

Claim for damages form

Damage claims resulting from the following events are typically not eligible for compensation from BC Hydro or its contractors:

- Severe weather conditions
- Fallen trees/branches
- Animal contact with our equipment
- Motor vehicle accidents
- Unexpected equipment failure
- Power surges or voltage issues

If you still feel you have a claim with BC Hydro, please provide the following information.

- Contact information
- Details of the incident

Fields marked with * are required.

Claimant information

| | | | |
|-------------------------------------|--|--------------------------------|--|
| *First name: | | | |
| *Last name: | | | |
| Business name (if applicable): | | *Contact phone: | |
| Secondary phone: | | *Email: | |
| *Are you a BC Hydro account holder? | <input type="checkbox"/> Yes <input type="checkbox"/> No | Account number (if applicable) | |

Mailing address

| | | | | | |
|-------------|--|------------------|--|-------------------|--|
| Unit/Suite: | | *Street address: | | | |
| *City: | | *Province/State: | | *Postal/Zip code: | |

Details of the incident

| | | | | |
|---|--|--------------|--|--|
| *Type of loss: | | | | |
| *Date of incident (yyyy-mm-dd): | | | | |
| Time of incident (e.g. 2:30 p.m. or mid-afternoon): | | | | |
| Location of Incident (if different from address above): | | | | |
| Street address or intersection: | | | | |
| City: | | Postal code: | | |

In as much detail as possible, please describe the incident leading to the cause of the damage or loss. If known, include names of any BC Hydro employees or contractors involved in the incident or any witnesses, including their contact information.

*Description of incident

Do not throw away damaged items until a decision has been made. BC Hydro may request items for inspection to validate your claim as part of its assessment.

***List damaged items including: the make, model number, date of original purchase, original purchase price, and estimated loss amount.**

If you have auto or property insurance, you may want to contact your agent or broker to find out if your losses are covered. They may be able to process your claim quicker and provide full replacement costs. Please note that BC Hydro only pays the depreciated value of your losses.

*Have you made a claim with your insurance carrier? Yes No

*If you have made a claim with your insurance company, enter your insurance company's name.

In order to submit your claim, the above business / personal information is required. By submitting, you are agreeing to BC Hydro collecting and using this information for the sole purpose of reviewing and processing your claim using this form. Missing information may delay the processing of your claim. All claims will be researched and assessed and decisions will be provided in writing.

Submit the completed form by scanning and emailing to online.claims@bchydro.com. You can also mail to:

BC Hydro
Claims Department
333 Dunsmuir, 1st Floor
Vancouver, BC V6B 5R3

BC Hydro offers these facilities in furtherance of its mandate under the Hydro and Power Authority Act and the BC Hydro Electric Tariff regulated by the BC Utilities Commission under the Utilities Commission Act. If you have questions about the collection of your personal information as described in this notice, please contact BC Hydro Customer Service at 1 800 BCHYDRO (1 800 224 9376).