



Frequently Asked Questions about claims against Hydro One

For many claimants, this is their first claim experience and they are unaware of the claims process. Below are the answers to questions we commonly receive.

On what basis will my claim be considered?

Your claim will be considered on the basis of Hydro One's Conditions of Service, which is the contract between Hydro One and its customers. It states that Hydro One is liable for customers' direct damages only if those damages result from Hydro One's negligence or willful misconduct. It also states that Hydro One is never liable for any loss of profits or revenues, business interruption losses, loss of contract or loss of goodwill, or for any indirect, consequential, incidental or special damages, including but not limited to punitive or exemplary damages.

How long will this process take?

Every claim is different and requires a specific set of considerations. It is therefore difficult to place an exact timeline on each individual claim that we handle. As explained in our acknowledgement letter, the typical timeline for our claims is 30 to 60 days. This can easily vary depending on the amount of information we need to gather and analyze, and the number of times we must follow up with either Hydro One staff or you.

If my claim is considered, how will I be reimbursed for my damages?

Claims for property damage are paid out on an actual cash value basis and not on a replacement value basis. This means that you will be paid the lesser of the following two amounts: (a) the cost to repair the damaged item; and (b) the value of an item of like kind and quality that has the same amount of wear and tear as the item that was damaged.

Should I hold on to any damaged items?

Yes, in all cases it is better for you to hold on to any damaged items because there is always a possibility that we may need to inspect, view, or even obtain additional information about the items. However, we do understand that this is not possible in all circumstances, such as with spoiled food or with larger items, such as fridges and stoves.

If holding onto the damaged item is not possible, make sure, before disposing of the item, that you have sufficient documentation (such as receipts, photos, warranties, instruction manuals, etc.) substantiating the damaged property and the condition that it was in. You must also provide documentation (such as an invoice or statement created or written by a qualified and capable technician) stating the cause of the damages and the fact that it was not possible or financially practical to repair the item.

My item is of little value... do I still need to have it checked by a qualified technician?

We understand that it does not make sense to have a damaged \$20.00 alarm clock looked at by a qualified technician to determine that it is not repairable. Despite the fact that there can always be exceptions to a rule, our general benchmark is that if the item's value is less than \$200.00, it is not worth repairing if it is not working. You should, however, retain such items until a decision has been made on your claim.

Should I call to check on how things are proceeding?

If you wish to call to check whether we have received your documents or claim forms, please do so, because claim forms sent to us have been lost in the mail from time to time.

Once we have received your documentation we will begin our investigation immediately. If we need any additional information from you, we will let you know. You may also call at any time during our work hours to inquire about the status of your claim, although we won't always be able to respond to these inquiries immediately.

When our investigation is complete, we will send you a letter at your mailing address to inform you of our decision on your claim.

What if I can't afford to replace or repair anything?

You will be financially responsible for paying for any replacements, repairs, or technicians' bills as a result of the incident until we are able to make our determination on your claim. If you are unable to afford replacements or repairs, unfortunately you will have to wait for us to complete our investigation or find an alternative solution to remedy your situation. We are aware of the trouble this may cause, and we apologize for this inconvenience; however, it is simply the nature of our industry and the claims process that prevents us from determining whether you will be reimbursed without first performing our full investigation.

Please note that you must make every reasonable effort to minimize any further damages or losses after the occurrence of the original incident that caused your damages. If you do not do so, there is a possibility that all or portions of your claim may not be considered.

Should I consider going through my insurance?

As mentioned in our acknowledgement letter, there are a few beneficial aspects to claiming a loss through your property insurance, if that option is available to you. If your property insurance policy allows for full replacement cost to be paid out on damaged property (as many insurance policies do), your claim amount will not be affected or reduced by depreciation and will be paid out on a "new for old" basis. Furthermore, so long as coverage is determined to be in effect for your loss, your insurance claim may be processed immediately, whereas through our claims process you must wait for our investigation to be completed and for liability to have been assessed.

Of course, there are other considerations to make when claiming through your insurance as well, such as the amount of your deductible, whether you are maintaining a "claims-free discount" status, and the possibility that your premiums could increase.

It should be noted that if you submit a claim to your property insurer, your insurer may complete the claim against Hydro One on your behalf in order to recoup some of the settlement that the insurer may have paid you. If your insurer's claim against Hydro One is successful, your insurer will reimburse your deductible first, before any of the remaining actual cash value settlement is kept by your insurer.

Given that every claim and every policy is different, we strongly suggest that you discuss this matter with your broker or agent to determine whether it would be to your advantage to report the loss to your insurer.

Are there any additional precautions I should take?

On rare occasions, we have had claimants send us their claim packages, only to have all of their information lost in the mail on its way to us. It is therefore advisable that you make copies of everything you send to Quelmec, not only for your own records, but also to ensure that the information is not lost.