

Loss inquiry process

If you have suffered a loss and PSE is responsible, we want to resolve your claim quickly and fairly. To do this, PSE will investigate how the incident occurred, determine whether or not PSE is responsible, and if so, calculate compensation for your loss. We have answered some frequently asked questions about our process below.

Please review the information on this page carefully before starting to fill out the form – some information here might affect your decision to file a claim.

When is PSE responsible for my claim?

It is PSE's responsibility to fairly compensate you for damages that happen because of negligence on our part.

When is PSE not responsible for my claim?

PSE's responsibility to compensate you does not extend to damages that PSE did not cause. For example, PSE is not responsible for damages caused by:

- Weather-related conditions such as wind, lightning, flooding, heat, ice or snow - including Public Safety Power Shutoffs in response to extreme weather causing high risk wildfire conditions.
- Bird or other animal contacts with equipment
- Equipment failure
- External causes, such as automobile accidents, falling trees or construction activities

In addition, it is your responsibility to provide adequate protection against voltage fluctuations (surge protection) for your motors and electronic equipment. In cases where there was no surge protection and a motor or electronic equipment is damaged, PSE may not have a responsibility to compensate you.

Do I have responsibility when I have a claim?

Yes. You have a responsibility to minimize your loss. This means you should take reasonable steps to keep your loss from getting worse and make sure that your expenses do not accumulate needlessly. You also have a responsibility to preserve the evidence, including items such as receipts, estimates, photographs and other information, related to your claim.

How long will it take to resolve my claim?

We want to resolve your claim quickly. In most cases, PSE's Claims Department will provide you with a decision on your claim within 30 days. If there are complex issues involved or if we need additional information, it may take longer than that to resolve your claim.

What will I need to provide to PSE to support my claim?

Please provide the claim form on the following page, along with copies of the receipts related to your loss. We encourage you to provide photographs when they will help us understand your loss. Please complete the form on the next page as thoroughly and accurately as possible and provide the appropriate supporting documentation so we can understand your claim and process it more quickly.

If PSE is responsible, what compensation will they provide?

If PSE is responsible for your loss, we will reimburse you for the reasonable cost to repair your damaged property or the present market value of your property adjusted for depreciation, whichever is less. If it is a claim involving personal injury, we will also provide fair compensation for damages associated with your injuries.

Is there anything else I can do to address my claim?

You may wish to contact your insurance carrier regarding your claim. Depending on your policy, your loss may be covered.

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

Please email claims@pse.com or call the Claims Department at 425-457-5700.

Loss inquiry form

Name _____
Mailing address _____
Service/physical address _____
Do you own or rent? _____
Email address _____
Daytime phone/alternate phone _____

What happened?

Date and time of incident _____
Location of incident (if on a street or highway, be specific) _____

Describe in your own words how your loss occurred and why you think PSE is responsible - if you need more room, please add additional sheets

Was your property damaged?

List of damaged items (item, make/model/serial number, age, repair cost-actual/estimate, replacement cost of like kind) and attach all supporting documentation (receipts, photographs, estimates)

Make	Model no.	Date/Amount of purchase	Repair cost	Replacement cost	Amount claimed	Company use

Were you injured?

Describe your injury (please note that we will request additional information about your injury)

Were there witnesses to the incident?

Please include all witness names and available contact information

Have you contacted your insurance carrier?

Please include names of the insurance carrier and adjuster, the claim number and the adjuster's telephone number

Date _____ Submitted by _____

Please return completed form with supporting documentation to claims@pse.com. Or
by U.S. mail to P.O. Box 97034, BEL-07W, Bellevue, WA 98009-9734.

All claims will be reviewed for determination of liability; submission of this form does not guarantee compensation. By engaging in the claim evaluation process, PSE does not waive any rights as to contesting liability with respect to your claim in any subsequent legal proceeding and all negotiations and communications with respect to your claim are being conducted pursuant to applicable evidence rules concerning settlement negotiations.