Customers may wish to speak to a local plumber to compare the cost of the insurance to their estimated cost of line replacement.

As far as who is responsible for water and sewer line repair, the utilities report the following:

- **City of Alcoa** customers are responsible for the repair or maintenance of their water line from the water meter to their home or business. Likewise, sanitary sewer customers are responsible for their sewer service from their home or business to the street right-of-way or public easement.
- **City of Maryville** - According to the City of Maryville Rules, Regulations, Rates and Policies manual, the customer is responsible for repairs of their private service lines. It may vary exactly where they start, but in general, the City owns what is the Right of Way or utility easement and the customer owns what is on their property. In many instances, the Water Quality Control Department will come

out to show the owner where their service line starts when there is a question regarding a repair or problem with their water or sewer lines.

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