

Your Homeowners Insurance May Not Cover As Much As You Think

When underground water, sewer, or septic lines leak, break, or clog, homeowners can face **costly and unexpected repair bills**. These expenses are typically not covered by standard homeowners insurance policies. Finding a qualified contractor during a crisis only adds to the stress.

PipeSafeSM, the official home protection plan from the RWA, provides **peace of mind** for your pipes and your home.

For as little as \$7.65 a month, PipeSafeSM plans help cover the cost of repairing your **water line, sewer/septic line, interior plumbing**, or combinations of these. Our plans include priority 24/7 service, and our trusted technicians are always on call for covered PipeSafeSM repairs.

Check your eligibility and enroll today at pipe-safe.com or call **203-562-4020**.



PipeSafeSM



PREPARE YOUR PIPES: 3 THINGS YOU CAN DO

Winter is on its way. Is your plumbing ready? Here are three things you can do to protect your plumbing before freezing weather arrives:

- 1 **Insulate exposed pipes**, especially those in unheated areas and near exterior walls.
- 2 **Seal drafty windows** in unheated areas with weatherstripping or caulk.
- 3 **Protect outdoor spigots**: Turn off the water using an interior shutoff valve, or install a commercially available insulation cover to help prevent freezing.

New! Live Agent Chat Available Online

Our **online chatbot**, Eli, makes it easy to access your account, pay your bill, and find answers about your water service. But sometimes you want to connect with a real person.

Now, Eli can help with that, too.

Monday through Friday, from 8 a.m. to noon, simply ask Eli to **connect you with a live agent**. An RWA representative will join the chat as soon as one becomes available. It's a convenient alternative to phone-based customer service.

Look for Eli at the bottom of our website, rwater.com.



Stay Informed With CodeRED



Sign up for text, voice, and email alerts about major outages, emergencies, and construction activity in your area. Enter or update your contact information at rwater.com/customer-care/register-for-CodeRED.



Discover Outdoor Adventure



An RWA Recreation permit is your pass to nine scenic recreation areas across the region. Whether you enjoy hiking, horseback riding, fishing or exploring nature, the Claire C. Bennett Recreation Program offers something for every nature lover. Enjoy 84 miles of marked trails, plus seasonal events, fishing derbies, and educational programs year-round.



Individual permits are just \$25 per year, or get a two-year family permit for \$50. Learn more at www.rwater.com/about-us/in-the-community/recreation.

DID YOU KNOW?

Seniors, veterans, students, and people with disabilities receive \$5 off permits for our Claire C. Bennett Recreation Program.