

MANCHESTER UTILITIES AUTHORITY
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September 27, 2011

Dear Ratepayers & Residents in the Service Areas of the Manchester Utilities Authority:

It has come to our Board's attention that many of you may have received solicitation letters from a company called "Home Serv." Based upon the letters, it appears that "Home Serv" is a private entity that offers water line service coverage.

Please be advised that "Home Serv" is not affiliated with the Manchester Utilities Authority. Also, the service that is being advertised by Home Serv is not required by the Manchester Utilities Authority. Similar to other "maintenance" or "insurance" type plans offered for purchase, Ratepayers and Residents should evaluate their own individual needs when considering buying such plans.

If you have any additional questions, please contact our office.

Very truly yours,

MANCHESTER UTILITIES AUTHORITY



Victor J. D'Ambrosio
Chairman