



**ERIE COUNTY WATER AUTHORITY**  
**INTEROFFICE MEMORANDUM**

August 20, 2018

To: Commissioners Schad, Carney and Jones

From: Robert J. Lichtenthal, Jr., Deputy Director *RJL*  
Russell J. Stoll, Executive Engineer *RJS*  
Leonard F. Kowalski, St. Distribution Engineer *LFK*

Subject: Waterline Protection Programs

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Over the past four to five years the Authority has been approached by companies that offer to homeowners waterline protection, sewer line and other utility protection plans. These companies also offer their product through membership associations and direct marketing.

Each company has an approach to indemnifying the customer in the event that they need to have a repair or replacement task done. They also have some variance in cost.

What has been consistent among the companies is their desire to be able to market their product to our customers with the Authority's assistance. The assistance ranges from bill inserts for marketing all the way to the Authority being the billing and collecting agent for the company.

Authority staff has met with company representatives and has held internal discussions regarding the pros and cons of partnering with these companies. We are now at a point where we believe that an RFP should be developed and issued soliciting responses from the marketplace. In conjunction with the review of the responses, we are also requesting the respondents to make an in-person presentation to the Commissioners and staff. We believe the Board should hear the presentations themselves, ask questions and then deliberate the merits, ultimately making a yes/no decision and, if yes, with which company or companies. If the Commissioners concur, staff will begin the process.

Please let us know how you wish to proceed.