

Frequently Asked Questions:

Recovery Efforts for the Beard/Rowan Water Main Break Flooding



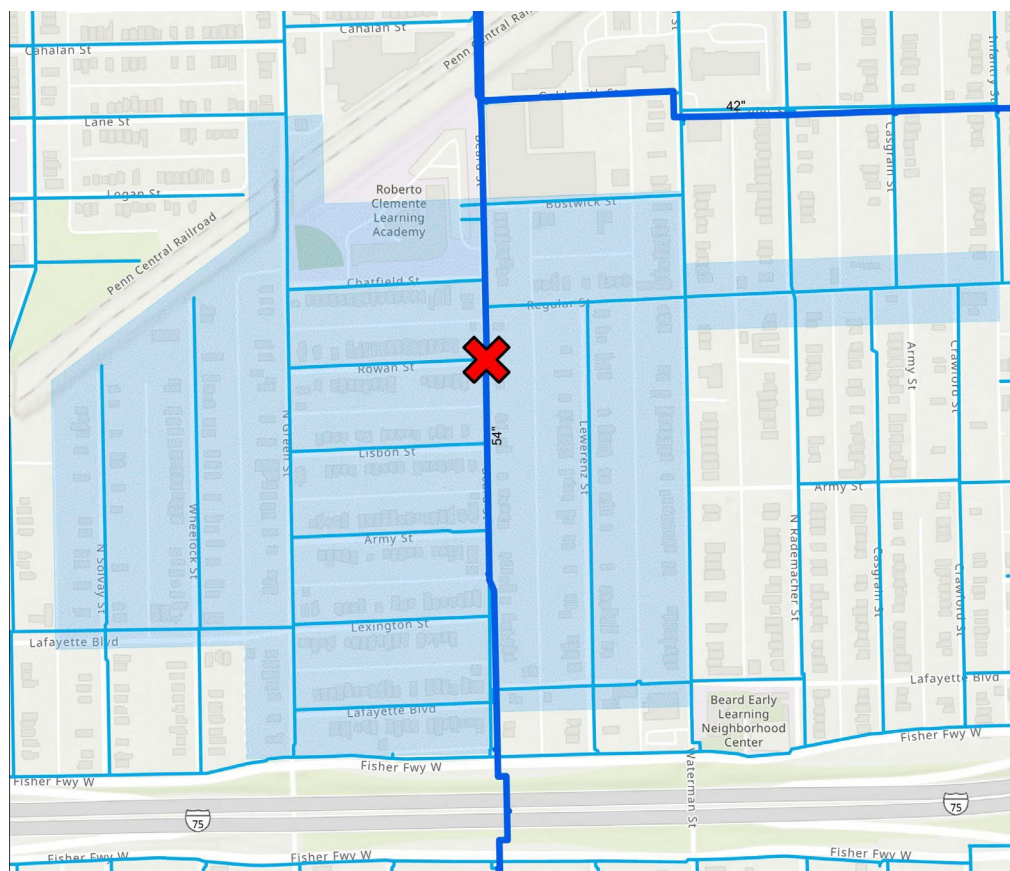
1. What happened in the early morning hours of Monday, February 17, 2025?

In the early morning hours of February 17, 2025, a Great Lakes Water Authority (GLWA) operated 54-inch underground water transmission main broke, and the roadway immediately caved in at Beard Street near Rowan Street resulting in severe flooding.

A water transmission main is a large, pressurized pipe that takes treated drinking water to communities by transferring it to several smaller water distribution mains. Transmission mains are operated and maintained by GLWA. The flooding was further exacerbated due to the frigid weather temperatures, quickly icing over and causing heating and electrical outages.

Within the same day, most of the water drained through the City's sewer system and began to recede in basements. Mayor Mike Duggan declared a state of emergency on February 18, the next day. By Friday, February 21, GLWA and its contractors had the water main isolated, the 12-foot section of broken pipe removed, inspections completed, and a new section of pipe installed. The City quickly activated local recovery services.

The flood impact zone is indicated below in the blue shaded area on this map:



2. Who is paying for the recovery efforts?

The recovery efforts will be paid for by the City of Detroit and GLWA.

3. What services will be provided?

To address the state of emergency, the City of Detroit is providing temporary shelter, meals, transportation and supplies as needed using available resources and community partners. Several city departments have initiated street cleaning, inspections, debris removal, basement cleaning and sanitizing, furnace and hot water tank repairs/replacements, plumbing repairs and damaged appliance repairs/replacement. Community partners are also distributing donated items and food at Patton Recreation Center and at the corner of Green St and Rowan St. Additionally, DWSD initiated a damage claims process to allow impacted households to recover losses to vehicles and other personal property resulting from the water main break.

Step by Step Recovery Process:

1. Visit for a pre-inspection
2. Remove debris from basement
3. Clean and sanitize basement
4. Repair or replace furnaces and/or hot water tanks
5. Make plumbing and/or electrical repairs
6. Bring families through for a final inspection
7. Families return home from hotel or staying with relatives

4. What are the requirements to get help? Do I get charged?

The only eligibility requirement is that you live in the impact zone of the flooding and the damages/losses were caused by the water main break flooding. There are no income restrictions to get assistance. Residents and homeowners that have insurance on their homes, possessions and automobiles should file claims with their insurance company as soon as possible.

5. How are services scheduled at my home?

Call 313-774-5261 to schedule an inspection by the City of Detroit Building, Safety Engineering, and Environmental Department (BSEED). A release waiver must be signed by the homeowner at the beginning of the inspection. After the inspection, you will be contacted to schedule an appointment for cleaning and repair services. Once work begins at your home, it can take 1-2 days for basement cleaning and another 1-5 days for repairs as long as you make arrangements to be available at your property. A final inspection will take place after all the cleaning and repairs. If there is extensive damage at your home, the timeline may take longer.

6. Do I need to be home for the cleaning and repairs?

Yes, the homeowner/tenant or an adult occupant needs to be at the home for all the cleaning and repairs.

7. What if I miss my appointment?

If you miss a cleaning or repair appointment, please call 313-774-5261 to reschedule or call back the DWSD or contractor phone number that scheduled the appointment directly with you. Missing the appointment by not being at home during the scheduled time will delay recovery of your property.

8. Why do we have to sign a waiver?

A waiver is required to be reviewed and signed by the homeowner to protect the City of Detroit and the homeowner/tenant during the work. The liability waiver is for the in-home cleaning and repairs. Homeowners and/or tenants may still file a Notice of Claim. If the homeowner is not local, the signed waiver may be emailed or approval given on a recorded phone line with DWSD.

9. Why do we have to fill out a Notice of Claim form?

You only need to fill out the [Notice of Claim form](#) if you have damage to your home or personal property and wish to receive financial reimbursement. Pursuant to state law, the Notice of Claim must be completed within 45 days of the flooding, which is April 3, 2025. The Notice of Claim form requests basic information and you may include photos and other documentation such as receipts. When your claim is reviewed, the claims administrator, Mackinaw Administrators, LLC (Mackinaw) – DWSD’s third party administrator for this claim process – will contact you to request additional information. A Notice of Claim is not required to receive the cleaning and repair services provided by the City -- the claim is for potential financial reimbursement for personal property loss, vehicle damage and structural issues.

10. What is the claims process and timeline?

Within approximately 14 days after submitting the Notice of Claim, the claimant (resident who filled out the claim) will receive an acknowledgement of their claim from Mackinaw. Mackinaw will process the claim which includes reviewing relevant documents and photos and possibly visiting the property and damaged vehicle(s) for additional inspection. This process could take 45-90 days depending on the responsiveness of the claimant. Once the claim is processed, Mackinaw will determine the appropriate amount of money that should be paid to the claimant in accordance with the City’s approval. If the claimant agrees with the determination, the claimant will be required to sign a release of claims prior to the issuance of payment. If the claimant declines Mackinaw’s determination, it will be discussed with DWSD regarding options. You may inquire about the status of your claim by calling Mackinaw at 877-311-3664 or emailing DWSD@mackadmin.com.

11. Do I have to file a claim form with the Great Lakes Water Authority?

No. Only file a damage claim with DWSD.

12. Can I hire my own inspector or contractor?

Impacted residents are encouraged to use the City contractors for the cleaning and repairs. These contractors are properly licensed and insured, their prices have been negotiated, and the City will pay them directly versus a homeowner paying a contractor. Private inspections are not reimbursable. If you hire a private licensed and insured contractor for repairs, submit the receipts with the DWSD Damage Claim and Mackinaw will review each case to determine if the repair is reimbursable. You will not be reimbursed for costs related to repairs that exceed the cost DWSD would have paid for those repairs using City contractors, and the repairs must have been inspected by a City or City-contracted inspector for permitting verification.

13. What will be covered by financial reimbursement?

Each claim will be reviewed individually, and a settlement will be determined. Please make sure to submit a claim to your insurance carrier. Mackinaw will request copies of insurance policies. You may inquire about the status of your claim by calling Mackinaw at 877-311-3664 or emailing DWSD@mackadmin.com.

14. What if my car or truck is damaged?

Fill out the Notice of Claim form and gather documentation establishing proof of ownership (title and registration), receipts and photos. You may submit this documentation with your Notice of Claim, or you may submit it to Mackinaw when they contact you. For each vehicle that has verified damage due to the flooding, you will be reimbursed your comprehensive deductible for your vehicle insurance. If you decline, or if you do not have insurance, Mackinaw will inspect your vehicle and offer fair market value for repairs or actual cash value if your vehicle is totaled. If you need your car towed to a repair facility, the City can assist – call the hotline at 313-774-5261.

15. If my car or truck was towed due to the flooding, how can I get it back?

Residents whose vehicles were towed can find their vehicles located at the Detroit Police Department 4th Precinct (4700 W. Fort Street). Owners must arrive with their keys to retrieve their automobile and show proof of ownership. You will not be charged for the tow or the holding of your car or truck.

16. Will the City repair foundations and cracks that may have been damaged from the flooding?

If an inspection shows there are new cracks in the foundation that are due to the water main break, you should file a Notice of Claim and include the estimate or repair cost. An inspector will visit your home to review the damage. Please also make a claim to DWSD.

17. How is the City ensuring only those impacted by the water main break flooding are receiving services?

City employees are using the impact area addresses as verification for eligibility (see map on the first page). The resident must live in the impact area to receive services, including tenants and homeowner occupants, and landlords who own property in the impact area.

18. What if a contractor or person said they work for the City of Detroit? How can I confirm if they are a verified vendor?

Below is the list of City of Detroit approved contractors as of March 4, 2025. When a contractor arrives at your home, check their employee identification or you may also call the hotline at 313-774-5261 to verify which companies are authorized to provide the recovery services on behalf of the City of Detroit. This list is also posted online at detroitmi.gov/waterdamageclaims.

- 360 Fire and Flood
- American Water Resources/Oncourse Home Solutions
- Atlas Service Group
- Constructive Services LLC
- Detroit Furnace
- Flood & Fire
- The Home Depot
- Mackinaw Administrators LLC

- Modernistic
- Premier Group
- Waste Management

19. Why is the City of Detroit providing resources for this water main break and not others?

The City is providing resources for this water transmission main break because Mayor Duggan issued an order on February 17, 2025, declaring a local state of emergency under City of Detroit Ordinances, and because City Council issued a resolution in support.

20. What is the cause of the water main break and how is it getting repaired?

The determination of the cause will come in several weeks after review of the data and forensic audit of the pipe material where it broke. The results of these investigations will be reported to the public by GLWA. The current focus is on recovery efforts, repair of the water transmission main, and restoration of streets and other utilities. GLWA has been providing regular updates on the status of the repair.

21. What are the next steps for infrastructure?

Both DWSD and GLWA have multi-year capital improvement programs that involve condition assessments and planned replacements or repairs based on those assessments. You can view the plans at detroitmi.gov/DWSD and glwater.org.

22. Will this affect water rates for the City of Detroit and GLWA?

All involved organizations are making sure the recovery is done as efficiently as possible to reduce costs while the priority remains helping residents recover. DWSD and GLWA will look at opportunities to reduce costs and create efficiencies in other areas of the operations without impacting service delivery. The goal is to minimize the water rate impact next year due to the financial costs of these recovery efforts.