

American Water Resources of Delaware, 1420 Discovery Parkway, Alton, Illinois 62002 has mailed out their mass marketing (sales pitch) AGAIN. This sales pitch was to sell service contracts for water line repairs.

I called and spoke to Charles at 877-532-5268 and reminded them of the below previous conversation. Charles stated that he would send that forward to the Marketing Group but obviously they have done nothing and will continue to do nothing.

They do have a disclaimer that reminds those that live in condos to check with their HOA to determine their responsibilities. Normally, we as residents of manufactured homes on leased land, our water supply system is the responsibility of the landowner up to the water service connection to our homes. **There are some exceptions in some communities. It is important to check your lease to ensure that you are aware of where your responsibility starts.**

*In accordance with Title 25 Landlord / Tenant Code, Chapter 70, - Provisions requiring the landlord to maintain all water, electrical, plumbing, gas, sewer, septic and other utilities and services provided by the landlord in good working order, repairing these utilities and services within the earlier of 48 hours after written notification of a utility or service problem, or as soon thereafter as is practicable if a repair within 48 hours is not practicable.*

This is the synopsis of the previous call.

Connie Kinnick called the number provided on the marketing document (1-877-532-5268) and explained to the person that answered (Tina) that this marketing pitch was not applicable to anyone living in manufactured homes on leased land and that the company's letter had caused many people fear and concern on how they were going to work this into their already strapped fixed income. She further explained that this service was not for manufactured homes on leased land and that I could opt out of all future mailings through the Corporate Office. I also asked that the company put a bullet item on their marketing letter stating, 'THIS SERVICE DOES NOT APPLY TO ANYONE LIVING IN A MANUFACTURED HOME ON LEASED LAND.' She stated that she could share this information with the Marketing Division at the Corporate Office and that I should also speak to them.

I called the Corporate Office (1-844-304-4483) and spoke to Geneva. First, I explained all the above information. Second, I opted out of receiving future communication from their company. I also asked about their Marketing Division to modify their document because it was easier than asking DMHOA to share this with all 183 Manufactured Home Communities within the State of Delaware. She also stated that she would share this with the Marketing Division.

In an effort to reach as many manufactured home owners on leased land as possible, I have created this document. DMHOA will share this with all the Home Owner Associations registered with our organization and ask them to share it with all of their residents. DMHOA will include this to the website ([www.dmhoa.org](http://www.dmhoa.org)). I will be forwarding a copy of this letter to

the Corporate Marketing Office of American Water Resources of Delaware. Please share this with all your friends and family that this applies to and instruct them to contact the Corporate Office and opt out of all future marketing from this company.