

Along with a formal letter to American Home Shield, copying State Farm and her state representative, Charles McBurney (R-Jacksonville), Eighty-Six-year-old Patricia M. Bloebaum took notes regarding a small water loss handled by United Water Restoration, which were later sent to Johnson Strategies, LLC.

Notes for plumber June 23, 2016

Called AHS for plumber to repair leak under half-bath sink. Corroded pipes.

AHS sent plumber (United Water Restoration?) who said they needed to dry out under-sink area. United Water Restoration sent three people (two like teenagers?) who set up two big water-sucking machines for the bathroom. They were running for two or three days, 24-hours a day, using lots of electricity. Water extracted was diverted via piping into our full bath.

UWR guy said American Home Shield would pay up to \$500 and the balance should be paid by our home insurance. I called State Farm claims agent who told me the balance would not be paid by them because it was natural wear and tear. This means that the United Water people would bill us for any and all costs above \$500. That turned out to be around \$2,000—a claim that was apparently filed with State Farm.

Today (Thursday, June 23) the plumber's office called about rescheduling to repair the corroded pipe—a week after my first call. The girl said she would have her boss, Brian, call me later today to explain the United Water Restoration charges of over \$2,000—which is for the initial visit and set-up of machines plus a follow-up visit two days later by two teenager guys who had me initial “routine” items on a check list.

Two of the young men returned on Monday/Tuesday to remove the water-extraction machines. I was asked to initial several “routine” items on a multi-page agreement and sign my name. The young man explained each one as I signed it, and it did seem “routine.”

I later received a call from State Farm saying they had received a claim for \$2,000 from United Water Restoration. I was asked about what had transpired and wrote an explanation of the events, which I mailed to State Farm on June 22.

I was told that a plumber would come to repair the corroded pipe (finally) tomorrow—Friday, June 24. I asked questions of the young lady on the phone but she said she would have her supervisor, Brian, call me later today to explain the situation more fully.

Since there was no water damage to the vanity in the aforesaid half bath, I am wondering why it was necessary to call the water restoration group to set up their \$2,500 worth of extraction machinery.

In other words, why didn't the plumber just come and replace the corroded pipes, when there was NO WATER DAMAGE to the vanity?

Brian (from plumbing company or AHS?) will call later and I have to ask for clarification on this matter.

I paid \$75 fee for United Water Restoration online yesterday, June 22.

(Notes for plumber regarding water damage claim, June 23)