

Policy Bulletin No. 28

Public Utility District Number 1 of Klickitat County

Residential Customer Damage Claims

I. Customer Responsibility

A. The customer is responsible for maintenance of his wiring and equipment. It shall be the customer's responsibility to provide:

1. Suitable protective equipment, such as fuses, circuit breakers and relays, adequate to protect their equipment.
2. The necessary equipment to prevent backfeed of their generators onto the PUD's unenergized lines meeting applicable electric codes.
3. Protection against single phasing and under and over voltage, if three-phase equipment is used.
4. Wiring applicable with state codes including adequate grounding.

B. The PUD is not liable for accidents or damages because of the customer's improper or inadequate installation.

II. KPUD Responsibility

A. KPUD is responsible for damage that occurs to the equipment of our customers as a result of negligence by the PUD or its employees. The PUD is insured within a group of Washington PUDs that administers all the liability insurance for the group.

B. KPUD will take all reasonable precautions to prevent phase failure or abnormal voltage variations, but cannot guarantee such conditions may not occur.

C. KPUD does not guarantee uninterrupted power, and is not liable for any damages that occur due to power interruptions.

III. Damage Claim Process

A. Conditions for Damage Claim Consideration

1. Under the following conditions, the PUD agrees to pay the cost of repairing equipment (or replacing with comparable equipment) damaged by District-owned equipment:

- a) The damage must be caused by failed PUD equipment. This must be documented by a work order completed by a PUD lineman which lists the failed equipment, location and time of the failure.
- b) The customer must have a meter base surge arrester installed on their home prior to the event which caused the equipment damage.
- c) This policy does not cover any damage caused by acts of God or weather-related events (i.e. wind, lightening, flood, etc.).

B. Customer Claim Submittal

- 1. To submit a claim, the customer must:
 - a) Complete the damage claim form provided by KPUD and provide receipts for repair costs.
 - b) Notify the KPUD Energy Services staff of equipment damage and surge arrester failure.
 - c) Provide written estimates of the cost to repair the equipment or replace damaged equipment with a comparable model.
 - d) Provide copies of notices of claim denial from their homeowner insurance carrier.
 - e) Complete and submit a PUD Damage Claim Form, (available from the Accounting Department).
 - f) Turn the damaged equipment over to the PUD for disposal.
 - (1) Written estimates on the damaged equipment.

C. KPUD Damage Claim Process - KPUD Energy Services staff will:

1. Provide customer with damage claim form from the surge arrester manufacturer, TESCO.
2. Provide KPUD damage claim form.
3. Obtain from customer
 - a) surge arrester damage claim form
 - b) KPUD damage claim form
 - c) written estimates
4. Submit claim form and written estimates to the manufacturer, TESCO.
5. Submit to the Accounting Department
 - a) Notice of claim denial from the surge arrester manufacturer.
 - b) Notice of claim denial from customer's homeowners insurance.

D. Claim Payment

- a) Upon receipt of the necessary documents, as outlined above, the KPUD Accounting staff will prepare a voucher for damage claim in an amount not to exceed \$1,500.
- b) Following approval by the Board of Commissioners, a check will be sent directly to the customer.
- c) This claim process is limited to customers who are on the residential rate schedule.

Approved by the Board of Commissioners: 05/09/00

Revised: 01/08/02

Dan G. Gunkel, President

Randy L. Knowles, Vice-President

Harold W. Hill, Secretary

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