

Can I be compensated if my equipment is damaged by a power surge?

The company will compensate customers for damages which occur as a result of the supply voltage being outside acceptable limits (sustained over-voltage conditions), but not damages due to weather phenomena or instantaneous surges caused by switching of equipment on customer lines.

The company is responsible for the electricity service up to the connection point on a customer's premises.

The basis of the acceptance or rejection of customer claims is explained in detail in the document "Procedure for Handling Claims for Damage to Customers' Electrical Equipment", which is displayed on the Company's website.