



CLAIM # \_\_\_\_\_

### STATEMENT OF CLAIMANT (FOOD LOSS)

Complete the information below in its entirety, attach any documentation to investigate your claim for liability, and mail it back to: [claims@cuc.ky](mailto:claims@cuc.ky). Failure to comply will indefinitely postpone the investigation of the claim until requirements have been fulfilled.

CUSTOMER NAME: \_\_\_\_\_ DATE OF INCIDENT: \_\_\_\_\_

CUSTOMER ID: \_\_\_\_\_ METER #: \_\_\_\_\_

LOCATION (ADDRESS) \_\_\_\_\_

CUSTOMER CONTACT:

WORK#: \_\_\_\_\_ HOME#: \_\_\_\_\_ E-MAIL: \_\_\_\_\_

DESCRIBE REASONS CLAIM IS BEING MADE, HOW DID INCIDENT HAPPEN? (GIVE FULL ACCOUNT)

#### DESCRIPTION OF PERISHABLES, IF ANY

	QUANTITY	ITEM	COST (VALUE) IN C1\$
1			
2			
3			
4			
5			
6			
<b>TOTAL AMOUNT BEING CLAIMED</b>			

**NOTE:**

**CLAIMS HAVE A 30 DAY LIMIT (ANY CLAIM SUBMITTED 30 AFTER DAYS OF INITIAL INCIDENT WILL BE DENIED). Any additions or changes to a claim must be submitted on a separate form within the 30 day timeframe.**

**COPIES OF ORIGINAL RECEIPTS OR PROOF OF PURCHASE MUST PRESENTED AT TIME OF CLAIM. CLAIMS SUBMITTED WITHOUT SUPORTING EVIDENCE ARE SUBJECT TO A MAXIMUM PAYABLE AMOUNT OF C1\$200**

**INVESTIGATION AND PAYMENT PROCESS TO BE COMPLETED WITHIN 10 DAYS OF RECEIPT OF ALL DAMAGE CLAIM INFORMATION.**

**CHEQUES FOR PERISHABLES WILL BE PAYABLE TO THE SUPPLIER ONLY.**

**Why some Power Outage Occurs:**

An outage may be caused by a surge in power supply, by an accident involving one of our poles, by lightning and even at times on an island such as ours; animals such as iguanas, frogs and snakes may come into contact with hardware on our poles and cause an outage. In addition, the accumulation of sea salt on pole line hardware and subsequent rainfall may cause an outage.

Also, we may have to turn the power off in the event of a serious storm or hurricane and there are times when we will need to turn the power off to carry out a maintenance programme. Customers are encouraged to have a valid house ground to compensate for fluctuation in voltages and surge protectors to reduce the chances for surges inside the household.

**Why is it important to trim trees near power lines?**

When tree limbs come in contact with power lines it can cause serious problems, particularly during adverse weather conditions including high winds and heavy rain. We often have to trim tree limbs away from power lines to help prevent outages from occurring and to reduce the risk to public safety. That's why it is necessary for us to trim or remove trees to maintain proper clearance from power lines.

While we have a legal right to remove or trim any trees or shrubs located near power lines (The Electricity Law, Section 22 (1), we prefer to work with our customers in preserving as much of the Island's natural foliage as possible.

**What will CUC do if trees need to be trimmed?**

Once contacted, CUC will inspect the trees that require trimming to ensure that they are within 10 feet of our power lines and issue a letter of agreement stating that CUC will arrange to have the trees trimmed, cut or removed without cost.

The letter will further state that once CUC arranges for the trees to be trimmed the first time, the property owner is responsible for maintaining the necessary clearance between the trees on the property and the power lines to avoid further encroachments to this space. Failure to maintain the minimum required distance between the trees and the power lines shall result in the provision of a notice in accordance with The Electricity Law (2008) and the imposition of a fee for necessary tree trimming or removal.

**Who is responsible for tree trimming?**

Never attempt to prune or trim trees that grow within 10 feet of power lines. Only qualified personnel approved by CUC should trim trees or branches within 10 feet of power lines. Contact with a high voltage power line can result in serious injury or even death.

Once CUC arranges for the trees to be trimmed the first time, the property owner is responsible for maintaining the necessary clearance between the trees on the property and the power lines to avoid further encroachments to this space. Failure to maintain the minimum required distance between the trees and the power lines shall result in the provision of a notice in accordance with The Electricity Law (2008) and the imposition of a fee for necessary tree trimming or removal.

**When a Power Outage Occurs:**

Check lights in your home to see if they are working, and check to see if your neighbors have power. If others still have power, it may be a tripped breaker that has caused the outage.

If there are no lights on in the neighborhood, call CUC's 24-Hour Fault Reporting Number (945-1282) to receive outage information, or to report an outage, downed wires, trees or broken poles.

To avoid damage to your electronic equipment and appliances, and to reduce the load on the electricity system when power is restored, we recommend you:

- unplug all electronic equipment and appliances where possible such as TVs, DVDs, computers, microwaves and stereo equipment;
- if possible, turn off your range, washer, dryer and water heater;
- turn your AC thermostats off; and
- keep only one light on to let you know when power has been restored (if at night).

**I AUTHORIZE CARIBBEAN UTILITIES COMPANY LTD. (CUC) TO INVESTIGATE MY CLAIM. CUC WILL NOT DETERMINE LIABILITY UNTIL ALL OF THE FACTS OF THIS MATTER, ALONG WITH THE REQUESTED DOCUMENTATION, HAVE BEEN REVIEWED.**

SIGNATURE:

DATE:

CUSTOMER NAME:

**ANY PERSON WHO KNOWINGLY AND WITH INTENT TO INJURE, DEFRAUD OR DECEIVE ANY INSURANCE COMPANY FILES A STATEMENT OF CLAIM CONTAINING ANY FALSE, INCOMPLETE OR MISLEADING INFORMATION IS GUILTY OF FRAUD.**