



Board of Water & Light (BWL) CLAIMS PROCESS INFORMATION

This Claim Form is for informational purposes only. It does not constitute any admission of liability, nor shall it be construed as an indication the BWL will pay your submitted claim.

Before completing the BWL Claim Form, we ask that you read the frequently asked questions below to help guide you through the claims process.

WHAT IS THE CLAIMS PROCESS? In order for your claim to be considered, it must be submitted in writing and contain a minimum of the following:

- Name, address, and phone number of claimant (*If applicable, please include the name and address of business*).
- The date and approximate time of the incident.
- The exact location of the incident.
- The cause and the circumstances under which the damage/injury was sustained (*include why you believe the BWL is liable*).
- Describe what loss/damage you suffered and what remedy you are seeking from the BWL.
- If relevant to your claim, include the following supporting documentation: **written estimates (at least 2), repair bills, photos, police reports, medical bills/reports, property ownership documents, and witness statements.**

Please Note: Failure to submit supporting documentation may result in an automatic denial of your claim. All supporting documentation becomes the property of the BWL and will not be returned.

Upon receipt of your written claim, an acknowledgement letter will be mailed to you and a Risk Management staff member will conduct an evaluation of your claim. After all facts have been ascertained, one of the following will occur:

1. Your claim may be turned into an insurance company for response.
2. Your claim may be settled by the BWL directly with you.
3. Your claim may be denied (a written response will be mailed to you).

Please Note: Customers of the Board of Water & Light are subject to the **Rules and Regulations for Service** which can be found on our website at www.lbwl.com. The Rules and Regulations for Service and other legal defenses may affect the outcome of your claim.

WHAT IF YOUR CLAIM IS DENIED? If you are dissatisfied with the outcome of your claim and you have *additional* supporting information related to your claim, we ask that you contact us and make a request for the matter to be reviewed.

WHO SHOULD I CONTACT WITH MY QUESTIONS? You may follow up on your claim by writing or calling the Enterprise Risk Management Department, Board of Water and Light, P. O. Box 13007, Lansing.

Return Form To: Enterprise Risk Management Department
Board of Water and Light
P. O. Box 13007
Lansing, MI 48901
Phone: (517) 702-6167
Fax: (517) 702-6676

Special Note: Keep this page for your records and return page(s) 1 & 2.

CLAIM FORM – Page 2

Lansing Board of Water and Light (BWL)

What Damage/Loss Did You Suffer?

Please itemize your damage/loss below. *(Attach an additional sheet if necessary)*

Attach all **supporting** documentation such as: **written estimates (2), photos, receipts**, medical/police reports, property ownership documents, etc.

Item Description (Include size/number)	Make/Brand/Model	Age	Service Person/Vendor	Repair/Replacement Costs
Total Amount Claimed				▶ \$

What Resolution Or Remedy Are You Seeking From The BWL?

SIGNATURE

I understand that I must support my claim through the submission of appropriate documentation and I understand that the Lansing Board of Water and Light will review and verify, when necessary, all documentation submitted in support of this claim. I declare that the foregoing is true and correct.

Your Signature: _____ Date: _____

Return to: Enterprise Risk Management Department, Board of Water and Light
 P. O. Box 13007, Lansing, MI 48901 Phone: 517-702-6167

BWL Claim Number: _____