



Claims

If you believe Southern Pioneer Electric Company ("Southern Pioneer") is financially responsible for damage to your property, please review the guidelines below.

Southern Pioneer is committed to providing safe, reliable electric service. We design, build, maintain, and operate our facilities in accordance with industry standards and regulatory requirements designed to deliver a steady, stable supply of power to customers.

However, such practices cannot guarantee perfect service. Every electric generation, transmission, and distribution system in the world is subject to failure at any time. Malfunctioning equipment, inclement weather, property damage, interference from trees or wildlife, and other forces beyond Southern Pioneer's control can result in service interruptions, power surges, or voltage irregularities.

Sometimes these incidents result in damage to our customers' property, including surge protectors, appliances, and other electrical facilities. When such damage results from circumstances Southern Pioneer could not have reasonably predicted or prevented, the company does not assume responsibility to pay for damages.

Under Rules and Regulations approved by the Kansas Corporation Commission, Southern Pioneer is not liable for damage claims involving power outages, low voltage or power surges caused by severe weather or other circumstances beyond our control during repairs or routine maintenance, including meter exchanges or during energy curtailment or blackout events.

Additionally, Southern Pioneer is not liable for damage in circumstances that involve, but are not limited to:

- Wind, rain, lightning, heat, flooding, or other types of weather conditions
- Trees or other vegetation disturbing power lines and other equipment
- Equipment failure
- Equipment damaged by vehicles or criminal mischief.
- Animal interference
- Mylar balloons
- Fires
- Other circumstances beyond our control, including "Acts of God."

Additional details are available in Southern Pioneer's Rules and Regulations under Section R6, titled "Customer Service Obligations."

If you believe Southern Pioneer is financially responsible for damage to your property, please complete and submit the "Statement of Damage" form. If Southern Pioneer accepts responsibility for your claim, the company will determine what the law considers fair compensation and reimburse the lowest of repair costs, replacement costs, or fair market value, as determined by Southern Pioneer. Notwithstanding the foregoing, in no event will Southern Pioneer be liable for special, punitive, indirect or consequential damages including loss of revenue, cost of capital or loss of business reputation or opportunity.