



Washington State Pollution Liability Insurance Agency

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Online Community FAQs for Service Providers

- **Why can't I see my active claims, or any other claim-related information in the Online Community?**
 - In order to see your active claims in the Heating Oil Insurance Program, we have to link your Secure Access Washington (SAW) account. This requires you to sign in to (or create) your SAW account while accessing the link from our website. Once you have done that, let us know what your username is in the system and your email address. We will then link up your accounts and you will be able to see your active claims.
- **SAW is asking for a pin in order for me to link the PLIA service. Do you have an access code?**
 - No. The Online Community is accessible only through the [direct link](#) found on our [website](#) – you cannot access the Online Community from SAW directly. If the system is asking for an access code, you are at the wrong login.
- **What about Heating Oil Tank Owners who can't access the Online Community?**
 - We have updated our paper forms for heating oil tank owners who do not have access to the Online Community. These forms can be found [here](#) under the “Online Community Approval Forms” section. The Notice of Potential Claim Form has also received an update and is also available in this location.
 - **Please note:** Service Providers still need to submit documentation related to their claims in the Online Community. The paper forms are used as authorization forms only at this point. Once we receive a signed form, we manually approve items in the Online Community on behalf of the Heating Oil Tank Owners.
- **How does the Notice of Potential Claim (NPC) process work now?**
 - The NPC form is now accessible through the Online Community for any registered heating oil tank owner who has linked their registration. They simply go to their registration and select the option to file a new claim. This redirects them to an online form which, when completed, is sent to PLIA for our review.
 - **Please Note:** A paper form can still be completed if the heating oil tank owner cannot access the Online Community for whatever reason. If using this option, the process will remain generally the same as it was in the past. The Service Provider works with the owner to complete the form, then sends the form to PLIA via the pliamail@plia.wa.gov email. The NPC form is available on our website in the “Heating Oil Forms and Documents” subtab.
- **We would like to have multiple accounts and emails for use in the Online Community, is that possible?**
 - Unfortunately, it is not possible to have multiple accounts in the Online Community. The Online Community shares claim information directly with authorized users and Service

Providers. Because of this, it can only communicate with one owner/operator and one Service Provider at a time. We recommend you designate an account that your company will maintain over time and share that login information with whomever needs to be able to log into the system.

- **How do I access information related to a claim that I am working on?**
 - When the heating oil tank owner completes the NPC form online, there is an option to add a Service Provider. If they add your company while completing the form, you will have access to see the claim once it has been submitted for approval. If you are working on an active claim and cannot access it from the Online Community, please contact us and we will work with you and the heating oil tank owner to fix the situation.
- **The heating oil tank owner just returned an older version of a PLIA form (SOW, CO, Invoice, or Closeout), do I need to get them to sign the newer version of the form as well?**
 - Paper forms will continue to be authorized for any heating oil tank owner who cannot access the Online Community. That being said, it is PLIA's expectation that Service Providers will use the updated forms as of May 1, 2021. If an older version of a PLIA form is returned after May 1, we will honor it as an authorization form only (which is what the new forms are used as).
 - All related information will still be required to be entered into the Online Community by the Service Provider. A heating oil tank owner's ability (or inability) to access the Online Community does not change the process by which items are submitted in the Heating Oil Insurance Program. The new approval forms must be used in conjunction with, not in place of, the Online Community.
- **Where should we direct inquiries about the Online Community?**
 - Heating oil tank owners with questions or concerns (linking a registration, accessing SAW, transferring a registration, etc.):
 - Please contact Kim Bzotte at kim.bzotte@plia.wa.gov or Amy Duncan at amy.duncan@plia.wa.gov.
 - Service Providers with questions or concerns:
 - Please contact Jeremy Richtmyre at Jeremy.richtmyre@plia.wa.gov.
- **Can I still submit documentation to pliamail@plia.wa.gov?**
 - Yes. While we do prefer that you upload your files directly to the claim in the Online Community, we recognize that there are some situations where that may not be feasible. In those situations, please clearly explain why you are sending the documentation to pliamail@plia.wa.gov instead of using the Online Community.
 - As a reminder, all claim information must be submitted through the Online Community. For example, we will not accept an old SOW form as a substitute for completing a new Scope of Work in the Online Community. The same holds true to invoices, change orders, and closeouts as well.