

Attention City of Hawesville Customers:

The City of Hawesville, in conjunction with Aqualine, LLC, is pleased to announce a new, optional, service available to its residential water customers. We are now offering a protection program for the water lines that our customers are responsible for maintaining. For a monthly charge of \$6.00 the Aqualine Protection Program will repair or replace leaking or faulty water lines. The water program covers leaks from the meter box to the point where the water line enters the house or goes under a mobile home on lines up to and including 2 inches for residential customers. Lines over 2 inches can be quoted on a case by case basis. This charge is conveniently billed to the customer's regular monthly water bill.

The City of Hawesville is responsible for maintaining the water line up to and including the water meter. The homeowner is responsible for the cost of maintaining service lines from their side of the meter back to the structure. Leaks and other failures of utility lines outside the home are not typically covered by the homeowner's insurance policy leaving the homeowner to pay the cost of repairs. Aqualine pays for those repairs and there is no deductible that the customer is responsible for. Aqualine also pays for water lost from the leak based on the difference between the previous twelve (12) month's average bill and the bill which includes the lost water. This overage amount is paid to the utility for the customer's account.

There is a cost associated with every gallon of water produced by The City of Hawesville. When a customer's utility lines malfunction, two things happen. First, the water line must be repaired or replaced. Under the Aqualine Protection Program, we pay for the repair or replacement. Work is completed in accordance with all state and local codes. Aqualine uses local plumbing professionals to assure its service will be quick and in compliance with all requirements. Again, there is no cost to the customer for the repair or replacement. And, there is no contract or policy for the homeowner to sign. Second, the cost for the water lost must be paid. Under the Aqualine Protection Program, we pay the adjustment for lost water to The City of Hawesville based on the difference between the last twelve (12) month's average bill and the bill which includes the lost water.

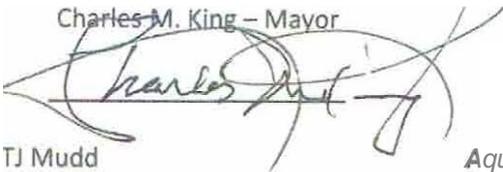
If you would like to participate in the Aqualine protection Program, simply visit The City of Hawesville website at <http://www.hawesville.us/> and click on the link provided or call the Aqualine office directly to sign up. Those who do not choose to opt in initially can do so at any time in the future. Once enrolled in the program, if you have a leak, simply call Aqualine's toll free number and we will arrange for the repair

You may cancel the program at any time by simply by calling The City of Hawesville office or Aqualine. We look forward to working with The City of Hawesville and their customers.

The City of Hawesville will be hosting Aqualine representatives in our office on **May 3rd** and **4th** as well as **May 9th** and **10 th**. Feel free to stop in to have your questions answered and enroll for protection at that time.

Sincerely,

Charles M. King – Mayor



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