



****CSRMA ALERT****

Carl Warren Now Has an 800 Number for Reporting Sewer Backups into Private Property

As you're aware, the CSRMA Residential Sewer Backup Response and Claims Handling Policy and Procedure for CSRMA's Pooled Liability Program Members requires that, for sewer backups into private property, Members notify CSRMA's claims adjuster, Janice Yardley at Carl Warren and Co, within four hours (24/7) of becoming aware of a sewer backup into private property that may be the responsibility of the Member. Upon notification, the Member's Claims Management Coordinator and Carl Warren will jointly determine if the incident is likely to result in a claim against the Member. If so, Carl Warren & Company will assume management of the incident response. The purpose of this notice requirement is not to give Carl Warren control over the conduct of Member employees, but instead to assure that Carl Warren is involved in decisions relating to the retention, scope of work, and compensation of any outside contractors, and to give Carl Warren adjusters the ability to consult with the Member concerning factual investigation relating to potential liability and damages at the earliest time feasible.

To facilitate this notification process, Carl Warren and Co has established a new 800 number for CSRMA members to call 24/7 to report claims or potential claims, including sewer backups into private property that may be the responsibility of the Member.

As your agency develops its internal sewer backup response procedures, please ensure that the person(s) at your agency responsible for making this notification has Janice's current contact information:

Preferred means of contact: (707)732-6728
Alternate means of contact: (925)825-2660 ext 234
800 Number (24/7): (877) 393-1895

Please let me or Janice know if you have any question.