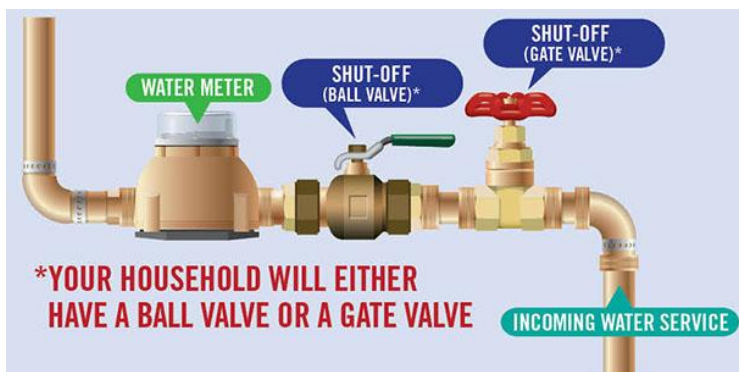


This walkthrough is intended to provide you with your best course of action when faced with an emergency water loss. If you have already contacted Dryco, know that help is on the way. One of our project managers will have coordinated with you when they will be on site, and likely will advise you on some of the best things you can do while you wait. This walkthrough was created to be all-encompassing and include any best practices you can implement to safely handle a water emergency.

**1. Stop/Limit the source:**

If the source of the damage is a plumbing issue, turn off the main water shut-off valve. Typically located on the street-side of your property for municipal supply lines, your water valve will be near the point water enters your home or business. Turning off the main water valve will halt the flow of water to the source of the leak.





You may need to contact a plumber to resolve the source of the issue. If you do not have a plumber that you regularly work with and trust, our team will be able to provide you with vetted, recommended contacts.

## **2. Contact your Insurance:**

While all agencies differ, many prefer that you contact them directly to file a claim. At this point, they will collect information about the loss and either guide you through the process, or file the claim through the carrier's portal, personally. They may ask you if you have a restoration company there to mitigate the issue. If Dryco is already on-site or on the way, inform them of this so that they can reach out with any questions of their own. Remember that throughout the claims process, you have full autonomy to select the contractors who work on your property.

If this is an after-hours emergency, and you are unable to contact your agent, behave as if the matter does not involve insurance, and handle the issue as best you can, using your own means.

Take a detailed inventory of everything that was affected by the water, and document any and all contractors who perform work. Obtain their contact information as well so that insurance is able to reach them after the initial stages are complete. When it comes to reimbursement for claims, you can never be too diligent about record-keeping.

It is possible that your agent is not involved in the claims process, and suggests that you use the carrier's portal, or call the toll-free claims number in order to file your claim. If that is the case, follow the instructions they provide in order to create the claim.

In the case of water damage, be sure to never use the word "flood" when describing the situation. Floods are a separate and unique occurrence that will only bring about confusion if you mention them during conversations with insurance providers.

## **3. Be cautious of electricity.**

If standing water has affected one or more areas of your home, it is always best to err on the side of caution.



Shut off breakers to the areas that have standing water, and avoid wading through water if you are unsure whether or not there is active electricity. Do not attempt to turn off power at the breaker box when standing in water to do so.

**4. Move Contents for Cleaning.**

Contents affected by water/sewage that you would like professionally cleaned, should be set aside for our team to bring to our shop and restore. If there is a large amount of contents, it is likely that a separate cleaning crew will return to collect these belongings and pack them out accordingly.

**5. Do your best to remain calm.**

While experiencing emergency water damage is incredibly stressful, make an effort to remain calm throughout the process. Collect your thoughts, remember what's important, and know that our team will be here to support you throughout!