



Loss and Damage Claim Form

Alectra Utilities (formerly Guelph Hydro) is proud of its reputation for providing a safe, reliable supply of electricity. However, severe storms, lightning, high winds, power equipment failures, vehicle accidents, and even animals or birds interfering with electrical equipment, can cause power line disturbances.

Although Alectra Utilities (formerly Guelph Hydro) strives to provide highly reliable and consistent electric power, it is impossible for any utility to maintain perfectly constant voltage 100 percent of the time. This is reflected in our Conditions of Service, Section 2.3 - Conveyance of Electricity - www.guelphhydro.com which outlines Alectra Utilities' (formerly Guelph Hydro's) limitations on the guarantee of supply as follows: Alectra Utilities (formerly Guelph Hydro) will endeavour to use reasonable diligence in providing a regular and uninterrupted supply but does not guarantee a constant supply or the maintenance of unvaried frequency or voltage and will not be liable in damages to the Customer by reason of any failure in respect thereof.

Date:

Account Number:

Name:

Street Address:

City, Province:

E-mail:

Daytime Phone:

Cell Phone:

Incident

Date of Incident:

Time of Incident:

Location of Incident:

Insurance

Do you have Homeowner's, Renter's or any other form of insurance that might cover the loss or damage? Yes No

If yes, who is your insurance company?

If yes, are you filing a claim with your insurance company? Yes No

If yes, what is the claim number and deductible?

Signed by:

Date:

To submit form:
Email: Claims@guelphhydro.com or mail to address above.

Please describe the incident:

Description of item(s) claimed	Claimed \$ Amount

Note: Any person who, with the intent to defraud or knowing that he/she is facilitating a fraud against an insurer, submits an application or files a claim containing a false or deceptive statement, is guilty of insurance fraud.

The personal information collected on this form will be used by Alectra Utilities (formerly Guelph Hydro) only for the purpose for which it is collected.