

How to File a Heating Oil Insurance Claim in the Online Community

In the Online Community, the Heating Oil Tank Owner (Owner) can file a new insurance claim from their active registration. Once the Owner submits a new claim, PLIA reviews and makes a determination on the validity of the claim.

Process Overview:

- The Owner logs into the Online Community and accesses the Heating Oil Insurance Program by clicking on the “Heating Oil Insurance” tab.
 - If the Owner cannot access the Online Community, they can also download, complete, and submit a Notice of Potential Claim (NPC) form from the website. The Owner signs and submits the form to PLIA by email (to pliamail@plia.wa.gov) or by sending a hard copy in the postal mail.
- The Owner navigates to their registration in the Online Community and selects “File a Claim.”
 - If no valid registration appears in the Heating Oil Insurance tab, please contact PLIA for assistance.
- The Owner completes the NPC form through the online application.
 - The form should be filled in as completely as possible to ensure a timely review.
 - There is an “Attachment Uploader” on the right-hand side of the NPC Form application. Attachments include substantiating documentation such as soil sample results, insurance documentation, etc.
 - Please label your documentation clearly and include your registration number in the title of the attachment.
- Once submitted, the NPC form is reviewed by PLIA.
 - If the claim is approved, the Online Community sends an email notice to both the Owner and the Service Provider indicated on the NPC form. This email confirms that a Site Characterization for the property is authorized.
 - The Service Provider works directly with the Owner to schedule a Site Characterization at the property.
 - If the claim is denied, then the Online Community sends an email notice to both the Owner and the Service Provider outlining the reason(s) why the claim was not approved.

Step-by-Step Process in the Online Community

1. A new claim can be filed in the Online Community by first navigating to the active registration and then selecting “File a Claim.”
 - a. From the Home Page, select “Heating Oil Insurance.”
 - b. Scroll down to view your Registration. Select the hyperlinked registration number.
 - c. In the upper right-hand corner, find “File a Claim” and select the “Click here” hyperlinked text beneath it.

Registration R-00000

Edit Registration Confirmation Printable View

File a Claim
Click here

Information

Registration Number	Status
R-00000	Current
Registration Date	Used as Rental
6/1/2020	No
End Registration Date	Owner Occupied
6/30/2020	Yes

Registration Owners (1)

Registration Owner...	Contact Name
RO-123588	Daisy Test

View All

Transferred Registrations (0)

2. After selecting that button, a new window will open. Select the appropriate option (you are the insured or you are submitting on behalf of the insured) and then submit.

Notice of Potential Claim Form

Your Name: Daisy Test

Registration Number: R-00000

Select one: *

I am the insured party.

I am filing this claim on behalf of the insured party.

Submit

3. A new screen will open to the online Notice of Potential Claim Form. The form has 5 pages of information, questions, and entries. Please complete the form with as much information as possible. A few notes about the form:
 - a. There are several required fields to fill in on the form. The form provides a reminder when the “Submit” button on page 5 is selected and there are required fields that have not been completed.
 - b. An “Attachment Uploader” box is located on the right side of the form. The Owner can drag and drop any required claim-related documentation into this box. Please label documentation clearly and include your registration number in the title of the attachment. The following documentation is required:
 - Soil sample results.
 - Homeowner’s insurance declaration.
 - Homeowner’s insurance denial of coverage.
 - Any other claim related documentation.
 - c. Fields marked with a red asterisk (*) are required.
 - d. A Service Provider must be selected. Select the link provided to access the list of

Service Providers. From this list, find the Service Provider's Consultant # and enter it on the NPC Form.

- e. If the Owner is undecided as to which Service Provider to hire, then use Service Provider Consultant # C-00225 (Unknown). This is a placeholder in the system until the Owner selects a specific Service Provider.

4. Once finished with the form, select "Submit" on page 5. This is a review page that shows all of the information that has been entered. The Owner reviews the information for accuracy.
5. If all of the information is correct, then scroll down to the bottom of the page and "sign" the form by entering the Owner's name. Also, enter a valid email address.

6. Select “Submit Signed Response.” An email is sent to the listed email address which contains a link to verify the signature.
 - a. **Please Note:** If changes are necessary, choose “Make a Correction” to return to the form*
7. After the signature is verified, the form is forwarded to PLIA for review. The Owner can begin gathering additional information that was not available earlier to eventually provide to PLIA. Please make sure to provide the required documentation when completing the NPC form or shortly after to ensure that the claim can be approved. Claims are reviewed within one week of submittal.

Filing a Claim Outside of the Online Community

If an owner is unable to access the Online Community, a downloadable version of the form is available at www.plia.wa.gov. The downloadable NPC form is available on the Forms and Documents tab on PLIA’s website. The form may also be requested in paper format by contacting PLIA. Owners should complete as much of the form as possible, and submit the following documentation with the signed form:

- Initial soil sample results.
- Homeowner’s insurance declarations page and denial of coverage.
- Any other claim information as appropriate.

Email submissions to pliamail@plia.wa.gov, or mail to PLIA at the following location:

Pollution Liability Insurance Agency
PO Box 40930
Olympia, WA 98504-0930

Please be Advised: Submitting an electronic (or paper) version of the form may increase the time necessary to complete the claim review and validation. As such, we strongly encourage Owners to use the Online Community whenever possible.