

# Power Surges

Uninterrupted power supply to government quarters is not a guarantee. Storms, power surges, and power outages are not unusual occurrences, and damage caused by such incidents is normally not payable through the Claims Office. Claims that electrical or electronic devices were damaged by a power surge may be paid when lightning actually strikes the claimant's residence or objects directly attached to it, such as the transformer box, or when Department of Public Works records or similar evidence showed that a particular residence or small group of residences were subjected to a very unusual power surge.

Claims that electronic or electronic devices were damaged by a power outage, generalized power surges, "brown-outs" or other fluctuations in power are not compensable.

Claims that food was spoiled by a power outage may be considered if the outage is of unusual duration and the claimant was unable to take mitigating measures.

Since most of these claims will not be payable, you should protect electronic devices by using surge protectors of adequate capacity and of the proper type to protect your electrical equipment. You should also be aware that many destructive surges are carried through telephone lines (i.e. modems). Devices that include telephone line surge protection are available. The better surge protector manufacturers often provide "insurance" against damage. You should also consider insurance coverage if you own expensive electronic equipment.

Each claim is different; this summary provides general information only. For more information, please contact the Camp Zama Claims Office.

**Power Surges** is distributed by the Camp Zama Claims Office, located in Building 101, Room CE 209. Our office hours are 0830 to 1200 and 1300 to 1600 Monday through Friday. You may call for an appointment at DSN 263-4137/commercial 081-46-407-4137.