

## Useful information when making a claim – power network

Have you been affected damage due to something that happened in our power transmission and distribution network? If this was because we have not lived up to our responsibilities, we may provide compensation. As a customer, you are obliged to report what damage you have suffered and what your claim for compensation is. You must report this within two years of the damage occurring.

### **For consumers:**

#### *Interruption – control liability*

If you are a consumer, the general rule in the Electricity Act is that you are entitled to compensation for damage that arose due to an interrupted power supply. Costs that may be compensated are damage to property, loss of income or other loss. If you have received compensation for interruption to your power supply, this compensation will be subtracted from any compensation for damages due to the same interruption.

#### *Power safety issues*

Consumers are entitled to compensation for damage caused by power safety issues, such as the wrong voltage or frequency. When compensation is calculated for damage to property, the Electrical Safety Act states that SEK 3,500 must be deducted from the compensation amount.

### **For businesspeople:**

The strict liability for damage caused by the action of electricity also applies to businesspeople. However, as a businessperson you are only entitled to compensation for damage caused by interruptions to supply or a lack of quality (e.g. voltage or frequency deviations) if the disruption is caused by Jämtkraft's carelessness or negligence. The right to compensation does not include pure economic loss (e.g. loss of turnover) or consequential damages in cases of personal or property damage.

### **Other information:**

For your case to be processed as rapidly as possible, it is important that you send all the necessary documentation/information with your damage report. These could be receipts and pictures that show your possessions and the items' value, or lists of food that has been destroyed. The principle for compensation for damages is that if you are affected, you should end up in the same financial situation as you would have been had the damage not occurred. This means that if you are entitled to compensation, you should receive what it costs to replace the items with a deduction for age and use. All compensation that is decided upon is given to the applicant for damages. This means that Jämtkraft Elnät will not pay any invoices to your supplier/contractor.

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**If you are not satisfied:**

Free guidance and information about the rules for the electricity market are available from the Swedish Consumer Energy Markets Bureau (Konsumenternas energimarknadsbyrå, [www.energimarknadsbyran.se](http://www.energimarknadsbyran.se)). You can also consult your municipality's consumer guidance officer.

If you believe that Jämtkraft Elnät has assessed your case wrongly, the first step is to write to us and explain the circumstances you think we have not considered but that we should. If you are dissatisfied with the amount of compensation, you need to demonstrate why your costs are larger or the damaged items more valuable than we have evaluated.

As the person affected by the damage, you must be able to document the damage and the costs for which you want compensation. If you are not satisfied with Jämtkraft Elnät's decision, you can go to the National Board for Consumer Disputes (Allmänna reklamationsnämnden) or a general court.

**More information is available here:**

Electrical Safety Act Elsäkerhetslag (2016:732) Sections 28 to 35

Electricity Act Ellag (1997:857) Sections 10 and 11

Tort Liability Act Skadeståndslag (1972:207)

General contractual terms and conditions: Nät 2012 K or Nät 2012 N

Swedish Consumer Energy Markets Bureau Konsumenternas energimarknadsbyrå  
([www.energimarknadsbyran.se](http://www.energimarknadsbyran.se))