



## Customer Claim Reporting Procedures

*Please read the attached "Protecting Sensitive Equipment From Power Surges" article for helpful information regarding claims and protecting your equipment from future damage.*

If you believe you are entitled to reimbursement from Grays Harbor PUD for loss or damage to personal property, you may submit a claim form for monetary reimbursement.

Please fill out the attached Damage Claim form with the following information:

- your name
- physical and mailing addresses
- telephone number
- date of loss or damage
- suspected cause of damages
- description of your damages
- total requested monetary reimbursement

If you have any questions while completing the form, please contact the PUD at 360-532-4220 and ask for the Claims Representative.

An investigation will be conducted to gather all relevant information. The District in no way assumes liability for any damage or injury by accepting your claim for review. Once the information has been reviewed, you will be notified of the results and of our final determination.

Please note the following:

1. Keep any equipment or property that is the subject of your claim until the matter has been resolved. You may be asked to provide pictures of your damaged items.
2. Any appliances and electronics valued over \$100 must have a bona fide repair estimate or receipted repair bill. If property is not repairable or cost to repair is above replacement value, documentation must accompany claim form.
3. Large appliances will require a repair person to come to your home. Televisions and smaller electronics should be taken to a repair shop.
4. If something is valued at less than \$100, you may replace that item without having it checked for repair. You must provide the make, model and serial number on these items.

If your claim is approved, you will be sent a release form stating you will accept a dollar amount in order to close your claim. This form requires your signature and a witness signature. When we receive the executed release from you, a payment authorization will be sent to our accounting department. You will be mailed a check and should receive it the following week. If your claim is denied, you will receive a letter of explanation from the PUD Claims Representative.

Thank you in advance for your patience during the claim process.