

basis of computation of the amount claimed. If the amount claimed exceeds ten thousand dollars (\$10,000), no dollar amount shall be included in the claim. However, it shall indicate whether the claim would be a limited civil case.

Section 910.2 of the California Government Code specifies the following:

The claim shall be signed by the claimant or by some person on his behalf. Claims against local public entities for supplies, materials, equipment or services need not be signed by the claimant or on his behalf if presented on a billhead or invoice regularly used in the conduct of the business of the claimant.

If the filed letter/claim does not meet the requirements of the California Government Code Section 910 and Section 910.2, then a letter shall be sent to the claimant informing them of this fact.

District staff shall provide no assistance to the claimant in filling out the claim form. Claimant must fill out the claim form in its entirety and submit it via mail, fax or personal delivery to the District office. Upon receipt, office staff shall date-stamp the document.

1025.4 Account Adjustment Requests (Appropriate for Utility-Type Districts).

The General Manager or the Finance Division Manager [Business Manager, Chief Financial Officer, Treasurer or other appropriate position title], in his/her absence, is authorized to adjust a customer's water service [sewer, garbage, electricity, etc.] account when their bill reflects usage that is significantly greater than normal, due to accidental loss of water through broken pipes or when faucets are turned on in the owner's absence, etc. [or other type of abnormal account cost], subject to the following conditions:

- a) The customer requests the account adjustment in writing;
- b) A similar request has not been made within the past 12 months; and
- c) The account shows no record of being delinquent for more than 60 days during the past 24 months.

Notes: CCSD does not have a policy regarding claims against the District, but staff members follow state statutes with regard to the review and response to claims.

Recommendations: The Committee recommends that the Board consider adopting CSDA Policy 1025 with any revisions that might be advised following review by legal counsel. We suggest that having a clearly stated set of procedures for the review and response to claims would be a useful policy to include in the Director Handbook, even if these strictly parallel existing state statutes.