

**From:** [Landgraf, David A](#)  
**To:** [foil](#)  
**Subject:** [EXTERNAL] Water Main Work Information Request  
**Date:** Wednesday, March 11, 2026 8:46:25 AM  
**Attachments:** [image002.png](#)  
[image003.png](#)  
[image004.png](#)  
[image005.png](#)  
[image006.png](#)  
[image007.png](#)

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Ms. Hibit,

My name is David and I am with Travelers insurance. I am investigating a loss that occurred at our insured's location at 275 Northpointe Parkway, Amherst NY 14228 on 9/15/25. Our insured sustained water and property damage to their location when a toilet exploded, possibly from an over-pressure incident from a water main break. I am writing to request any reports of work being completed in the area on 9/15/25 or the week prior.

Is there a form that I need to complete to request these records, or will this email suffice? If you need more specific information from me, please let me know and I look forward to your reply.

Best,

**David Landgraf, J.D. | Senior Technical Specialist | National Property Recovery Center**

Travelers | Lake Michigan Claim Center

Mailing Address: Travelers National Recovery Centers | P.O. Box 5076 | Hartford, CT 06102-5076

Remit Address: Travelers Claim Hartford Prop | P.O. Box 660339 | Dallas, TX 75266-0339

Toll Free: 800-624-6007 ext.2629572492 F: 866-280-7367

[Dlandgra@travelers.com](mailto:Dlandgra@travelers.com)

If further assistance is required, please contact my manager, Nicholas Gaudynski [ngaudyns@travelers.com](mailto:ngaudyns@travelers.com)  
262-957-2397



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