Austin Fire & Flood Reports Surge in Category 3 Water Damage Cases Across Metro Area

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AUSTIN, TX - June 02, 2026 -
Austin Fire & Flood, a leading restoration company serving the Austin metropolitan area, reports a significant increase in Category 3 water damage incidents throughout the region, with sewage backups, toilet overflows, and storm drain flooding accounting for the majority of emergency calls in recent weeks.

Category 3 water damage, classified as the most severe type of water contamination, poses serious health risks and requires specialized remediation protocols that differ substantially from standard water damage restoration. The company emphasizes that homeowners should never attempt cleanup of these hazardous situations without professional assistance.

"Category 3 water contains dangerous pathogens, bacteria, and potentially toxic substances that can cause severe illness if handled improperly," said Robin Hall, owner of Austin Fire & Flood. "What many homeowners don't realize is that contaminated water requires complete removal of affected materials, not just drying. Every porous surface that has come into contact with Category 3 water must be safely disposed of and replaced."

The water damage remediation process for Category 3 incidents involves comprehensive removal of contaminated materials including carpet, padding, drywall, and baseboards. Professional restoration teams must then apply antimicrobial treatments to all remaining surfaces and deploy HEPA air filtration systems throughout the affected area to ensure airborne contaminants are eliminated during the restoration process.

Many restoration companies in the Austin area decline Category 3 water damage projects due to their complexity and the extensive safety protocols required. Austin Fire & Flood continues to accept these challenging cases, recognizing the critical need for reliable local teams equipped to handle the most serious damage scenarios facing Austin homeowners.

The increase in Category 3 water damage incidents corresponds with aging infrastructure in many Austin neighborhoods and recent weather patterns that have overwhelmed storm drainage systems. Sewage backup cleanup in Austin TX has become increasingly common, particularly in older residential areas where sewer lines may be compromised by tree root intrusion or deteriorating pipes.

Knowing what to do immediately after water damage occurs can mean the difference between a manageable restoration project and extensive property loss. For Category 3 water damage, the first and most important step is evacuating the affected area and contacting professional restoration services immediately. Unlike clean water from a broken pipe, contaminated water continues to pose health risks even after it appears to have dried.

The company's certified technicians undergo specialized training in Category 3 water damage restoration Austin protocols, including proper personal protective equipment usage, containment procedures, and disposal regulations for contaminated materials. This expertise ensures both the safety of restoration crews and the thorough remediation of affected properties.

Austin Fire & Flood maintains 24/7 emergency response capabilities specifically to address time-sensitive situations like Category 3 water damage. The company's rapid response helps minimize exposure risks and prevents secondary damage that can occur when contaminated water is left untreated.

Established over 20 years ago, Austin Fire & Flood provides comprehensive restoration services throughout the Austin metropolitan area, including Cedar Park, Round Rock, Pflugerville, and Leander. The company holds certifications from the Institute of Inspection Cleaning and Restoration Certification and maintains partnerships with major insurance carriers to streamline the claims process for property owners facing water damage emergencies.

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Austin Fire & Flood

Austin Fire & Flood is a locally owned, family-run restoration company serving Austin, TX since 2017. With IICRC-certified experts and 30+ years of experience, we provide 24/7 water, mold, fire, storm damage restoration, and full reconstruction.

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