

Surge Protection Damage Claim Form

Customer Information

Name: (as shown on your **Evergy** bill)

First _____ MI: _____ Last: _____

Evergy account number: _____

Exact address where damage occurred:

Street address: _____

City: _____ State _____ Zip _____

Daytime phone or cell: (____) _____

Email address: _____

Incident Details

Date of incident ___ / ___ / ___ between the hours of _____ am/pm _____ am/pm

*This Claim form **must** be complete, signed and returned to Evergy **within 30 days** of the incident date above to be eligible for payment.*

Provide a brief description of the incident that caused the damage:

Original Appliance or Electronics Damage Description

Provide actual Damaged Appliance Description (not replacement Appliance) Make additional copies of this page as needed

Electronic/Appliance type: _____
Purchase Date ____ / ____ / ____ Purchase Price \$ _____

Brand: _____ Model Number _____
Description of Damage: _____
Repairable? Circle: Yes or No Labor \$ _____ Replacement Parts \$ _____ Total \$ _____

Electronic/Appliance type: _____
Purchase Date ____ / ____ / ____ Purchase Price \$ _____

Brand: _____ Model Number _____
Damaged description: _____
Repairable? Circle: Yes or No Labor \$ _____ Replacement Parts \$ _____ Total \$ _____

Electronic/Appliance type: _____
Purchase Date ____ / ____ / ____ Purchase Price \$ _____

Brand: _____ Model Number _____
Damaged description: _____
Repairable? Circle: Yes or No Labor \$ _____ Replacement Parts \$ _____ Total \$ _____

Total amount for which you are filing this claim: \$ _____

Will you/have you filed a claim for any of the listed items with your insurance company and/or any warranty company? Yes No

Your signature (Required): _____ Date: _____
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The Home Surge Protection Program is not regulated by the Missouri Public Service Commission or the Kansas Corporation Commission

Pre-Submittal Checklist

- I have reviewed the applicable Surge Protection Service Terms and Conditions for claim eligibility details (available at www.evergy.com/surge)
 - I have verified the damaged device is a cord and plug device
 - My Evergy account is not past due.
 - My Surge Protection Damage Claim Form is **complete** and **signed**
 - I have attached Clear and legible copies of repair estimate OR original purchase receipt
 - Authorized repair facility's invoice on their business's letterhead is attached including:
 - Description of damaged device
 - Cost of device repair or "not repairable" statement
 - Statement that damage was caused by a power surge through electrical service
 - **Signature** of repair facility's inspector
- / OR /**
- Service Provider Damage Certification Form is **complete, signed** and attached with pictures attached for claims over \$500

Submittal Address and Contact Information

EVERGY Attn: Surge Damage
PO Box 418679
Kansas City MO 64179-0031

Email claims to:
surgedamageclaims@evergy.com

Call with Questions: 816-472-0432

Next Steps:

- Please allow 2-4 weeks to process your claim. (Email submitted claims result in fastest processing time.)
- Evergy will contact you with either an award letter detailing your depreciated device payment or a denial letter explaining the decision.

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SERVICE PROVIDER DAMAGE CERTIFICATION

(REQUIRED ONLY FOR CLAIMS EXCEEDING \$500 DOLLARS IN TOTAL)

Inspection Date: _____

I, _____, am a licensed technician bearing contractor license number _____.
My current employer is _____
bearing contractor license number _____.

I inspected the electronic(s) / appliance(s) below located at _____ (inspection site address)

Electronic/Appliance Type:	Brand:	Model No:	Serial No:	Damaged by a Power Surge?
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No

1. Please attach a picture(s) of the applicable damage and identify what in the picture(s) you relied upon to reach your conclusion above that the item(s) was damaged by a power surge through the electrical service.

2. Is there any part of the damage to the item(s) that can only be repaired with replacement?
 Yes No

If Yes, please explain in detail what efforts you undertook to make the conclusion that the damage is not repairable, including, if applicable, the scope of any search for replacement parts:

I HEREBY REPRESENT THAT AFTER INSPECTING THE ELECTRONIC/APPLIANCES AS INDICATED ABOVE, I CONCLUDE TO THE BEST OF MY KNOWLEDGE THAT THE DAMAGES WERE CAUSED BY A POWER SURGE ORIGINATING THROUGH THE ELECTRIC SERVICE ENTRANCE. I UNDERSTAND THAT IF EVERGY HOME PROTECTION SERVICES HAS FACTS THAT CONTRADICT THE CONCLUSIONS STATED ABOVE (SUCH AS WEATHER DATA), THAT I MAY BE CALLED UPON TO FURTHER SUBSTANTIATE MY CONCLUSIONS. UNDER PENALTIES OF PERJURY, I DECLARE THAT I HAVE READ, AND COMPLETED THE FOREGOING DOCUMENT AND THAT THE FACTS STATED IN IT ARE TRUE.

_____ (technician's signature)

For your protection, the law requires you to be advised of the following: It is a criminal act to make a false or fraudulent claim, or to assist in the preparation or presentation of a false claim. Violators of this provision may be subject to criminal prosecution.

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