



### How is the amount of compensation determined?

In determining the amount of compensation, the Company will take account of the cost of having the repairs undertaken. If the claim is accepted and the equipment cannot be repaired, we will take account of factors such as the age and value of the equipment at the time it was damaged and make an offer for settlement. You are not obliged to accept the offer made.

### Will I be paid for loss of use or spoilage, e.g., of food or medicine?

The Company does not compensate for loss of use or spoilage.

**Important note:** Customers must take timely steps to keep their losses as low as possible. For example, in the case of a failed or damaged refrigerator, customers should either arrange for alternate refrigeration or storage on ice to mitigate losses due to spoilage.

### What can I do if I am not satisfied with the Company's decision?

If your claim is denied, the Company will write to you setting out the reason for the denial. If you are dissatisfied with our decision not to accept your claim, or with the amount offered in compensation, you should discuss the matter further with us. If you remain dissatisfied you may choose to refer the matter to the Fair Trading Commission.



For further information, refer to our document entitled:  
**“Guidelines for Assessing Claims for Damage to Customers’ Electrical Equipment”**  
and to the Power Quality section of our booklet entitled:  
**“Information & Requirements Covering Installation of Electric Services and Meters.”**



P.O.Box 142, Garrison Hill,  
St. Michael, Barbados

## Frequently Asked Questions

# Claims for Damage to Electrical Equipment





## General

We at The Barbados Light & Power Company strive to provide a safe and reliable electricity supply that is continuous and of a quality suitable for operation of all equipment. However, due to the nature of the electrical system we cannot guarantee that this can be achieved at all times. We, therefore, do not accept liability for loss or damage resulting from any cause that is considered not to be within our control, or for loss or damage resulting from any failure or deficiency in the wiring on your premises, and for which you, the customer, are responsible.

You should install suitable devices to protect your electrical equipment from possible damage by electricity. The type of device selected will depend on the equipment being protected, usage patterns and individual needs.

However, should your electrical equipment be damaged, we have prepared the following information to help you better understand the process we use for handling damage claims:

### How will my claim be handled?

The Company investigates and evaluates every claim for damage to electrical equipment on a case-by-case basis. When you make a claim, a customer service representative will contact you soon after it is received to acknowledge our receipt of it. In most cases, you will be advised in writing of our decision within 60 days of making the claim.

### How do I make a claim?

You may make a claim by providing details of the circumstances relating to the damage or failure of the electrical equipment by either calling 430-4300 or writing to The

Barbados Light & Power Company Limited, P.O. Box 142, Bridgetown. You may also visit the Company in person to make a claim.

Claims should normally be made within 3 months of the incident, unless there are extenuating circumstances. You should retain the originals of all documents supporting your claim and any resulting loss, as they may later be required for quantifying appropriate damages if your claim is accepted.

**Do not bring or deliver damaged equipment to the Company for either inspection or repair unless we advise you to do so.**

### What happens after a claim is made?

The Company endeavours to respond to all claims promptly and fairly. Each claim will be evaluated based upon the information provided by you and the results of our investigations. These investigations might involve a visit to the premises by our technicians but this is not always necessary. We will write you to say whether a claim has been accepted or denied. You should be aware, however, that we may refer certain claims to our insurers when necessary. In these cases you will be asked to deal directly with our insurers.

### How long will it take for the claim to be accepted or denied?

The investigation process can take some time, depending on the complexity of the incident. Our goal is to accept or deny liability within 60 days of the date on which the claim was made. However, where this is not possible, we will notify you within the 60 day period, giving you a revised

date for the decision.

### What types of claims will not receive compensation?

The Company does not accept liability for claims arising from interruptions to electrical service or abnormal voltage which may be caused by circumstances beyond our control, such as:

- Acts of God, including weather related conditions such as wind, rain and lightning
- Fallen trees or branches
- Trees rubbing and subsequently breaking lines when the tree is within the customer's property
- Faults caused by third parties, including vehicles and construction equipment
- Faults originating from equipment or wiring which are the property of the owner
- Voltage transients, including surges, spikes, sags

**Important note:** The Company is responsible for delivering electricity up to the service point, which is the first point of connection between the utility lines and the customer's installation. For overhead lines, this is usually on the building at a point known as the weather-head. For underground services, this is either at the cable connection at the pole or at a supply point on the ground known as the turret or transformer. The customer is at all times wholly responsible for all equipment and wiring required for distribution of electricity from the service point into the premises, including the socket base, on which the meter is mounted, and the panel.

