



July 19, 2019

To the Halton Hills Community:

This is an update for those Halton Hills Hydro customers that may have experienced damage to their property, electrical equipment or appliances after the power surge event that occurred on May 16, 2019.

Travelers Insurance Company of Canada (“Travelers”) is now handling all customer claims related to the power surge event. If you have already submitted a claim to us but have not yet received a response, you do not need to resubmit. You have or will be contacted by Travelers in the coming weeks. Please be aware that Travelers may request additional information from you such as pictures, invoices, repair receipts, manuals, etc.

If you have not yet submitted a claim, but believe your property, electrical equipment or appliances were damaged by the power surge event, please email Travelers directly at [HHHclaim@travelers.com](mailto:HHHclaim@travelers.com). A claim representative of Travelers will respond. You may also speak to a live representative of Travelers by calling 905-825-6400, when prompted, press 9 and then enter the following extension: 19054656240. Claim representatives will be available Monday to Friday, between the hours of 8:00 a.m. and 5:00 p.m.

Customers are reminded that their homeowners / tenants insurance policies may provide greater compensation that may be made available from Halton Hills Hydro or its insurer where the replacement cost of damaged equipment exceeds the depreciated value. If you have submitted a claim to your own insurer, or do so in the future, please provide your insurer with your Travelers claim number or a copy of correspondence from Travelers.

We remain committed to providing all of our 23,000 customers safe and reliable service.

Please continue to check our website at [haltonhillshydro.com](http://haltonhillshydro.com) for current information. Thank you for your patience as these claims continue to be processed.

Art Skidmore,  
President & CEO  
Halton Hills Hydro