



## CLAIMS PROCEDURES

The following is the procedure for filing a claim for injury or damage against Public Utility District #1 of Clallam County

### 1. OBTAINING A CLAIM FORM

A claim form may be obtained from any District office during normal business hours (Monday through Friday, 8 a.m. to 5 p.m.), by calling Support Services & Safety Manager Larry Morris, at 360.452.9771, or may be downloaded from the Customer Service section of the District website at:

[www.clallampud.net](http://www.clallampud.net)

### 2. FILLING OUT THE CLAIM FORM

All the information requested on the claim for should be completed. If there is not a specific dollar amount claimed or if the amount has not yet been determined, indicate this in the space for the amount requested. **IT IS IMPORTANT TO PROVIDE AS MUCH INFORMATION ABOUT THE INJURY OR DAMAGE AS POSSIBLE.** Specific date and time, list of witnesses, including telephone numbers and addresses, and any back-up documentation, such as copies of

receipts, etc. will expedite the investigation.

### 3. NOTARIZING THE CLAIM FORM

Once you have completed the claim form you must sign the form in the presence of a notary public. If you do not have access to a notary, there are notaries available at all District offices. Please call ahead to ensure that someone is available when you come by.

### 4. PRESENTING YOUR CLAIM

Signed and properly notarized claims may be presented to a Customer Service Representative at any District office or mailed to:

**PUD #1 of Clallam County  
Attn. Larry Morris  
PO Box 1090  
Port Angeles, WA 98362**

### 5. CLAIM PROCESSING

Once the claim form has been received by the District, an investigation and evaluation of the claim will be performed. In some cases, the District may use District insurance investigators to help investigate and resolve the claim. Once the investigation is completed, you will be notified if the claim is being accepted or denied by the District or if additional information is needed.

### 6. CLAIM ACCEPTANCE OR DENIAL

**A.** If the decision is made that the District was responsible for the injury or damage, an appropriate amount of compensation will be issued. Payment is contingent on your signing a release form.

**B.** If it is determined that the District was not responsible for the damage, you will be sent a letter that the District will not accept the claim and the reasons for denying legal responsibility for your claim.

**C.** Claims that are associated with outages caused by incidents such as normal system operation, windstorms, snowstorms, car/pole accidents, birds, etc. are normally not paid. We encourage you to check with your homeowner's or renter's insurance policy for coverage.