



Executive Director, Rob White, IV
Office Manager, Jerena Webb
Training Manager, Katie Hill
Program Manager, Derek Pierce
Finance Comptroller, Debbie Sillman
Accounting Administrator, Amy Dunaway
Accounting Specialist, Helen O'Connor
Member Experience Specialist, Toni Sitz

STAFF

USDA-FSA Sourcewater Specialist, George Marodis
Circuit Rider, Andrew Crawford
Circuit Rider, Darrell Brewer
Circuit Rider, Justin Gardner
Wastewater Technician, Mike Baumgartner
Energy Circuit Rider, Robert Newton
Training Specialist, Michael Rief
Operations Consultant, Chris Harmon



To the Rural Water Family,

I hope 2023 is treating you and your staff well so far. The past few years have been tough, and I know we are looking forward to great things to come. I am writing you today, first and foremost, to say thank you for your continued efforts providing top-quality water and wastewater services to the citizens of Alabama. We here at the Alabama Rural Water Association are incredibly proud of our members for the ways you selflessly show up each and every day.

In addition to saying thanks for your incredible efforts, I want to be sure all our ARWA members are aware of a service of which your utility can take advantage to increase the level of service offered to your customers. I am speaking of the ServLine Leak Protection Program. You probably have heard about this program at one of our events, but I would like to take a minute to emphasize the value ServLine can bring to your utility. ServLine provides financial protection to utilities for losses from customer water leaks. The program also educates homeowners about their water loss responsibilities and gives utilities an opportunity to help families manage a large, unexpected expense. The best part is that customers really seem to love the program! I would consider that a success!

Benefits for utilities include:

- Recapture lost revenue and bad debt associated with water leaks
- Reduce and simplify staff workload
- Zero cost to the utility

Benefits for customers:

- Financial protection from excess water bill
- Affordable rates (often less than \$30 per year for customers)
- Peace of mind that if a leak occurs, they are covered

ServLine is part of HomeServe USA, a leading provider of home repair solutions in North America. There are more than 200 rural municipalities and water utilities currently partnered with ServLine that have saved more than \$24 million over the past eight years. I would love for you to be a part of those that are saving money with ServLine and providing an incredible service to customers.

For more information, please contact Jenna Hazelet from ServLine. She can be reached at jenna.hazelet@homeserveusa.com and 423-326-7634. Their website is watersolutions.homeserve.com. In addition, you can always reach out to me. This is a great program that will benefit your utility and customers. I can tell you it's worth your time to learn the positive impact it could make for your community.

Sincerely,

Rob White
Executive Director