

# Claim for loss or damage

## Your claim with us for loss or damage

We understand the inconvenience power interruptions and other power-related events can cause. We place a high priority on maintaining our network to avoid power interruptions and to minimise the impact of our work activities on a customer's property.

We recognise our responsibilities and will consider compensation for particular acts or omissions where we are obliged to do so. Where Ergon has been negligent in not maintaining our network as required or acted in bad faith, you can lodge a claim for loss or damage.

We are not responsible for damage or losses that occur as a result of events outside our control including:

- The effect of wildlife or vegetation contacting powerlines or apparatus
- Natural disasters, storms or lightning related damage, and their effect on the electricity network
- Power interruptions where the cause of the event cannot be reliably determined
- Acts by others that result in power interruptions, such as vandalism or vehicles contacting power poles
- Planned power interruptions as part of our normal work
- If directed by a proper authority such as police or national network operator.

Where compensation is offered for appliance or equipment damage it will be based on our compensation policy conditions and settled as follows:

- If the item is repairable, payment of costs to assess and repair the damaged item will be met
- If the item is damaged beyond economical repair, a claim will be settled by replacement with a current market equivalent item or reimbursement for its depreciated value dependent on the age of the item.

## Your insurance company

Sometimes your own home and contents insurance policy will cover electrical related damage to your property or appliances. If this is the case, you should direct your claim to your insurer in the first instance. If you don't have this type of insurance cover, or if your claim has been denied by your insurer, you can contact us to have the matter formally considered.

Your insurance company may require that you provide information from us confirming that the interruption did occur and also in some instances, the cause of the interruption.

You can obtain a confirmation letter by completing an Insurance Letter Request Form at [ergon.com.au/insuranceletter](http://ergon.com.au/insuranceletter)

## How to lodge a claim for loss or damage

To allow a full and proper investigation of your claim, we ask that you complete and return the attached Claim Request Form. Alternatively, you can provide a letter with the required details. Where possible, please submit a report from a qualified repairer that confirms the nature of the damage to the item.

## Register your claim request

Simply fill in your details, scan your form and any supporting documents, and submit your request by email to **claims@energyq.com.au**

Alternatively, you can submit your request by post. Attach any supporting documents to your Claim Request Form and send to:

**Attention: Claims Team**  
**Po Box 1090**  
**Townsville QLD 4810**

If you need assistance, please call 13 74 66 between 7am – 5pm Monday to Friday.

For more information visit  
**[ergon.com.au](http://ergon.com.au)**



## Claim request form



## Office use only:

Claim number

## Your details

Title (please circle) Mr / Mrs / Miss / Ms / Dr

Name

Postal address

Postcode

Phone

Fax

Email address

### Business details (if applicable)

Business name

ABN

Is your business registered for GST? ☐ Yes ☐ No

## Electricity account details

Premises type: ☐ Residential ☐ Business ☐ Not applicable

National Metering Identifier (NMI)

National Metering Identifier (NMI)  
This can be found on your electricity bill.

## Incident details

Date      /      /      Time      (am/pm)

Duration (mins/hour/days)

### Location of where incident occurred

Street address

Postcode

Have you advised your insurance compant of this incident?

☐ Yes☐ No

Please describe how the loss or damage occurred:

### Items lost or damaged

Please supply details of your lost or damaged property:

## Privacy notice

We are collecting personal information on this form for the purpose of processing your claim. By completing this form, you consent and agree to Ergon Energy collecting, managing and disclosing the personal information you have provided to us in accordance with our Privacy Statement. Our Privacy Statement and contact details are available at [ergon.com.au](http://ergon.com.au)

## Declaration

By signing this form you acknowledge that:

- The information given on this application form is complete and correct.
- You are the owner of all the lost or damaged property identified in this claim request.
- You will provide Ergon Energy assessors with reasonable access to investigate your claim request.
- Any goods (excluding food) included in your claim request will not be disposed of without prior consent of Ergon Energy.

Signature

Date      /      /