



Notice to City of Lenoir Water Customers

As a water customer of the City of Lenoir Utilities Department you may have recently received a letter through the US mail from a company by the name of **American Water Resources of North Carolina**. The purpose of the letter is to inform you of your responsibilities as a homeowner for the maintenance of the water lines within your home and on your property. It is also to inform you of a Water Line Protection Program offered by their company as an option for homeowners to purchase a “plan” to cover the potential expense of a water line repair in your home or on your property.

Please be advised that The City of Lenoir is not affiliated with nor does it endorse the program being offered by American Water Resources of NC. This company is a private business offering a service to you independent of the City of Lenoir Utility services. The city has reviewed a program of this type in the past and is of the belief that the cost to the property owner may be greater than the benefit that may be received. However, it is up to the consumer to determine if the program being offered is beneficial.

This notice is provided to you in an effort to clarify any concerns or misunderstanding that may arise from this letter. The City appreciates you as a valued customer. It is our desire to keep you informed of matters that are important to you and the services the City of Lenoir provides. If you have questions about this notice, please contact us at 828-757-2200.