



REGULATED INDUSTRIES COMMISSION

DAMAGED APPLIANCE/ EQUIPMENT CLAIM PROCESS

1 VERIFICATION OF CLAIM

The customer should provide T&TEC with the following information, as requested in claim form, in order to verify the claim:

- the service address affected by the electrical incident;
- the time and date of the electrical incident;
- the item/s (property/ appliance/ equipment) damaged;
- the amount of compensation claimed. This amount should be on the basis that customer is no worse off, that is, the cost of replacing of substantially the same age, functionality and appearance; or the cost of repairing to substantially the same functionality and appearance.

2 INVESTIGATION AND DETERMINATION OF LIABILITY

T&TEC must initiate its investigation by the second day of the complaint and send/ make available to the customer a claim form. T&TEC is required to provide a response within ten (10) working days of the complaint.

If T&TEC is unable to confirm the incident, either together with or subsequent to sending the claim form, T&TEC may request that the customer provide a statement by a qualified person that the damage is consistent with a voltage variation.

Further, T&TEC must communicate its final position within 30 working days of the complaint.

ANY CUSTOMER WHOSE ELECTRICAL INSTALLATION, OR APPLIANCE OR EQUIPMENT, WAS DAMAGED RESULTING FROM VOLTAGE FLUCTUATIONS OR INTERRUPTION IN SUPPLY ON T&TEC'S DISTRIBUTION SYSTEM, CAN FILE A CLAIM.

3 PAYMENT OF COMPENSATION

If after investigations T&TEC agrees with the claim, T&TEC must pay the customer the amount claimed within 15 days of the acceptance of claim.

4 DISPUTE RESOLUTION

Customers can refer the matter to the RIC if they are dissatisfied with T&TEC's decision or T&TEC has failed to communicate its final decision. The RIC would conduct an independent assessment to determine if T&TEC's decision was justified. However, the customer can take other steps to arrive at a resolution, which may include mediation, arbitration and recourse through the Courts.



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Protecting *YOUR* Interests

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