



CITY OF THE DALLES
Department of Public Works
1215 West First Street
The Dalles, Oregon 97058

PRESS RELEASE

DATE: November 30, 2011

TOPIC: Water Customer Alert

CONTACT: City of The Dalles – Public Works Department (541) 296-5401
Chenoweth Water PUD (541) 296-5363

FOR RELEASE: IMMEDIATELY

The City of The Dalles and Chenoweth Water PUD would like to advise the community about a potentially misleading letter being sent to local residents by several insurance companies. The first sentence of one version of the letter states: “Our records indicate your home at [specific address] is not covered by Water Line Insurance Protection from [specific insurance company].” It goes on to warn that repairs to the water service line under the property can cost thousands of dollars. An attached form allows convenient purchase of the insurance; however, fine print lists many exclusions, such as thawing of frozen pipes, faucets or hose bibs, and reduction in performance caused by normal wear and tear.

Contact with the Oregon Insurance Division regarding three of the insurance companies in question has found that they are licensed to do business in Oregon.

Residents who have received these letters are encouraged to:

- ✓ Contact your own insurance agent to discuss whether you need this coverage or possibly already have it.
- ✓ Before agreeing to anything, obtain and read the contract language.
- ✓ Contact the Oregon Insurance Division at (888) 877-4894 or visit their website at www.insurance.oregon.gov if you have any concerns.
- ✓ Filing a complaint with the Insurance Division can be done by phone or through the website.