

Town of Boone Urges Caution

Written by Steve Frank
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The Town of Boone is telling its water and sewer customers of a letter which they may soon receive from American Water Resources of North Carolina, a private company, ironically, located in New Jersey. Town officials say this is the same company which previously sent letters in October of 2012. The town letter said, "Although the town was notified of the company's intention to contact its water and sewer customers, please be aware that the Town of Boone is not affiliated with American Water Resources of North Carolina, has no previous experience with nor knowledge about the company, and the Town does not specifically endorse this or any such program." The letter is expected to address customers' potential expenses for broken or defective water and sewer lines on their property and offers a program for addressing such line failures. The town said, "Although Town of Boone water and sewer customers are generally responsible for water line repairs on their side of their water meters and for broken sewer lines on their property, the Town cannot certify that the program offered is legitimate or of benefit to its customer." The Town suggests that each customer review homeowner's insurance and to check with the Better Business Bureau or other consumer protection organizations and before contracting with any unknown company.