

Section	<b>ADM-3 Administration</b>	Approval Date	<b>10/23/03</b>
Policy	<b>ADM-3.1 Claims Processing Policy</b>	Latest Revision	

## ADM-3.1 Claims Processing Policy

All liability claims made against the District will be investigated and settled fairly and expeditiously where legal liability is determined. Decisions regarding the disposition of a claim will be based on the merits of the claim.

In the course of District operations damage to land and improvements thereon occasionally occurs due to the proximity of District facilities to the private property. When District employees are aware that property has been damaged in the course of their work, restorative measures are to be taken to return the property as close to its original condition as possible.

When a property owner informs a District employee of damage to their property, the employee receiving the claim will document in writing the time and date, and a description of the stated circumstances and allegations. Employees should respond to questions, be cordial and respectful, but refrain from commenting on liability questions.

As soon as possible after information about the damage has been received, it will be given to the department manager, who will notify the General Manager. If the owner of damaged property informs a member of the Board of Directors, the information will be given to the General Manager. Directors should not independently investigate claims.

If the investigating staff person is convinced that the damage was caused by District personnel, equipment or infrastructure, he/she will prepare a work order to have the damage repaired, subject to the following conditions:

- Property owner agrees that the proposed repairs are appropriate and adequate;
- Property owner agrees to allow the District personnel or subcontractor access to their property to perform the repair work;
- District personnel or subcontractors have the necessary tools, equipment, and expertise to perform the necessary work;
- Repair work can be accomplished within a reasonable amount of time; and
- Cost of labor and material for the repairs will not exceed \$500.

If the cost of the job for repairs is stated by claimant or estimated by staff to exceed \$500, the owner will be asked to submit their claim in writing on a District claim form. The General Manager will review the damage claim and the proposed work. If he/she determines that the damage is the District's responsibility and that the proposed repair work is appropriate, he/she may authorize the work if the cost of the job will not exceed \$1,500. If the cost exceeds \$1,500, the claim will be submitted to the Board of Directors for consideration. If the Board of Directors elects to submit the claim to the District's liability insurance carrier, the General Manager or his/her designee will report the claim to the District's liability insurance carrier in accordance with claims reporting procedures set forth by the insurance carrier.

**Revision History:**

Revision Date	Description of Changes	Requested By