Western Virginia Water Authority Incident Investigation/Claim Form

Please fully complete this form online at www.westernvawater.org/claims or print, complete and mail to Western Virginia Water Authority · Attn: Risk Management Division
601 S. Jefferson Street, Suite 210 · Roanoke, VA 24011

You can also email the completed form to risk.management@westernvawater.org or FAX to 540.283.2997

All incidents are independently investigated. Submitting this form initiates a review of your claim. Completion of this form does not establish liability, and the Western Virginia Water Authority does not waive any defenses.

Name: _______________________________________________________

Address: _______________________________________________________

Daytime Phone Number: _____ - ______- ______  Cell Phone Number: _____ - ______ - ______

Email Address: ________________________________________________

Cause of Damage:
___ Sewer Back-Up
___ Water Damage
___ Auto Accident
___ Other

Date and Time of Incident: __________________________________________

Date Reported to WVWA: __________________________________________

Did you report this loss to your home insurance company? _____ Yes or _____ No

Were you compensated by you home insurance company? _____ Yes or _____ No

Home Owner Insurance Information:
Insurance Company Name: _________________________________________

Insurance Policy Number: _________________________________________

Insurance Phone Number: _________________________________________

Please provide a description of your loss on the back of this form.
Please provide a description of your loss including why you believe the WVWA is responsible. Photos can be mailed to the Risk Management Division at the address on the front of this form.

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NOTE: Any valid claim will be paid on an actual cash valued basis, which means replacement cost less depreciation. Should your property require repair, submit a minimum of two estimates for the repair work, along with this form. It is the responsibility of the person filling the claim to obtain estimates and contracts for repair work. If repairs have been completed, please submit the contract and paid invoice for services provided. WVWA is not responsible for the quality of the work performed by contractors you select. Filling of this form does not guarantee acceptance or payment for damages. WVWA is not liable for any sewage backups caused by factors or conditions beyond the control of the Water Authority, i.e. floods. WVWA is only responsible for property damage if a dangerous condition exists in the sewer system, which causes the damage, and the Water Authority had prior notice of that condition such that it created a foreseeable risk of damage.

Signature: ________________________________________________________________

Date: ________________________________________________________________

WARNING: It is a crime to provide false or misleading information to WVWA. Any claim against the Authority, knowing such claim to be false, fictitious or fraudulent is subject to fine or imprisonment.