

LACSD Claim Filing Procedure

Lake Arrowhead Community Services District is committed to providing its customers with a safe and reliable supply of water. We do realize that sometimes a leak will occur that may potentially cause damage to a homeowner's property or other conditions may exist that could potentially cause damage.

Submit a completed Claim for Damages form, and mail to:

Lake Arrowhead Community Services District
Attn: Human Resource Dept.
P.O. Box 700
Lake Arrowhead, CA 92352

- The claim form will then be submitted to the Human Resources Manager for processing.
- Should you have any questions or concerns at Human Resources Dept at 909-336-7100.

Information Needed to File a Claim:

1. Name of the person filing the claim, address, phone number, email address, if available, date of birth
2. Witness(es) name, address, and phone number
3. List the date, time, place and circumstances of the claim
4. Provide a general description of the incident/claim, injury, damage or loss as it may be known at the time of the submission of the claim.
5. Provide name(s) of public employees causing the injury or damage if known.
6. Provide the amount of the claim if the total is less than \$10,000.00. If the amount of the claim exceeds \$10,000, no dollar amount needs to be stated in the claim.

Don't forget to:

- ✓ Submit all receipt(s) for the amount being claimed.
- ✓ Submit photographs, if available regarding this incident/claim.
- ✓ Print a copy of the claim form for your records.

Investigation Process/Response to Claim:

The HR/Risk Management department will investigate all claims made against the District as we have a responsibility to protect you as a customer from frivolous claims that eventually increase the cost of services provided. We will contact you if additional information is required to complete the investigation process.

The Risk Management department will provide a status update of the claim in the mail within 10 – 30 business days from receipt of the claim.