

# The WSSC Water Claims Process

## Who covers the food costs for customers placed in a hotel?

Customers purchase their food while staying at the hotel and save their receipts. Customers provide those receipts for reimbursement of out-of-pocket food expenses.

## When are the HVAC, washer/dryers, and hot water heaters scheduled to be removed or replaced?

If there is damage to the heating or air conditioning unit and/or washer/dryer, the cleaning company will issue a notification and call our Emergency Services Center at 301-206-4002. Once notified, our Emergency Services Center will arrange for a plumber to assess the units and make repairs.

## Will WSSC Water issue the check directly to the customer?

WSSC Water will directly give the customer a settlement check to cover the costs of property repairs and replacing damaged items.

## Does WSSC Water provide contractors to make repairs?

The homeowner or a contractor of their choice completes repairs to the property.



14501 Sweitzer Lane  
Laurel, MD 20707

Advisors available weekdays: 8 a.m. - 5 p.m.

301-206-7095

Toll-Free: 1-800-828-6439

TTY: 301-206-8345

[claimsc@wsscwater.com](mailto:claimsc@wsscwater.com)

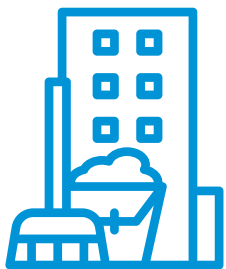
[wsscwater.com/claims](https://wsscwater.com/claims)



**A guide for WSSC Water  
customers**



## What happens after WSSC Water dispatches a cleaning company?



- The company will clean and disinfect the affected area. This may include removing some drywall and carpet. They will photograph the scene before and after the cleaning.

- The cleaning 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 cleaning company. You will be asked to review and sign the inventory sheet confirming the items. They will arrange a day to return and dispose of the damaged items.
- If you removed personal property prior to the cleaning company arriving, you will need to provide photos of the damaged property.
- If you haven't already, contact the WSSC Water claims section and your homeowner's insurance carrier to file a claim.
- Upon receipt of your claim, a claims agent will be assigned to assist you through the claims process.

## How do I file a claim for damages?

Call us at 301-206-7095 during normal business hours, emailing [claimsc@wsscwater.com](mailto:claimsc@wsscwater.com) or visiting [wsscwater.com/claims](http://wsscwater.com/claims).

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.

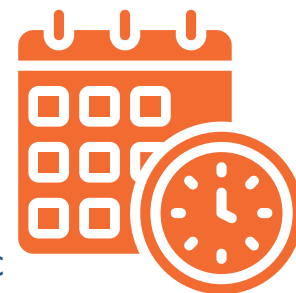


## What documentation will I need to submit?

- **Completed Property Damage Claim Form.** You must include your homeowner's insurance information.
- **Full inventory of the damaged property.** You need to 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 with the requested information, the faster we can 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 licensed WSSC Water 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 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 licensed plumber has previously identified a blockage in a pipe that WSSC Water maintains, immediately call our 24-hour Emergency Services Center at 301-206-4002.** If an area in your home is flooded, we recommend that you do not enter the area.