



State Water Resources Control Board



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Arnold Schwarzenegger
Governor

November 4, 2009

To: Underground Storage Tank (UST) Cleanup Fund (Fund) Claimants and Interested Parties

IMPORTANT NOTICE – UPDATES AND REMINDERS ABOUT THE FUND

The Fund is continuously working to make improvements to the program to reimburse claimants in the most expedient manner possible. To this end, the Fund will need your assistance to ensure all processes and procedures are followed when Reimbursement Requests (RRs) are submitted.

The following are some updates and reminders for you to help us efficiently process your RR packages:

- 60-Day Submittal of Proof of Payment (POP).** Pursuant to Section 2812(g) of the Fund Regulations, claimants must pay all reimbursed costs incurred within 30 days of receipt of the check issued by the Fund. POP for reimbursed invoices must be provided within 60 calendar days from the date of the Fund's check. ***POP should be sent under a separate cover to the Fund and not submitted with the next RR package.*** Failure to comply with this POP requirement will result in your RR being suspended and any in-house and future RRs will be returned until you provide the required documentation. In addition, an Accounts Receivable will be created for the repayment of reimbursed funds and your Letter of Commitment may be withdrawn.
- Electronic Submittal of POP.** You may submit POP to the Fund electronically by e-mailing it to: USTCF_Payments@waterboards.ca.gov. Please be sure to put the claim number and RR number in the subject line.
- Submittal of Electronic Spreadsheets.** As we continue to streamline the Fund's RR review process, it would be beneficial for us to receive an electronic spreadsheet for each of your RR packages. When submitting an RR package to the Fund, include a hard copy of your spreadsheet with the package and email an electronic copy to: USTCF_Payments@waterboards.ca.gov. Please be sure to put the claim number and RR number in the subject line.
- Documentation Request.** Any required documentation requested by the Fund to continue processing your RR must be submitted within 20 calendar days of the date of the letter requesting the documentation. If a time extension is needed, you must contact the Fund within the 20 calendar days and an extension will be granted for the RR on a one-time basis for 30 calendar days. If the Fund does not receive the required documentation within the cited time frame, your RR will be suspended, and any in-house and future RRs will be returned until you provide the required documentation.

California Environmental Protection Agency



5. **Cost Determination.** In the past, Fund Staff has placed costs that require additional information for a cost determination in the "pending" column of the RR payment summary. ***As of October 1, 2009, the process of pending costs has been discontinued.*** A determination of eligible or ineligible will be made for each cost submitted in your RR.

As the Fund reviews your RR and finds costs or invoices that need additional documentation, the Fund will notify you of the information needed by mailing an ***Additional Documentation Letter***. You will have 20 calendar days to provide the necessary information. If a time extension is needed, you must contact the Fund within the 20 calendar days and an extension will be granted for the RR on a one-time basis for 30 calendar days. If you do not provide the requested information, or request the time extension within 20 days, the costs in question will be determined ineligible and you will have to request them through the formal appeal process.

6. **Appeals.** Pursuant to Section 2814 of the Fund Regulations, you may appeal Fund Staff Decisions regarding costs determined ineligible to the Fund Manager. In order to help the Fund review these appeals in a more timely fashion, the Request for Appeal Form was created to gather the appropriate information for the Fund Manager Decision. This form should be used when you appeal an ineligibility determination to the Fund. An electronic copy of this form can be found on our web site at:
http://www.waterboards.ca.gov/water_issues/programs/ustcf/forms.shtml.

For claimants submitting Priority Class change appeals (i.e., "C" to "B") to the Fund, the appeal will take priority and be processed before the RR is reviewed and processed. If the Fund approves the Priority Class change, then all in-house and future RRs will be processed according to the new Priority Class of that claim.

Rrs continue to be received and processed in order of Priority Class and date of receipt. To ensure there is no delay in the processing of the RR, please respond to all correspondence and inquiries received from the Fund. If an RR is suspended or returned, the original date of RR receipt will no longer apply which affects its order in the payment queue. For suspended RRs, the suspension will be lifted when the requested documentation has been received. The RR date of receipt will be based on when the documentation was received by the Fund. Payment of the properly documented RR package will be made based on the new date of receipt.

As always, the Fund continuously provides updated information regarding the activities of the Fund on our web site at: http://www.waterboards.ca.gov/water_issues/programs/ustcf/. Check the web site regularly to ensure that you have the most up-to-date information.

If you have questions, please contact the Fund at (800) 813-FUND (3863) or by e-mail at USTCleanupFund@waterboards.ca.gov.

Sincerely,



Ronald M. Duff, P.E., Fund Manager
Underground Storage Tank Cleanup Fund