

# Making an Insurance Claim

## Your Questions Answered

For Customers in Brantford, Brant County, Cambridge and North Dumfries

At GrandBridge Energy, we want our customers to understand the process for filing an insurance claim for compensation from us. If you would like to make a claim, we would like to help make the process as easy as possible for you. This question and answer flyer has been prepared to help guide you through the steps for making an insurance claim.



**Q What does GrandBridge Energy do with my claim after it is submitted?**

- A**
1. We forward your claim to the General Liability Claims Administration Unit of the MEARIE Group. The MEARIE Group is an organization that specializes in handling claims made against electric utility companies.
  2. An adjuster from the MEARIE Group will review your claim and, if additional information is required, contact you directly.
  3. You will receive written correspondence advising the outcome of your claim directly from the MEARIE Group.

Please allow four to five weeks for a response.



**Q Who can I call to find out the status of my claim?**

- A** Once your claim has been sent to the insurance adjuster, all inquiries must be addressed directly to the MEARIE Group.





**Q Can I receive a decision on my claim directly from GrandBridge Energy?**

**A** Under the terms of our insurance agreement, the insurance adjuster makes all decisions as to the result of your claim. We cannot advise you of the anticipated outcome of your claim.



**Q Are damages to my property resulting from extreme weather covered by GrandBridge Energy?**

**A** Suppliers of electrical energy do not undertake to supply a continuous or unvaried flow of power. Despite the degree of sophistication reached in energy distribution systems, there unfortunately remain many circumstances beyond our control, which give rise to interruptions or power variations. As you can appreciate, the utility has no control over these types of events. All insurance claims are adjudicated by the MEARIE Group, on a case by case basis.



**Q What can I do if I can't be without the property that was damaged?**

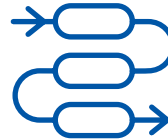
**A** We understand that sometimes a customer has a piece of equipment that needs immediate repair or replacement. If this is the case, it is important to understand that you will be proceeding with repairs or replacements at your own risk.

Whether or not these costs are covered depends on the decision of the MEARIE Group insurance adjuster. Alternatively, you may wish to contact your home insurance company.



**Q How can I contact the adjuster?**

**A** The MEARIE Group  
3700 Steeles Avenue West, Suite 1100  
Vaughan, Ontario L4L 8K8  
1-800-668-9979



**Q What steps should I take to proceed with filing an insurance claim?**

- A**
1. Submit your claim in writing to:  
GrandBridge Energy  
39 Glebe Street,  
P.O. Box 1060  
Cambridge, Ontario N1R 5X6  
Attention: Michelle Uhrig
  2. Include detailed information about the claim; the date of the incident, the location of the incident, the time of the incident, the damage caused, how the damage was caused and, if applicable, the required corrective action.
  3. Include copies of quotes or invoices for repairing damage or replacing property.
  4. Ensure to include your name, full mailing address and telephone numbers.



**After reviewing this document, if you have a question, please contact:**

**PHONE:** Michelle Uhrig at (519) 621-3530 x 2351

**EMAIL:** [muhrig@grandbridgeenergy.com](mailto:muhrig@grandbridgeenergy.com)

