



HOW TO FILE A CLAIM WITH DWSD FOR THE JUNE 25-26 RAIN EVENT



Initiate the notice of claim by going to www.detroitmi.gov/waterdamageclaims, use the Improve Detroit app and select “Water in Basement” or call 313-267-8000 by August 9, 2021.



By initiating the claim using any of the options above, you have met the 45-day notice of claim required by Michigan law after a sewer backup.



You will then be mailed the long form, which requires greater detail of the damage (instructions are included).



As soon as possible, complete and submit the DWSD long claim form online at www.detroitmi.gov/waterdamageclaims or when you receive it in the mail.



If you use the mailed form, return the completed claim with supporting documents, receipts and photos to the address on the form or deliver it to 735 Randolph, Detroit, MI.



File a claim with the Great Lakes Water Authority (GLWA) by August 9, 2021, by downloading its form at www.glwater.org or calling 844-455-GLWA (4592).

Once you file the claim using the long form, the following occurs: (GLWA uses a similar review process)

If DWSD determined:

- ▶ There was a defect in the local sewerage system
- ▶ That DWSD knew or should have known about the defect
- ▶ That we failed to remedy in a reasonable time
- ▶ The defect was 50% or more the reason for damages

Then, a third-party administrator will review proof of damages and recommend reasonable settlement offer

DWSD will deny the claim if it is determined*:

- ▶ The problem is with customer’s private property
 - ▶ Sewer service line (blocked, collapsed, offset, disconnected from city sewer collection pipe)
 - ▶ Storm line or foundation causing stormwater backup
- ▶ Regional asset was the cause (GLWA)
- ▶ Local system issue but not 50% or more of the cause

*90% of claims are denied due to an issue on private property or due to the rainstorm overwhelming the design standards of the sewer system.



WORKING HARD FOR YOU.

FOR MORE INFORMATION, CALL
313-267-8000
www.detroitmi.gov/DWSD