

## Sacramento Suburban Water District

**Claims Processing Policy**

Adopted: December 21, 2009

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**100.00 Purpose of the Policy**

The purpose of this policy is to establish a claims handling process that complies with the Government Claims Act, Government Code sections 810 and following. This process would be used by persons and entities that file formal claims seeking reimbursement from the Sacramento Suburban Water District for damages to personal or real property, or for personal injuries alleged to be caused by District facilities or equipment, or its directors, officers, employees or agents.

**200.00 Policy**

Pursuant to authority granted by the Government Claims Act and the County Water District Law, the District must take action on each valid claim made by a person or entity against the District for damages to personal or real property, or personal injuries before the person or entity is permitted to file legal action on such claims. Under this Policy, the Board of Directors grants the General Manager, or his or her designee, the authority to review and to approve or reject a claim for property damage or personal injury in an amount not exceeding \$10,000. The processing of all claims will be conducted in accordance with the Government Claims Act, including its time limits on claims processing and requirements for claims presentation. All claims exceeding \$10,000 in value will be presented for action to the Board of Directors at a regularly scheduled Board Meeting. District staff will present all documents received from a claimant, an investigation report, and a recommendation to approve or reject the claim. In the event that a claim against the District is rejected, District staff will prepare a letter to the claimant describing the Board of Directors' action on the claim and advising the claimant of his, her or its rights under the Government Claims Act with respect to any adverse action on the claim. Staff also will send a letter to any claimant whose claim is approved in whole or in part.

**300.00 Authority and Responsibility**

The General Manager, or designee, has the authority to approve or reject a claim up to a value of \$10,000. The Operations Manager has the responsibility to receive claim documentation and provide investigation report with recommendation. The General Manager shall adopt and implement appropriate procedures to carry out this

Policy and report to the District Board of Directors at its next regular meeting on each claim in the amount of \$10,000 or less that is processed by staff under this policy.

**400.00 Tender of Claims to Risk Pool or Insurer**

Upon receipt of any claim, District staff will provide notice of the claim and all relevant documents to ACWA-JPIA or to any risk pool or insurer from which the District may obtain any coverage or indemnity from time to time.

**500.00 Policy Review**

This Policy shall be reviewed at least biennially.