



**NORTH  
TEXAS  
MUNICIPAL  
WATER  
DISTRICT**

## **NEWS ADVISORY**

### **FOR IMMEDIATE RELEASE**

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### **NTMWD Making Contact with Property Owners to Discuss Insurance Coverage** *District crews continuing work to repair street*

**WYLIE, TX – September 4, 2018:** Officials with the North Texas Municipal Water District (NTMWD) are working with the District's insurance carrier on next steps for homeowners who suffered damage from last week's water main break in Richardson. It is estimated that approximately 15-20 homes in the Knolls at Breckenridge neighborhood experienced varying degrees of damage.

At this time, the appropriate process is for the involved insurance companies for homeowners and the District to review the claims for available coverage. We understand this process is frustrating and time consuming, and we are working to provide further information to homeowners as soon as possible.

NTMWD crews have been on-site since the break last Thursday afternoon. District leadership, including Executive Director Tom Kula, have gone door-to-door to speak to impacted residents and provide contact information for the District's carrier, the Texas Water Conservation Association Risk Management Fund. In addition, NTMWD staff provided residents a letter offering to reimburse residents for temporary displacement costs of lodging, meals and transportation. The District is processing those payments as receipts are received.

A forensic investigation into the cause of the break has begun and it is expected to take several weeks to complete. NTMWD will provide further information to homeowners once we know more.

The 72" water pipeline was repaired and put back into service Monday afternoon. It is expected to take at least a week to complete street repairs to be able to reopen Crystal Mountain Drive.

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#### **About NTMWD**

*The North Texas Municipal Water District is the regional wholesale provider of water, wastewater and solid waste services for about 1.7 million residents across 10 counties in North Texas - one of the fastest-growing regions in the U.S. For more information, visit [www.NTMWD.com](http://www.NTMWD.com).*