



Process for Damage Claims Submitted for 54-Inch Beard/Rowan Water Main Break February 17, 2025

1

Submit Notice of Claim form with the Detroit Water & Sewerage Department (DWSD) as soon as possible, at the latest April 3, 2025, which is 45 days after the date of the 54-inch water main break on Beard Street near Rowan. Per State of Michigan law, notice of claims must be filed within 45 days of the event.

2

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 Administrators, LLC (Mackinaw) – DWSD’s third party administrator for this claim process. The acknowledgement will include a claim number and will be emailed to the claimant using the email address on the Notice of Claim form. If no email was provided, acknowledgement will be mailed to the property address listed on the Notice of Claim form.

3

Mackinaw will process the claim. Processing includes reviewing the claim including the relevant documents and photos and possibly visiting the property and damaged vehicle(s) for additional inspection. This process could take 45-60 days depending on the responsiveness of the claimant. Mackinaw will reach out to the claimant to obtain any information needed to process the claim.

4

Once the claim is processed, Mackinaw will determine the appropriate amount of money that should be paid to the claimant for the items included in the damage claim. If the claimant agrees with the determination, the claimant will be required to sign a release waiver prior to the issuance of payment. If the claimant declines Mackinaw’s determination, it will be discussed with DWSD regarding options.

5

A claimant can check on the status of their claim by calling 877-311-3664 or emailing DWSD@mackadmin.com and sharing their claim number.

6

Mackinaw will process claims for auto damage, structural damage, and damage to personal property related to the February 17, 2025 flooding due to the 54-inch water transmission main break.