

Damage Claim Guidelines

**Please review the guidelines on this page
before completing the form on page 2**

**Return completed claim form and documentation to us within 30 days of the event.
Form can be returned via email, postage or drop off at any one of our Customer Care Centres.**

Be as accurate and complete as possible, and attach any documentation that you have to support your claim and the damage amount. The claim must be submitted within 30 days of the event.

If you need additional space, use a separate piece of paper. We will conduct an impartial investigation and render a decision as quickly as possible. Please note that our investigation may include field inspections to verify damages claimed and to obtain such other proof as required by the circumstances of the case. We may need to examine damaged items while conducting our investigation, so please do not dispose of them (except spoiled food) until we have authorized you to do so. We will notify you when we reach a decision on your claim.

Damages resulting from storms, wind, accidents beyond our control, vandalism, tree or wildlife contact, equipment failure, scheduled outages or normal operating procedures will not be reimbursed.

Food Spoilage

If your claim is for food spoilage, your supporting documentation should include an itemized list of spoiled items shown with the price of each and total for all items, and copies of receipts or canceled checks, if any.

Equipment or Property Damage

If your claim is for equipment or property repair, your supporting documentation should include copies of bills paid to have the property repaired, or in the event that you choose not to have the property repaired, a copy of a written estimate of the cost that would have been incurred if the property had been repaired. If an item is not repairable, you should state that information and your supporting documentation should include proof that a total loss of the property resulted.

Damage Claim Form



Please complete and return this form so we can investigate your claim.

Return completed claim form and documentation to us within 30 days of the event.
 Form can be returned via email, postage or drop off at any one of our Customer Care Centres.
 This form is for information only and does not constitute any admission of liability on the part of Grenada Electricity Services Limited.

Name on Account _____

Date Damage Occurred _____

Contact Person _____

Time: _____ a.m. p.m.

Grenlec Account Number _____

Address where Damage Occurred _____

Address _____

Daytime Phone number _____

Home Phone Number _____

Mobile Phone Number _____

Email _____

Please Print Legibly (Use an additional sheet of paper if more space is needed.)

What happened? (details of event and damage)

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Item	Make/Model	Age	Date Purchased	Purchase Price	Repair or Replacement Cost	Serial No.

The above information is true and correct to the best of my knowledge.

Dollar Amount of Damage Claim:

Signature _____ Date _____

\$

Title _____

For Official Use Only

File Number _____ Claim Number _____ Adjuster _____