City of West Hollywood

Resources & Information to Impacted Community Members Following 7/16 LADWP Water Pipe Break on Sunset Blvd.

Updated Saturday, July 18, 2026 – 1:45 PM

GENERAL UPDATE

The Los Angeles Department of Water and Power (LADWP) continues to lead repair efforts on the damaged 36-inch water transmission line beneath Sunset Boulevard. Crews have been working around the clock to excavate the damaged pipe, install a new 25-foot replacement section, complete extensive welding, and perform required testing and disinfection before the line can be returned to service. Currently, there is no timeline for the new section to be completed. Crews are working as quickly as possible.

- Updated information is available at **www.weho.org/watermainbreak** and **www.ladwpnews.com**. These information sources include up-to-date parking regulations and street closure updates. Follow **@wehocity** for updates.
- For information on impacted Metro bus routes visit **https://alerts.metro.net**.
- To receive West Hollywood Emergency Alerts via Nixle to your phone by text and to your email, text your ZIP code to **888777**.

The City of West Hollywood is Working to Support Impacted Residents and Businesses

The City of West Hollywood is here to support community members affected by the water pipe break. Residents in need of assistance may email the City of West Hollywood Community Safety staff at **safety@weho.org**, and businesses may email the City of West Hollywood Economic Development staff at **business@weho.org**.

RESIDENT SUPPORT

Claims

Community members who experienced property damage or other losses related to the water pipe break may file a claim directly with the Los Angeles Department of Water and Power (LADWP). Claims can be submitted online at **www.ladwp.com/claims** or by contacting the LADWP Claims Section at **(213) 367-4600**. Community members should keep photographs, receipts, repair estimates, and other documentation to support claims. Visit **www.weho.org/watermainbreak** for a handout of **Information for Residents and Businesses Affected by the LADWP Water Main Break (Handout)**.

Lodging

Many hotels in West Hollywood are offering special rates to impacted West Hollywood residents. Rates and availability vary by property, please reserve directly using the contact or link listed, and mention the resident rate when you book. Visit **www.weho.org/watermainbreak** for a flyer of **Hotel Rates for Impacted Residents (Flyer)**.

Towing

If your insurance company advises you on a preferred company, please work with your insurance provider. The City of West Hollywood's official impound yard is Hollywood Tow. Open 24 hours a day, 7 days a week. Call (323) 466-5421. If you have questions, please call West Hollywood Parking Enforcement: (323) 650-6757.

Trash/Bulky Item Pickup

Athens Services provides free bulky item pickup for City of West Hollywood residential customers. Bulky items such as furniture, mattresses, and major appliances can be picked up by appointment. Residents should call (888) 336-6100 or submit an online bulky item request through Athens Services to schedule a pickup. Athens Services can provide details.

Vehicle Insurance Information

If your vehicle is damaged because of the water main break, contact your automobile insurance company as soon as possible to determine whether your policy provides coverage. Here is information from the California Department of Insurance about what to do to start your recovery.

- Check your auto insurance for comprehensive coverage — this is the coverage that may help with flood damage.
- Do not start your vehicle until you receive guidance from your insurer.
- When safe, document the damage with photos, videos, and receipts for any related expenses.
- Contact your insurance company as soon as possible to report the damage and begin your claim.
- If you need help understanding your coverage or navigating your claim, the California Department of Insurance is here to assist. Visit insurance.ca.gov or call (800) 927-4357 for more information.

BUSINESS SUPPORT

Some businesses are experiencing significant interruptions. The City of West Hollywood is actively working to connect impacted businesses and employees with available assistance. Please contact the City's Economic Development Department at business@weho.org. Claims can be submitted online at www.ladwp.com/claims. To understand requirements for unemployment benefits from the State of California, visit and apply at https://edd.ca.gov/en/unemployment.

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RESIDENT RESOURCE · UPDATED JULY 20, 2026

Hotel Rates for Displaced Residents

Following the water main break and flooding along Sunset Blvd, Santa Monica Blvd, San Vicente, and nearby residential streets, the hotels below continue to offer **special rates to displaced West Hollywood residents**. Rates and availability vary by property, please reserve directly using the contact or link listed, and mention the resident rate when you book.

AKA West Hollywood

15% off Best Available Rate

Based on availability.

TO BOOK

Go to the hotel directly to reserve, and reference the West Hollywood resident rate.

Andaz West Hollywood

$289 / night + tax

Based on availability.

TO BOOK — EMAIL

laxss-reservations.static@hyatt.com

Chamberlain West Hollywood

Special Resident Rate

Based on availability.

TO BOOK

Reserve online →

Hotel Ziggy

25% off Best Available Rate

Based on availability.

TO BOOK

Reserve online →

Le Parc Suite Hotel

25% off Best Available Rate

Based on availability.

TO BOOK

Reserve online →

The London West Hollywood

40% off Best Available Rate

For neighborhood locals. No online link — call or walk in. Based on availability.

TO BOOK — CALL

310-854-1111

Montrose at Beverly Hills

Special Resident Rate

Based on availability.

TO BOOK

Reserve online →

Ramada Plaza West Hollywood

$139 / night + tax · residents only

ID REQUIRED

Must show a valid ID or driver's license at check-in. Based on availability.

TO BOOK

Go to the hotel directly to reserve.

The Sun Rose West Hollywood

10% off Best Available Rate

VALID JUL 16 – 31

Based on availability.

TO BOOK

Reserve online →

Sunset Marquis

$275 / night + tax · "Neighbor" rate, Main Building

VALID THROUGH JUL 31

Based on availability.

RESERVATIONS OFFICE

Mon – Fri, 8:30 AM – 5:00 PM 1-800-858-9758

reservations@sunsetmarquis.com

FRONT DESK

After 5 PM & weekends 310-657-1333

FrontDeskManagers@sunsetmarquis.com

The Valorian West Hollywood

From $179 / night + tax

VALID JUL 16 – 26

$37 amenity fee waived · 50% off overnight parking. Based on availability.

TO BOOK

Reserve online →

The West Hollywood EDITION

20% off retail rate

Based on availability.

TO BOOK — EMAIL OR CALL

ed.laxeb.reservations@editionhotels.com

424-310-1573

STAY INFORMED — OFFICIAL UPDATES

Nixle text alerts

Sign up for LASD and City of West Hollywood alerts — text your **ZIP code to 888777**.

Social media

Follow the City for real-time updates at **@wehocity**.

Rates are offered voluntarily by each hotel and are subject to availability and change without notice. Rates listed are per night and generally exclude applicable taxes and fees. Please confirm the current rate, dates, cancellation terms, and any ID requirements directly with the hotel at the time of booking. This list is provided as a courtesy by Visit West Hollywood in coordination with the City of West Hollywood.

INFORMATION FOR RESIDENTS AND BUSINESSES AFFECTED BY THE LADWP WATER MAIN BREAK

File a Claim for Property Damage or Other Losses

A major Los Angeles Department of Water and Power (LADWP) water main break occurred during the early morning hours of **Thursday, July 16, 2026**, near **Sunset Boulevard and Holloway Drive** in the City of West Hollywood. The incident caused significant flooding and affected nearby streets, residences, and businesses.

Residents, property owners, tenants, and business owners who experienced property damage or other losses related to the water main break may submit a claim directly to LADWP.

How to File an LADWP Claim: www.LADWP.com/claims

Claims may also be submitted by mail to:

Los Angeles Department of Water and Power
Attn: Claims Section
221 N. Figueroa Street, Suite 1640
Los Angeles, CA 90012-2660

For assistance with the claims process, contact the LADWP Claims Section:

Telephone: (213) 367-4600
Email: claims.claims@ladwp.com

Document Your Damage

Affected residents and businesses are encouraged to document their losses as soon as it is safe to do so. Supporting documentation may include:

- Photographs and videos of flooding and damaged property;
- Photographs showing water levels or the location where water entered the property;
- Repair estimates, contractor reports, and invoices;
- Receipts or other proof of purchase for damaged personal property, equipment, furniture, or inventory;
- Records of business interruption, lost inventory, or other business-related losses;
- Towing, transportation, temporary lodging, cleanup, remediation, or storage receipts;

- Medical records and receipts if an injury occurred; and
- The date, time, and location of the damage.

Keep copies of all documents submitted to LADWP and record the date the claim was filed.

LADWP generally requests repair estimates, invoices, photographs, and proof of purchase when evaluating property-damage claims.

Important Filing Deadlines

LADWP's claim form states that claims involving **death, personal injury, or damage to personal property must generally be filed within six months** of the incident.

Claims involving **damage to real property or another type of loss must generally be filed within one year** of the incident.

Affected individuals and businesses should submit their claims promptly and should not wait until repairs are completed before reviewing the applicable filing requirements.

Contact Your Insurance Provider

Residents, property owners, tenants, and businesses should also consider promptly notifying their insurance provider. Insurance policies may contain separate notice requirements or filing deadlines.

Before discarding damaged property, consult with LADWP and your insurance provider regarding documentation and inspection requirements. Take reasonable steps to prevent additional damage when it is safe to do so, and retain receipts for emergency cleanup or temporary repairs.

Important Notice

The City of West Hollywood does not administer or determine LADWP claims and cannot guarantee that a claim will be approved. Questions concerning claim eligibility, required documentation, processing, or reimbursement must be directed to LADWP.