



Service Line Protection from HomeServe Now Available for Golden State Water Customers

January 2, 2019

SAN DIMAS, Calif.--(BUSINESS WIRE)--Jan. 2, 2019-- Golden State Water Company (Golden State Water) today announced a new optional service program with [HomeServe USA](#) (HomeServe) to provide its homeowner customers with the opportunity to purchase coverage for exterior water and sewer service lines as well as in-home plumbing. HomeServe will be mailing information to Golden State Water customers detailing the service plans designed to cover unanticipated costs and minimize inconvenience associated with piping system repairs. This program is optional, offered as a courtesy, and customers are under no obligation to make any purchases.

This press release features multimedia. View the full release here: <https://www.businesswire.com/news/home/20190102005456/en/>

"Many homeowners are unaware that they are responsible for maintenance associated with the underground service line that connects their property to the water system, and they may not be prepared to cover repair costs if the service line is damaged," said Robert Sprowls, President and CEO of Golden State Water. "As a courtesy to our valued customers, Golden State Water has selected HomeServe to offer optional coverage options that may help schedule and make repairs to their service lines. Customers are under no obligation, but HomeServe repair plans may provide peace of mind in the event that unexpected repairs are needed."

A Homeowner's Line of Defense

Water (and sewer) lines from a home to the water provider's meter are the responsibility of the property owner. Repairs to these pipes may not be covered by basic homeowners' insurance. As a result, property owners may have difficulty coordinating and covering the cost for emergency repairs. HomeServe's plans serve as a line of defense, ensuring that in the event of an unexpected repair the burden on homeowners is minimized or eliminated. The HomeServe repair process is seamless, and repairs are made by licensed and approved local contractors.

Accessible, Reliable, 24/7

HomeServe coverage includes access to a 24/7/365 Repair Hotline as well as local, licensed, and insured contractors who provide timely repair services. Exterior Water Service Line Coverage will be available for \$6.99 per month. HomeServe will also offer a combined Exterior Sewer and Septic Line Coverage for a total of \$11.49 per month. An Interior Plumbing and Drainage plan to cover in-home plumbing is available for \$16.99 per month. Golden State Water customers enrolling in the optional plans will have convenient payment options directly through HomeServe.

"Our service plans cover the cost of the repair and provide homeowners with reputable, local contractors who will do the best possible job," said John Kitzie, CEO of HomeServe USA. "We're thrilled to partner with Golden State Water and look forward to the opportunity to provide coverage to help homeowners should they be faced with a repair emergency."

Golden State Water customers can visit www.homeserveusa.com or call 1-833-492-3884 for more information.

About Golden State Water

Golden State Water is a wholly-owned subsidiary of American States Water Company (NYSE:AWR). Golden State Water provides water service to approximately 259,000 customers throughout 10 counties in Northern, Coastal and Southern California, and distributes electricity to approximately 24,000 customers in the City of Big Bear Lake and surrounding areas in San Bernardino County, California through its Bear Valley Electric Service division. American States Water Company also owns a contracted services subsidiary, American States Utility Services, Inc. (ASUS). ASUS provides operations, maintenance and construction management services for water and wastewater systems located on military bases throughout the country under 50-year privatization contracts with the U.S. government. For more information, please visit www.gswater.com.

About HomeServe

HomeServe USA Corp. (HomeServe) is a leading provider of home repair solutions serving 3.7 million customers across the US and Canada under the HomeServe, Home Emergency Insurance Solutions, Service Line Warranties of America (SLWA) and Service Line Warranties of Canada (SLWC) names. Since 2003, HomeServe has been protecting homeowners against the expense and inconvenience of water, sewer, electrical, HVAC and other home repair emergencies by providing affordable repair coverage, installations and quality local service. As an A+ rated Better Business Bureau Accredited Business, HomeServe is dedicated to being a customer-focused company supplying best-in-class repair plans and other services to consumers directly and through over 600 leading municipal, utility and association partners.

HomeServe is a proud sponsor of This Old House on PBS, working together to provide homeowners expert advice on maintaining, enhancing and protecting their homes. For more information about HomeServe, a Connecticut Top Workplace winner and recipient of seventeen 2018 Stevie Awards for Sales & Customer Service, or to learn more about HomeServe's affordable repair plans, please go to www.homeserveusa.com. To connect with HomeServe on Facebook and Twitter, please visit www.facebook.com/homeserveusa and www.twitter.com/homeserveusa.

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Source: HomeServe USA and Golden State Water Company

Mike Gazda
Golden State Water Company
Phone: 916-448-5802

Email: Mike.Gazda@gswater.com

Myles Meehan

HomeServe USA

Phone: 203-356-4259

Email: Myles.Meehan@homeserveusa.com

Merrie Leininger

Hill+Knowlton Strategies for HomeServe USA

Phone: 775-846-0664

Email: homeserve@hkstrategies.com