

Claim Report

Name _____

Address _____

Address Line 2 _____

City, State, Zip Code _____

Phone Number _____

Alternate Phone Number _____

Type of Loss _____

Location of Loss _____

Date of Loss _____ Time of Loss _____

Details of Loss _____

Attached any additional information including photographs, repair estimates, or bills and send claim form to the address below or fax to Risk Management at (847) 984-5859

Print Name _____

Signature _____

Date _____

18 N. County St. - 7th Floor
Waukegan, Illinois 60085-4355
Phone: (847) 377-2241
Risk Fax (847) 984-5859

WATER SERVICE DISRUPTIONS



What is the cause?
What should I do?
Who's responsible?

Risk Management
lakecountyil.gov





WHAT CAUSES DISRUPTIONS TO YOUR WATER SERVICE?

Disruptions to your water service can be due to planned repairs/upgrades to the water systems or due to an unforeseeable leak or break in the system. If we need to turn off the water for a planned event you will be notified in advance. In the event of a major leak or break in the system you may experience a loss of water with little or no warning.

I HAVE NO WATER - WHAT SHOULD I DO?

Here is the number to call if you experience an unexpected loss of water from your service:

(847) 377-7500

Lake County Public Works personnel will respond as quickly as possible to identify and rectify the situation. If they determine that the problem is in your plumbing they will let you know so you can make repairs or contact a plumber. If the problem is a leak or break in the County's part of the system we will make repairs.

HOW ARE REPAIRS DONE?

Repairing a leak or break is a technical process with many variables. The method of repair and the time required to restore service to affected customers can vary. Be assured that service disruptions are a top priority for our Operation and Maintenance staff. Their goal is to correct the problem as quickly as is safely possible, to minimize the loss of water, and to perform their work in a manner that will ensure no loss of water quality. After each repair is completed water samples are taken immediately to ensure that the water is safe to drink. In the unlikely event that the water is found to be unsafe to drink, a boil order will be issued to the affected customers.

CAN I USE MY WATER IMMEDIATELY AFTER REPAIRS ARE MADE?

Occasionally a small amount of sediment in the water main will be stirred up by a leak or break. The water mains are flushed thoroughly by our personnel after every repair is completed. Sometimes a trace of this will have entered your service. If there is any discoloration at your tap we recommend that you turn on your cold taps and let them run to flush the sediment out. DO NOT open your hot water taps as this may draw sediment into your hot water heater. Run your clothes washer and dishwasher through an empty cycle using only cold water to reduce the possibility of stains.

WHO IS RESPONSIBLE IF I HAVE FLOODING?

Flooding in any occupancy is one of the most frustrating experiences you can endure. This can be even more exasperating when the occupant discovers that the County may not be liable for damages to the property due to a leak/break in the water system. The County maintains its part of the water system on a regular basis and the Illinois Tort Immunity Act exempts the County for loss or damage as a result of a break or malfunction in the water system unless it is established that the break, malfunction, or failure was the result of the negligence of the County or its employee.

Each homeowner is responsible for mitigating any losses. In case of a flood, ensure the area is safe. Contact a plumber if needed and begin to clean and sanitize the interior of your occupancy or hire a cleaning service if you prefer. Always contact your insurance company as they may have service people they can recommend and these expenses may be covered under your policy.

Please be aware that per Lake County policy, utility workers are not authorized to discuss or authorize whether the County will pay for damages.

Complete the reverse claim form and submit to risk@lakecountyiil.gov, or fax to (847)-984-5859. Call (847)-377-2241 for additional information and questions. IPMG, Lake County's third party adjuster, will assess and determine if the loss is covered.