

Here is your claims form

Use this form to claim for additional expenses or damages incurred as a result of E.ON Energidistribution's actions. Fill in all information as thoroughly as possible and send the form to the address at the top right of this page.

What happens next?

Once we have received your claim, you will receive confirmation via letter, e-mail or text message; normally within a few days of receipt. In the confirmation you will also find more information on the handling of your claim and the estimated processing time.

Enquiries

For all enquiries, please dial 0771-22 24 24 or get in touch via e-mail at kundservice@eon.se.

Best regards

E.ON Energidistribution AB

N.B. Remember to send all necessary receipts and certificates. This will speed up the processing of your claim.

E.ON Energidistribution AB

Kundutredning
205 09 Malmö

eon.se

+46 (0)771-22 24 24

Customer information

Consumer Business
Customer number

Name Personal/corporate identity number

Postal address

Postcode Place

E-mail address Mobile phone number

I prefer to be contacted via Telephone E-mail Letter

Information on the facility

Facility address (if different to customer address)

Facility ID (see invoice) Area ID (see invoice)

Time of occurrence

From: year/month/day Time: To: year/month/day Time:

Sequence of events/circumstances

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Damaged property

Attach a copy of receipts, repair reports, valuations, photos and other documents as proof of ownership, the property's value and the damage incurred. Age deductions apply.

Compensation claim, total amount

Does the compensation claim amount above include VAT? Yes No

Has the claim been settled by an insurance company?

If yes, attach your claim for damages and the insurance company's decision. Yes No

Insurance company

Policy number

Bank, clearing number and account number where to transfer compensation, where applicable

Bank

Clearing number

Account number

IBAN (for international payments)

BIC/SWIFT (for international payments)

Signature

N.B. the person named in the subscription is responsible for signing the claim form.

Place and date

Signature

Name printed

Send the form to:

E.ON Energidistribution AB
Kundutredning
205 09 Malmö

Summary of general contractual terms

The Electricity Act (1997:857) and the Tort Liability Act (1972:207) contain provisions concerning when, how and in what way a consumer or business can receive compensation from the network owner for damages.

Provisions can also be found in the General Contractual Terms "Nät 2009 K" for consumers, and "Nät 2009 N" for businesses. The General Contractual Terms can be downloaded from eon.se. A summary is provided below. Further information can be found at the respective sources provided.

Consumer

Summary of the General Contractual Terms

The following applies in the event of an interruption to supply. If the supply is interrupted on any grounds other than the consumer's negligence or the network owner having the right to do so, the consumer has the right to compensation from the network owner for damages.

An exception is made to the above if the network owner can show that the interruption was caused by obstacles beyond their control and which they could not reasonably be expected to foresee, and that the consequences of this could not be avoided or overcome.

Damages as per the above paragraph cover compensation for expenses and loss of income, as well as other losses caused by the interruption. However, this does not include damages related to business operations.

To be eligible for compensation, the network owner must be informed of the compensation claim within two years of the damages being incurred.

In general, the injured party must provide evidence of the damages and associated costs (e.g., with receipts or similar) and take reasonable measures to limit the damage.

Business

Summary of the General Contractual Terms

In the event of an interruption in supply, the company/entrepreneur is only entitled to compensation from a network owner for interruptions, restrictions or other forms of disruption to the supply if this is caused by carelessness or negligence on the network owner's part.

For damages caused as a result of the effects of electricity, there are strict provisions on responsibility in the Electricity Act.

The right to compensation does not cover pure economic loss, nor does it cover consequential loss in the event of personal injury or property damage.

To be eligible for compensation, the network owner must be informed within the time frame specified in Section 8 of the Electricity Act (1997:857).

In general, the injured party must provide evidence of the damages and associated costs (e.g., with receipts or similar) and take reasonable measures to limit the damage.