



Butte Fire Debris Removal Insurance Cost Recovery Program

Government Center
891 Mountain Ranch Road, Building A
San Andreas, CA 95249

FAQ's Regarding the Invoice Letter you Received

Q: Who is Tetra Tech and why are they invoicing homeowners?

A: Tetra Tech is the company hired by Calaveras County to obtain information regarding the portion of your insurance that was allocated specifically for debris removal. If a duplication of benefits occurred then those dollars and only those dollars need to be reimbursed to the state to comply with Federal Law.

Q: What does Duplication of Benefits mean?

A: Duplication of Benefits refers to payment from more than one source that is used for the same purpose or activity, i.e. you receive money from your insurance company for debris removal while a public assistance program pays for the same activity. Tetra Tech is ensuring that this duplication does not occur.

Q: What is Calaveras County's Role in this process?

A: The County's role is to act as a liaison between property owners and the State Clean-Up Program as funded through Cal Recycle, as well as assisting victims of the Butte Fire in navigating through the complex process of wildfire recovery.

Q: How much out-of-pocket money must a property owner pay?

A: **None.** Homeowners are only asked to repay the amount that their insurance company has paid them for debris removal.

Q: Why did I get a letter with such a large number on it?

A: The amount stated in the letter represents the total cost incurred to clean your property of wildfire related debris from your property. The letter is **not a bill**.

Q: Why do I need to comply with this process?

A: The Right-of-Entry (ROE) form that property owners signed to allow this debris removal work to be performed - stated that property owner are to reimburse the County for the cost of removing wildfire - generated debris **only to the extent covered in the homeowner's insurance policy. Property owners will not be required to pay more than the amount that their insurance company has paid them for debris removal.**

Q: Can I speak with someone about my invoice letter in person?

A: You may come to the Tetra Tech Office at the Government Center, 891 Mountain Ranch Rd, Building A, Monday through Friday, 7:00am to 5:00pm, and speak with Jeremy Denbow.

Q: Can I speak with someone about my invoice letter over the phone?

A: Yes, you may call (209) 221-4807 and leave a voicemail. Voicemails will be returned within 24 hours.

Q: Where can I send my insurance documents to?

A: Fax - (321) 441-8501, Attention: Kalindi Fitch, Mail - PO BOX 668, San Andreas, CA 95249, or Email - CalaverasButteWildfires@sites.tetrattech.com

Tetra Tech Office Location:

Government Center, Building A, 891 Mountain Ranch Road, San Andreas, CA