

For Immediate Release

Thursday, November 20, 2014

You might have received a letter in the past two weeks from a private company offering insurance coverage for waterline repairs. On the outside of the envelope, it warns, "Important information regarding your water line." Customers are calling Daphne Utilities and asking if they sent the letter and if they have anything to worry about.

"We have received several calls from customers inquiring about letters they have received from a private insurance company," stated Daphne Utilities' General Manager, Danny Lyndall. "Our customers want to know if this company is legit and if we endorse this insurance program or recommend its purchase."

According to Lyndall, Daphne Utilities does not endorse nor does it provide waterline insurance. These solicitations are in no way connected with Daphne Utilities. In addition, this insurance is not a City or Utility requirement. The decision to purchase insurance is completely up to the homeowner. As described in the documentation, these insurance programs require a monthly or yearly fee to insure against future waterline repair/replacement costs.

With these facts in mind, Daphne Utilities provided the following as general information for its customers:

- If a customer's waterline breaks on the customer side of the meter (i.e. between the meter and the residence), the customer is responsible for all repair or replacement costs.
- Research any company offering insurance service before agreeing or providing credit card information
- Contact the Better Business Bureau or other resources for references
- Contact your homeowner's insurance agent to see if you already have this type of coverage. If not, ask for a quote to include a waterline insurance rider on your policy for comparison
- Read any insurance policy carefully so you know what is and is not covered

"As with any contract, read the fine print. Make sure you know what you are paying for and what services you will receive in the event you have an emergency," Lyndall continued.

If you have any other questions or for additional information about any utility issues, please contact Daphne Utilities at 251-626-2628.