

## Damaged PSE property? — Now what?

When someone damages PSE's property, PSE uses the damage claim process to recover its repair costs from the responsible person or business. Here are some frequently asked questions about PSE's damage claim process:

### **What type of damage claims does PSE usually see?**

Many different types of incidents might trigger the damage claim process. Some of the most common are automobile accidents, including collisions with power poles, and digging activities that damage PSE pipes and wires.

### **I damaged PSE property. What will happen next?**

PSE will assign the incident to a claims agent, who will identify the responsible party (or parties) and assemble repair cost information. You may receive a call from the claims agent if he or she needs more information about the incident. Please keep any documents or photographs that relate to the incident – these will help us resolve the claim, especially if you don't think you are responsible.

### **Will I receive a bill?**

Probably. PSE bills the responsible party for repair costs because it is not fair to pass these costs along to our power and gas customers in the form of higher energy rates. If PSE determines you are not responsible, you will not receive a bill.

### **How long will it take to get a bill?**

PSE wants to resolve damage claims promptly and fairly. In most cases, PSE's Claims Department will send a bill to the responsible party within 60 days of the incident. If there are complex issues involved, the process may take longer.

### **What if I can't pay the bill?**

The bill will provide contact information for the claims agent assigned to your claim. If you can't pay the bill, you should contact that claims agent to discuss payment options.

### **What if I am billed and think I am not responsible for the damage?**

Please contact the claims agent as soon as possible after receiving the bill.

### **Is there anything else I can do if I've been billed for damaging PSE property?**

You may wish to report a claim to your insurance carrier and ask them to work directly with PSE to resolve the claim. Once you have contacted your insurance carrier, please provide the claims agent with your adjuster's name, telephone and claim number.

### **I have more questions. How do I contact PSE's claims department?**

Please email [claims@pse.com](mailto:claims@pse.com) or call the Claims Department at 425-457-5700.