



## **Making an Insurance Claim**

At Energy+ Inc., we want our customers to understand the process for filing an insurance claim for compensation from us. If you want to make a claim, we want to help make the process as easy as possible for you.

We have prepared this document to help guide you through the steps for making an insurance claim for compensation from Energy+ Inc. After reviewing this document, if you still have questions, please contact Michelle at 519-621-3530, Ext. 2351 or email [muhrig@energyplus.ca](mailto:muhrig@energyplus.ca).

### **Process To Make A Claim:**

1. Submit your claim in writing to: Energy+ Inc., 1500 Bishop Street, P.O. Box 1060, Cambridge, Ontario N1R 5X6 Attention: Manager, Accounting.
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 the corrective action required, if applicable.
3. Include copies of quotes or invoices to repair the damages or replace the property.
4. Ensure your name, full mailing address and contact telephone numbers are included.



## **Questions and Answers About Making A Claim:**

### **What does Energy+ Inc. do with a claim after it is submitted?**

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. The adjuster will review your claim and contact you directly, if further information is required. You will receive written correspondence advising the outcome of your claim directly from the MEARIE Group. Please allow 4 to 5 weeks for a response.

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

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

### **Can I receive a decision on my claim directly from Energy+ Inc.?**

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.



### **Can your insurance pay for damages to my property resulting from extreme weather?**

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 event. All insurance claims are adjudicated by the MEARIE Group, on a case by case basis.

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

We understand that sometimes a customer has a piece of equipment that needs to be repaired or replaced immediately. If that is the case, it is important to understand that you are proceeding with those repairs or replacement at your own risk. Whether these costs are covered depends on the decision of the MEARIE insurance adjuster. Alternatively, you may wish to contact your home insurance company.

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

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