

This is the html version of the file

http://www.pge.com/includes/docs/pdfs/shared/customerservice/contact/claims/form_lossclaim.pdf.

Google automatically generates html versions of documents as we crawl the web.

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CLAIMS PROCESS

We understand you have sustained a loss and you believe **PG&E** may be responsible. If we prove to be responsible, we want to prompt you. To evaluate your claim, we must determine how the incident happened, whether or not we caused it, and compensate you fairly. We have some frequently asked questions about submitting a claim to Pacific Gas and Electric Company.

WHAT IS THE CLAIMS POLICY AND PROCESS? It is PG&E's policy to respond to claims promptly and fairly. We evaluate each claim based on the information you provide and our investigation. The time to investigate your claim will depend on the information you provide and the complexity of your claim. Our goal is to reach a decision on your claim within 30 days of its receipt. However, if there are complex issues involved, or if we need more information, the process may take longer.

WHO IS RESPONSIBLE FOR DAMAGES? Generally speaking, **PG&E** is responsible for damages that result from its negligence. If your property is damaged because **PG&E** does something unreasonable, or because we unreasonably fail to do something that should have been done, we are obligated to reimburse reasonable damages. We are not responsible for damages that we do not cause or that are the result of forces beyond our control, for example, in most instances we are not responsible for power outages or voltage fluctuations caused by earthquakes, weather conditions (floods, heavy storms, extreme heat or winds) curtailments or outages initiated at the direction of any electric grid operator or due to a fault caused by us. There may be situations in which **PG&E** is only partially responsible for a loss. In those cases we will offer to pay our fair share of the damages.

WHAT IS YOUR RESPONSIBILITY? You have a duty to mitigate your damages, which means that you have to minimize the loss, and that expenses incurred because of an incident are not accumulating needlessly and that they are reasonable in relation to the loss.

WHAT DO YOU NEED TO PROVIDE? You should retain copies of all receipts so you can provide full and accurate documentation. You can help us expedite your claim by completing the claim form as thoroughly as possible, and by enclosing appropriate photographs and other documentation. Below are general examples.

Property Damage	Personal Injury*	Lost Wages	Business Losses	Miscellaneous Losses	Other
Detailed repair estimates	Date of Birth	Amount of time off work	Tax records	Hotel receipts	Insurance claim forms
Detailed repair invoices	Gender	Employer's verification	Bank statements	Restaurant receipts	Itemized list of damages
Purchase receipts	Treatment bills	Payroll stubs	Payroll records	Car rental receipts	List to identify if item is damaged
Appraisals	*Treatment records		Revenue statements		

Photographs	Prescription receipts	Expense statements
Rental receipts		Sales Receipts

*For personal injury **losses**, be prepared to provide your Social Security Number and to approve PG&E's request for records from your

**Food spoilage claims are evaluated based on the recommended guidelines from the US Department of Agriculture:

1. A fully stocked freezer will usually keep food frozen for 2 days after losing power, if the door remains closed.
2. A half-full freezer will usually keep food frozen about 1 day, if the door remains closed.
3. Food will usually stay cold in the refrigerator up to 4 hours, if the door remains closed.

WHAT ARE YOUR CLAIM OPTIONS? You may wish to refer your claim to your insurance company, which may be able to reimburse investigation and, depending on your coverage, may pay replacement values for damaged items. Your insurance company will seek reimbursement

WHAT IF YOUR CLAIM IS DENIED? If your claim is denied, we will send a letter explaining the reason. It may be because of a change to your situation. These rules are on file with the California Public Utilities Commission (CPUC). They have the same effect as other laws with our decision and explanation, you have the right to file a **court** action, including a small claims action. The small claims **court** hears up to \$7,500. The small claims process does not involve attorneys.

IS THERE A TIME LIMIT ON FILING A CLAIM OR A COURT ACTION? It is always best to submit a claim as soon as possible. Our experience and applicable time limits for filing legal actions, if the claim is denied. Our experience indicates that food spoilage and similar claims will only be paid if they are submitted and resolved within one year from the date of the incident. In other actions, there are various time limits set by California law. Generally, these are: personal injury, 2 years from the date of the injury; personal injury as a meal out, 1 year; business interruption or economic loss with no property damage, 2 years; tangible property damage, 3 years. If you are unsure regarding these limits, you should consult an attorney.

WHAT IS THE ROLE OF THE CALIFORNIA PUBLIC UTILITIES COMMISSION (CPUC)? The CPUC sets general rules relating to the underlying merits of a claim. If you have a billing dispute that you are unable to resolve with **PG&E** personnel, the appropriate complaint with the CPUC. For further information about the role of the CPUC, you can call 800-649-7570 or visit its website at www.cpuc.ca.gov

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CLAIM FORM

Mail To:

PG&E Law - Claims Dept.

1850 Gateway Blvd. 6th Floor

Concord, CA 94520-OR-

Email to: LawClaims@pge.com -OR-

Fax to: 925-459-7326

Helpline phone: 415-973-4548

PLEASE PRINT

Mr./ Mrs./ Ms./ Dr.

Last Name

First Name

Spouse's Name

Work Telephone

()

Business name (if claim is for business)

PG&E Account Number

Mailing Address - Street

City

State

Zip Code

Email Address

Date of Incident

Time

Location of Incident (check if same as mailing address)

AM/PM

Description of Incident

PROPERTY DAMAGE: Attach repair estimates, invoices, proof of purchase, or supporting documents. (Do Not Send Originals).

FOOD SPOILAGE: Include a separate itemized list of each item of food spoiled and documentation of cost.

NOTE: Under California damages law you are entitled to reimbursement for the lesser of fair market value or the cost to repair your damaged property. We will reimburse the replacement cost of the item and depreciate that amount to arrive at the fair market value. You may consider consulting with your insurance carrier.

Item Description**Make/Brand****Model: Name /Number/Size****Total Amount Claimed**

Were you injured? Yes

No If yes, please describe:

Other **Losses** (*lost wages, lost revenue, medical expenses, etc.*) Use Additional paper if necessary

Witnesses: Name, Address, and Telephone

PG&E E

I understand that Pacific Gas and Electric Company will review all documentation in support of this claim. I certify that the foregoing is

Prepared By

Relationship to Claimant

Signature

Date