

## How to claim from City Power for damages caused by power surges

With load shedding, power cuts, sub-station failures and other forms of power outages, comes power surges. These surges occur when the power is switched back on, at the end of a load shedding cycle or when the power is restored after a fix.

These power surges can blow your appliances & electronics. For this reason, City Power compensates residents that are affected by these surges through their Public Liability insurance.

What details do they require you to complete?

1. Name
2. Electricity Account Number
3. Your Physical address
4. Postal Address
5. City Power Call centre reference number (Dial 0860 562 874 to log a call)
6. Your Contact Telephone Numbers
7. Date & Time of the incident
8. Description of how your loss occurred
9. Description of the loss or damage
10. Proof of damage (as an annexure)
11. Quantification of the loss

You can claim from City Power by clicking on the link below.

<https://www.citypower.co.za/Claims%20Forms/PUBLIC%20LIABILITY%20CLAIM%20FORM.pdf>

Upon completion of the form, it can be sent to

Legal Services- City Power  
2<sup>nd</sup> Floor, Legal Suite  
40 Heronmere Road  
Reuven

Or by Fax to  
(011) 490-7736

Or by E-mail to  
[legalclaims@citypower.co.za](mailto:legalclaims@citypower.co.za)

Upon receipt of your claim, City Power will forward on the claim to City Power's Insurers

*Zubair  
Ridgeway Community Forum*



# Ridgeway Ext Community Forum