



NETWORK

Claim for loss or damage



Your claim with Ergon Energy 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 Compensation.

Ergon is 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 Ergon Energy 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 letter with this information by completing an Insurance Letter Request at ergon.com.au/claims

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@ergon.com.au

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

Ergon Energy
PO Box 308
Rockhampton QLD 4700

If you need assistance, please call **13 74 66** between 7:00am - 5:30pm, Monday to Friday, to talk with one of our representatives.



Claim number

Date: / /