

Damage or Injury Claim Form



Please note that compensation may be available where your damage or loss is determined to be Toronto Hydro's responsibility. If so, we'll work with you to resolve your claim.

To evaluate your claim in accordance with Toronto Hydro's **Conditions of Service**, we'll need to determine:

- How the incident occurred
- The extent of Toronto Hydro's involvement in the loss event
- The extent of the damages

Submission instructions

Complete all required fields in this form and send it to:

Mail: Toronto Hydro
14 Carlton Street, 8th Floor
Toronto, ON M5B 1K5
Attention: Claims Management

Email: claims@torontohydro.com

For claims information and answers to frequently asked questions, visit torontohydro.com/claimsfaq.

Claimant information

Full name	
Address	
Postal code	
Phone number	
Email address	

Incident and claim details

Type of claim	
Incident date	
Incident location	
Weather conditions at the time of the incident (optional)	
Please describe the incident	
Please explain why you believe Toronto Hydro is directly responsible for your property damage or injury	

Incident and claim details (continued)

Please describe the property damage (including age of the item, if applicable) or injury	
Did you repair or replace the item(s)?	
Estimated cost of loss	

Additional information

Have you reported the claim to your insurance company?	
Witness information (if applicable)	
Witness full name	
Address	
Postal code	
Phone number	
Email address	

Acknowledgment

I understand that Toronto Hydro will review all documentation in support of my claim and that filing a claim does not guarantee payment of a claim. Toronto Hydro will investigate the incident and is only liable for damages that arise directly out of the wilful misconduct or negligence of Toronto Hydro.

Claimant full name

Claimant signature

Date

Toronto Hydro collects and uses the personal information submitted via this Damage or Injury Claim Form for claims-related purposes, including but not limited to reviewing, investigating and determining eligibility for submitted claims. All personal information provided by you will be collected, used and/or disclosed in a manner consistent with Toronto Hydro's Privacy Policy.

*If you have any questions about the information collected on this form or the ways in which your personal information may be used, you can learn more at torontohydro.com/privacypolicy or you can call us at **416-542-8000** to request a copy of the Toronto Hydro Privacy Policy. Please see Toronto Hydro's Conditions of Service at torontohydro.com/conditionsofservice for terms and conditions.*