



What causes water main breaks and sewer backups?

Water mains may rupture for a variety of reasons, including fluctuations in air temperature, age or thickness of the pipes, type of soil surrounding the pipes or the amount of corrosion that has occurred since they were installed.

Sewer mains can back up when they become clogged with grease flushed down the drain by residents or businesses or roots that have grown into the sewer. Heavy precipitation can also overload the system with water, causing collapsed or broken pipes.

What is WSSC Water doing to prevent such problems?

We have preventative maintenance programs in place to regularly clean sewer mains. Also, we are actively replacing aging water mains or those with a history of problems. When breaks occur, we are committed to having an employee on site within two hours of the report.

Additionally, when repairs involve a water service outage that lasts more than six hours, our Customer Advocates provide water to the affected neighborhoods.

About Us

Established in 1918, WSSC Water is currently among the largest water and wastewater utilities in the nation. Our service area spans nearly 1,000 square miles in Prince George's and Montgomery counties, and we proudly serve 1.9 million residents in Montgomery and Prince George's counties. WSSC Water drinking water has always met or exceeded federal standards.

Contact Us

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The Claims
Process at
WSSC Water

*A Guide for
WSSC Water
Customers*



What happens after WSSC Water dispatches a mitigation company?

- The mitigation company cleans and disinfects the affected area. This may include removing some drywall and carpet. They will photograph the scene before and after the cleaning.
- The mitigation company may leave equipment such as fans and humidifiers to dry the affected area. Generally, this equipment needs to run for 2-3 days. They will arrange a day to return and pick up this equipment.
- Any items that were immersed in sewage water and cannot be cleaned will be photographed and inventoried by the mitigation company. You will be asked to review and sign the inventory sheet confirming the items. The company will arrange a day to return and dispose of the damaged items.
- If you removed personal property prior to the mitigation company arriving, you will need to provide photos of the damaged property.
- If you haven't already, you should contact the WSSC Water claims department and your homeowner's insurance carrier to file a claim. Upon receipt of your claim report, a claims agent will be assigned to assist you through the claim process.

How do I file a claim for damages?

You can notify us of your claim by contacting us at **301-206-7095** during normal business hours or online at www.wsscwater.com.

The claim is assigned to a claims agent who will contact you within 48 business hours of the claim assignment. Your claims agent will explain the process and documents needed to investigate your claim. If we fail to make that contact within 48 hours, please call the Claims Section at 301-206-7095.

We recommend you also notify your homeowner's insurance company of the incident, whether or not you decide to file a claim with the carrier.

What documentation will I need to submit?

- **Completed Property Damage Claim Form.** You must include your homeowner's insurance information.
- **Full inventory of the damaged property.** You must include the age and approximate value of each item. Proof of ownership (photos, receipts) may be requested.
- Receipts for out-of-pocket expenses. For example, a plumbing expense for relieving a blockage in the WSSC Water line.
- Access to the damaged property by our representative. An inspection of the damaged items may be requested.

How long will it take to resolve my claim?

The first step to a quick and fair resolution of your claim lies with you. The quicker you provide us the requested information, the quicker we will be able to resolve your claim. Our investigation includes verifying that WSSC Water was liable for the reported damages. While most claims are resolved within 30 days, the timeframe depends on the nature and size of the claim.

What should I do if sewage or water is entering my basement?

If sewage is backing up into your house or business when you are using water, you should immediately contact a plumber registered to work in the WSSC Water district to check your pipes and, if necessary, remove the blockage. If the blockage is in a pipe located on your property, contact your homeowner's insurance carrier to determine whether you have coverage for the loss.

If sewage is backing up into your home or business and you are not using water, or if your registered plumber has previously identified a blockage in a pipe that WSSC Water maintains, immediately call our 24-hour Emergency Call Center at 301-206-4002.

If an area in your home is flooded, we recommend that you do not enter the area.