



**What to Do
if You Are Impacted By
a Sewer Back-up or a
Break in an Authority
Water Main**



**WESTERN VIRGINIA
WATER AUTHORITY**

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What to Do if You Experience Personal Property Damage



If you believe your personal property damage was a result of an accident, water main break, sewer back-up or work performed by the Western Virginia Water Authority, you may submit an Incident Investigation/Claim Form.

Please note that homeowners are responsible for the maintenance and/or repair of the water and sewer lines on their private property. Cleanup and damages are most often the responsibility of the property owner. Homeowners should check their homeowner's insurance to determine individual coverage.

The Authority strongly recommends homeowners purchase a sewer back-up rider as part of their homeowner insurance policy in case of future back-ups. Information on optional exterior water and sewer line insurance policies is also available through www.HomeServeUSA.com/WVWA

Submitting an Incident Investigation/Claim Form

Incident Investigation/Claim Forms can be completed on the Authority's website at www.westernvawater.org/claims or you can request a paper copy be sent to you by contacting **540.283.2964** or risk.management@westernvawater.org Information such as estimates for repair work, repair receipt(s), photos of your damage and plumber's statement/receipt will need to be submitted with the incident investigation/claim form.

The Authority's Risk Management team will phone or e-mail you a confirmation when your claim is received. If the Authority has sufficient information/documentation, your claim will be referred to the Authority's insurance adjuster, and you will be informed when a claim number is assigned. Your claim will be investigated as quickly as possible; however, please note that it takes time to fully research before a final claims decision can be made.

If more information is required to for the investigation, the adjuster will contact you requesting the additional information. You will be notified by the adjuster of the final claims decision which may include, but not be limited to, settlement, payment for loss/damage or denial.

Clean Up and Restoration

If you need clean-up services, call a cleaning and restoration specialist. Below are the names of several area companies who offer this service:

- Chem-Dry of Choice – 540.375.6625
- Consolidated Construction Services, Inc. (CCS) – 540.725.3900
- Kidd’s Cleaning and Restoration – 540.215.0280
- Rainbow International of Roanoke – 540.904.7991
- Service Master – 540.362.4230
- ServPro – 540.389.5818

These names are provided for informational purposes only. The services rendered and fees charged by these companies are not the responsibility of the Authority. Homeowners are encouraged to call multiple firms to compare quotes. For more specialists, please consult the Telephone Directory or Internet.

Fixing a Break on the Authority’s Water Mains

Leak Investigation

The Authority owns the water mains and service laterals up to and including the water meter. If a leak or break is on the Authority’s infrastructure, a crew will come out to repair the leak at no charge to you. If the leak is on the homeowner’s side of the meter, it is the homeowner’s responsibility to repair the leak. For more information, please see www.westernvawater.org/leaks

Repairs

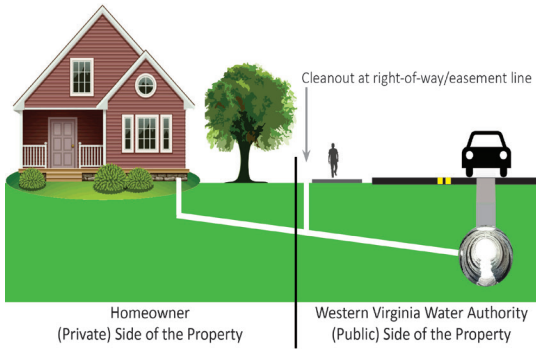
Repairs to Authority infrastructure can not begin until Virginia 811 (Miss Utility) contractors have clearly identified all underground utilities and cleared the ticket.

Repairs may include excavation of a trench, repairing or replacing the damaged pipe, backfilling, compacting the new soil and stone in the trench and placement of a temporary gravel patch. The Authority will replace the temporary patch with asphalt; however, this process may take place at a future date depending on material and contractor availability. Disturbed grassy areas will be seeded.

After a Repair is Made

Due to the sudden change in flow that occurs when a water line breaks or a fire hydrant is flushed, sediment may be present in your water. To clear your lines, run the cold water bathtub faucet or outside spigot for a few minutes to release air or remove sediments. It is recommended to use a bathtub faucet as opposed to a sink faucet as they do not have aerator screens which can collect debris.

Fixing a Sewer Blockage



When a sewer back-up is reported, Authority staff will inspect the main and manholes closest to your home. If the public main is flowing properly, we will determine if the homeowner has a cleanout (a vertical pipe that allows camera and cleaning equipment to have access to your sewer line) installed at the right-of-way/easement line.

If there is a cleanout, the Authority will use cameras and investigative equipment to determine the location of the blockage. If the blockage is on the Authority's side, the Authority will correct the problem. If the blockage is on the homeowner's side, the homeowner will need to contact a plumber to address the problem.

If there is no cleanout, the homeowner will need to contact a plumber. If the plumber suspects the blockage is on the Authority's side, they will need to excavate and uncover the lateral at the right-of-way/easement line. Once the lateral is uncovered, the plumber must call the Authority and have Authority personnel at the site when the plumber breaks into the lateral. If the plumber breaks into the lateral without Authority staff present on-site to verify the location of the blockage, any reimbursement by the Authority may be voided.

- If the blockage is on the public side, the Authority will fix the cause of the blockage and provide the property owner reimbursement of \$200 per vertical foot of excavation (depth shall be measured from the flow-line at the right of way/easement line to the existing ground surface).
- If the blockage is on the homeowner's side, the homeowner is responsible for fixing the problem. The Authority will provide the homeowner reimbursement of \$50 per vertical foot for installing a long sweep 90-degree bend cleanout on the lateral at the right-of-way/easement line (depth shall be measured from the flow-line at the right of way/easement line to the existing ground surface).
- Please note, if the homeowner desires to have their private side lateral cabled, it is solely at their discretion and at their cost. The Authority does not pay the plumber or homeowner for any cabling of the private sewer lateral.

The Authority's Field Operations personnel are available 24-hours a day, 7 days a week to assist you. Simply call 853.5700.