

Damage Claim Form

This job aid reviews how to use the Damage Claim form in IQGeo Work Hub.

Accessing the Damage Claim Form

From the Complete tab on the Outage Ticket:

1. Select **Yes** next to Damage Claim.

Outage Ticket N6737149 (E80268)

Overview Customer Calls Restore Request Asset Exchange Attachments **Complete**

Interrupting Device

Cause Category

Cause Code

Action

Add Follow Up Work Yes No

Vegetation Request Yes No

Damage Claim **Yes** No

Cancel Save

2. Select

Create Damage Claim

Outage Ticket N6737149 (E80268)

Overview Customer Calls Restore Request Asset Exchange Attachments Complete

Interrupting Device

Cause Category

Cause Code

Action

Add Follow Up Work Yes No

Vegetation Request Yes No

Damage Claim Yes No

Create Damage Claim

Cancel Save



Damage Claim Form

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Damage Claim Form - Incident Tab

3. Required fields are marked with an asterisk*. Enter the **Map/Mount #** if possible. Check **Yes** or **No** whether Police are present.

Damage Claims (N6737149)

Incident **Damage**

Accident Location 6630 SE EOLA HILLS RD., 97101

Map/Mount # -

Police Present * Yes No

Cancel Save

4. If Police are present and you select **Yes**, more fields will appear for you to complete. You must select if there is a **Police Report**, and then add any additional details as available.

Damage Claims (N6737149)

Incident **Damage**

Accident Location 6630 SE EOLA HILLS RD., 97101

Map/Mount # -

Police Present * Yes No

Police Report * Yes No

Officer Name

Police Case #

Police Jurisdiction City County State

Jurisdiction Details

Cancel Save



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Damage Claim Form - Damage Tab

5. Select the **Damage** tab.

Damage Claims (N6737149)

Incident **Damage**

Accident Location 6630 SE EOLA HILLS RD., 97101

Map/Mount # -

Police Present * Yes No

Cancel Save

6. Select the **Damage Type** - Overhead (OH) or Underground (UG).

Damage Claims (N6737149)

Incident **Damage**

Damage Type * OH UG

Damage Description * Dig In Vehicle Other

Damaged Using *

Comments Enter any additional comments including make safe materials used.

Contract Vac Truck Yes No **Contract Mini Hoe** Yes No

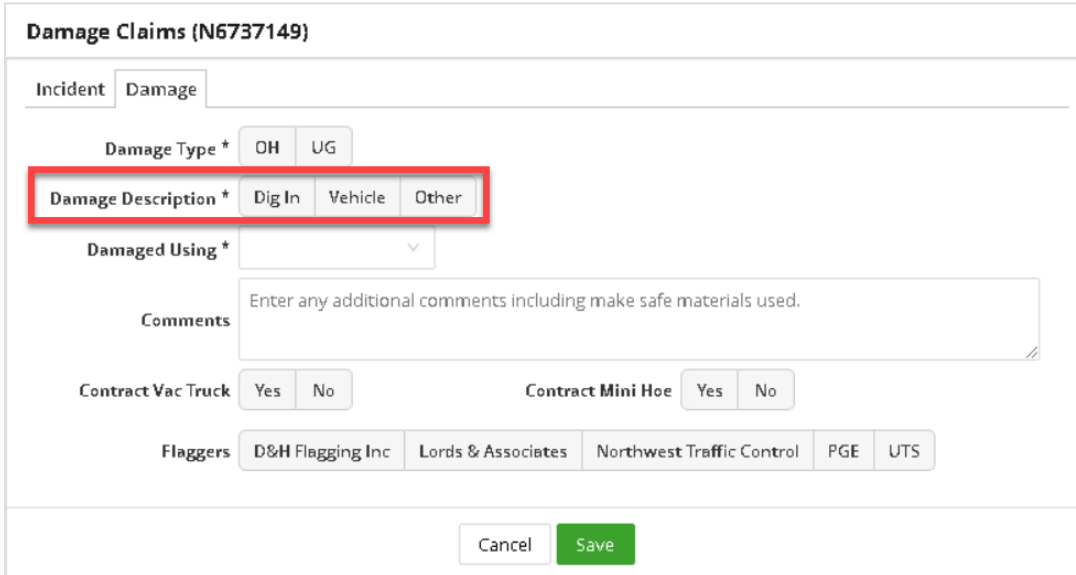
Flaggers D&H Flagging Inc Lords & Associates Northwest Traffic Control PGE UTS

Cancel Save

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7. Select the **Damage Description** - Depending on your choice, different form options will appear. Enter as much detail as possible.



Damage Claims (N6737149)

Incident Damage

Damage Type * OH UG

Damage Description * Dig In Vehicle Other

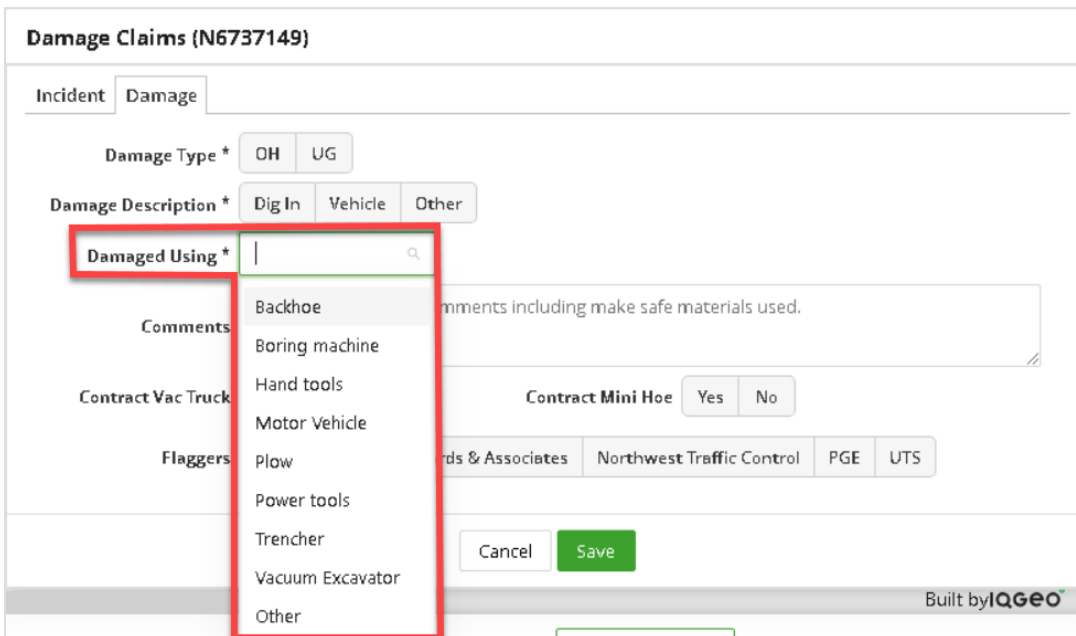
Damaged Using *

Comments

Contract Vac Truck Yes No Contract Mini Hoe Yes No

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8. Regardless of which option you choose, you will need to select from the **Damaged Using** dropdown, as it is a required field for all three options.



Damage Claims (N6737149)

Incident Damage

Damage Type * OH UG

Damage Description * Dig In Vehicle Other

Damaged Using *

Comments

Contract Vac Truck Yes No Contract Mini Hoe Yes No

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9. Enter any **Comments** - including make safe materials used that have not been entered as an Operational Event Note.

Damage Claims (N6737149)

Incident **Damage**

Damage Type * **OH** UG

Damage Description * Dig In Vehicle Other

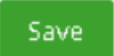
Damaged Using * Motor Vehicle

Comments Enter any additional comments including make safe materials used.

Contract Vac Truck Yes No Contract Mini Hoe Yes No

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Cancel Save

10. If you are a First Responder or Damage Assessor, you can  your progress and return to the Complete tab to finish your ticket.

Damage Claims (N6737149)

Incident **Damage**

Damage Type * **OH** UG

Damage Description * Dig In Vehicle Other

Damaged Using * Motor Vehicle

Comments Enter any additional comments including make safe materials used.

Contract Vac Truck Yes No Contract Mini Hoe Yes No

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Cancel **Save**



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Damage Claim Form for Follow-on Crews

11. If you are a Follow-on Crew updating the ticket, you'll need to finish the last three fields of the form. Indicate whether there was:

a. A **Contract Vac Truck**

Damage Claims (N6737149)

Incident **Damage**

Damage Type * **OH** UG

Damage Description * Dig In Vehicle Other

Damaged Using * Motor Vehicle

Comments
Enter any additional comments including make safe materials used.

Contract Vac Truck Yes No **Contract Mini Hoe** Yes No

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Cancel Save

b. A **Contract Mini Hoe**

Damage Claims (N6737149)

Incident **Damage**

Damage Type * **OH** UG

Damage Description * Dig In Vehicle Other

Damaged Using * Motor Vehicle

Comments
Enter any additional comments including make safe materials used.

Contract Vac Truck Yes No **Contract Mini Hoe** Yes No

Flaggers D&H Flagging Inc Lords & Associates Northwest Traffic Control PGE UTS

Cancel Save



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c. Which company provided **Flaggers**:

Damage Claims (N6737149)

Incident Damage

Damage Type * OH UG

Damage Description * Dig In Vehicle Other

Damaged Using *

Comments

Contract Vac Truck Yes No Contract Mini Hoe Yes No

Flaggers D&H Flaggging Inc Lords & Associates Northwest Traffic Control PGE UTS

12. Select

Damage Claims (N6737149)

Incident Damage

Damage Type * OH UG

Damage Description * Dig In Vehicle Other

Damaged Using *

Other *

Comments

Contract Vac Truck Yes No Contract Mini Hoe Yes No

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13. After saving, you will return to the Outage Ticket. You can return to the Damage Claim form and make changes so long as the ticket has not been completed, by selecting **Update/View Damage Claim**.

Outage Ticket N6737149 (E80268)

Overview Customer Calls Restore Request Asset Exchange Attachments **Complete**

Interrupting Device

Cause Category

Cause Code

Action

Add Follow Up Work Yes **No**

Vegetation Request **Yes** No **Damage Claim** Yes No

Create Vegetation Request

Update/View Damage Claim

Cancel **Save**