

COMMUNITY RESOURCE GUIDE: SEPTEMBER 10 FLOODING

STEP 1

HAVE WATER DAMAGE?

DC Water is providing customer assistance and offering a one-time cleaning benefit to customers in need. To schedule service, contact one of the following DC Water Contractors:

Service Master: [703-212-7000](tel:703-212-7000) (24/7)

ServePro: [703-448-8444](tel:703-448-8444) (24/7)

For further questions, call DC Water's Emergency Clean Up Program hotline at [202-428-5244](tel:202-428-5244), Monday-Friday from 9AM-5PM.

STEP 2

FILE A HOME INSURANCE CLAIM:

Contact your Home Owners, Renters, or business insurance agent or carrier to file a claim. If you have questions about your insurance options, contact the District Department of Insurance, Securities, and Banking for guidance: [202-727-8000](tel:202-727-8000) or disb@dc.gov.

STEP 3

WANT TO BE REIMBURSED FOR YOUR CLEANING COSTS AND HAVE QUESTIONS ABOUT FILING A CLAIM?

Residents can file a claim with DC Water to seek reimbursement for cleaning services. For information regarding the claims process and what to expect, visit dcwater.com/claims or call [202-787-2050](tel:202-787-2050).

STEP 4

FILL OUT OUR SURVEY:

Do you have a smart phone?

Scan this QR Code to access our online assessment survey. This should take approximately 5 minutes.

No smart phone?

Call [202-481-3039](tel:202-481-3039) Monday-Friday between 8AM-5PM.



STEP 5

FUTURE PREVENTION:

Install a backwater valve through DC Water's Backwater Valve Rebate Program and get reimbursed up to \$6,000. Visit dcwater.com/backwatervalve for more information on eligibility and the application process. Consider adding flood insurance to your policy and research renter's insurance options.



COMMUNITY RESOURCE DAYS

DC Water and District Government agencies will host community resource days to share resources and next steps with impacted residents. Join our team on the following days to ask questions and learn more about available resources.

Wednesday, September 30 - 3:00PM-6:00PM

LEDROIT PARK/ECKINGTON

HARRY THOMAS RECREATION CENTER

1743 Lincoln Rd, NE

Thursday, October 1 - 3:00PM-6:00PM

DEANWOOD

DEANWOOD RECREATION CENTER

1350 49th St, NE

Friday, October 2 - 3:00PM-6:00PM

MICHIGAN PARK

NORTH MICHIGAN PARK RECREATION CENTER

1333 Emerson St, NE

Monday, October 5 - 3:00PM-6:00PM

LANGDON PARK

LANGDON PARK RECREATION CENTER

2901 20th St, NE

IF YOU CANNOT ATTEND...

1. Visit dcwater.com/september10flooding for more details on resources available to residents impacted by this event.
2. Visit ready.dc.gov/flood for safety and preparedness tips on preparing yourself and your home for flooding.
3. Call the District's Mental Health Hotline at [1-888-793-4357](tel:1-888-793-4357) to speak with a professional about any stress or anxiety you may be experiencing.
4. The District has resources available to help you navigate the purchase of home owner's, renter's, and flood insurance. More details can be found below:
 - Renter's Insurance
disb.dc.gov/page/what-you-need-know-about-renters-insurance
 - Home Owner's Insurance
disb.dc.gov/page/it-important-maintain-your-homeowners-insurance
 - Flood Insurance
disb.dc.gov/page/evaluate-your-need-flood-insurance