

# Electrical Partners Portal Liability Claims



User Guide - September 2018



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# What is a Liability Claim?

If you have experienced loss or damage to your property that you believe was caused by Ergon Energy, you can apply for compensation. We can assist you to meet the reasonable cost of repairing or replacing damaged or lost property under the following circumstances:

- Incorrect action by Ergon Energy
- Failure or inappropriate operation of Ergon Energy equipment.

If your property is covered by insurance, you may prefer to lodge a claim with your insurer. However, if you are not insured or your claim is rejected by your insurer, you can apply for compensation directly from us.

Where appropriate we will compensate you for the cost of repairing or replacing your property 'like for like', not necessarily 'new for old'. Where it is not cost effective to repair damaged property, compensation will be paid for the cost of an equivalent item or the current depreciated value of the damaged item.

As a general guide we are unable to provide compensation for any loss or damage caused by events outside our control including (but not limited to):

- Interference by birds or animals
- Bushfires, lightning, storms, wind-borne debris
- Motor vehicle or machinery collision with power poles
- Vandalism
- Power interruptions for planned work or as directed by a controlling authority
- Any third party interference to the electricity system.

Electrical Contractors are also able to claim reimbursement for **call out fees** related to an Ergon Network fault, for example, Bridging a Relay to reinstate hot water for a customer or attending a property and identifying an Ergon Network fault.

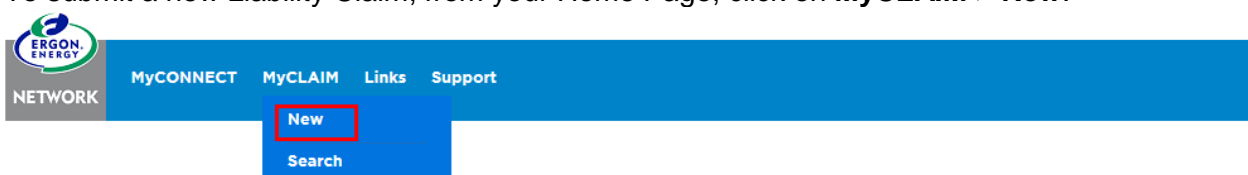
## How to Submit a Liability Claim

Registered Users are able to submit Liability Claims in the Electrical Partners (EP) Portal. This will allow you to attach any supporting documents to your claim, e.g. quotes, invoices, photographs.

### IMPORTANT

If you haven't yet registered for the EP Portal, please follow the instructions in the [How to Register User Guide](#).

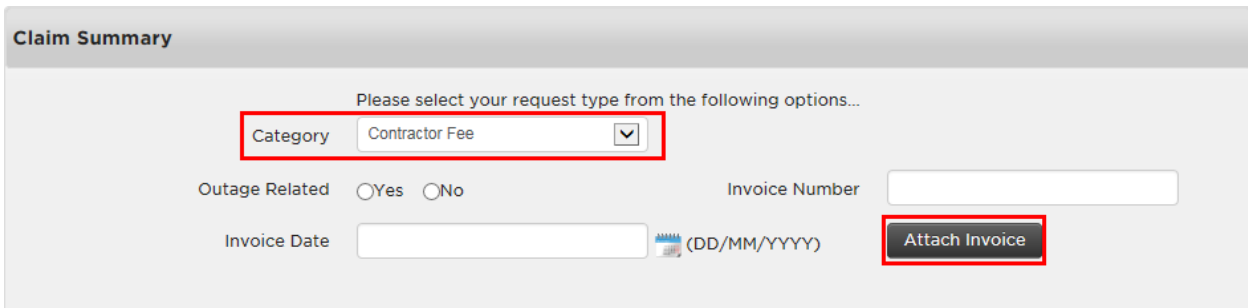
To submit a new Liability Claim, from your Home Page, click on **MyCLAIM > New**.



## Claim Summary

Select the **Category**.

If you select **Contractor Fee**, you will be asked to provide the Invoice Number and date, and to **Attach** the invoice to the claim.



**Claim Summary**

Please select your request type from the following options...

Category: Contractor Fee

Outage Related:  Yes  No

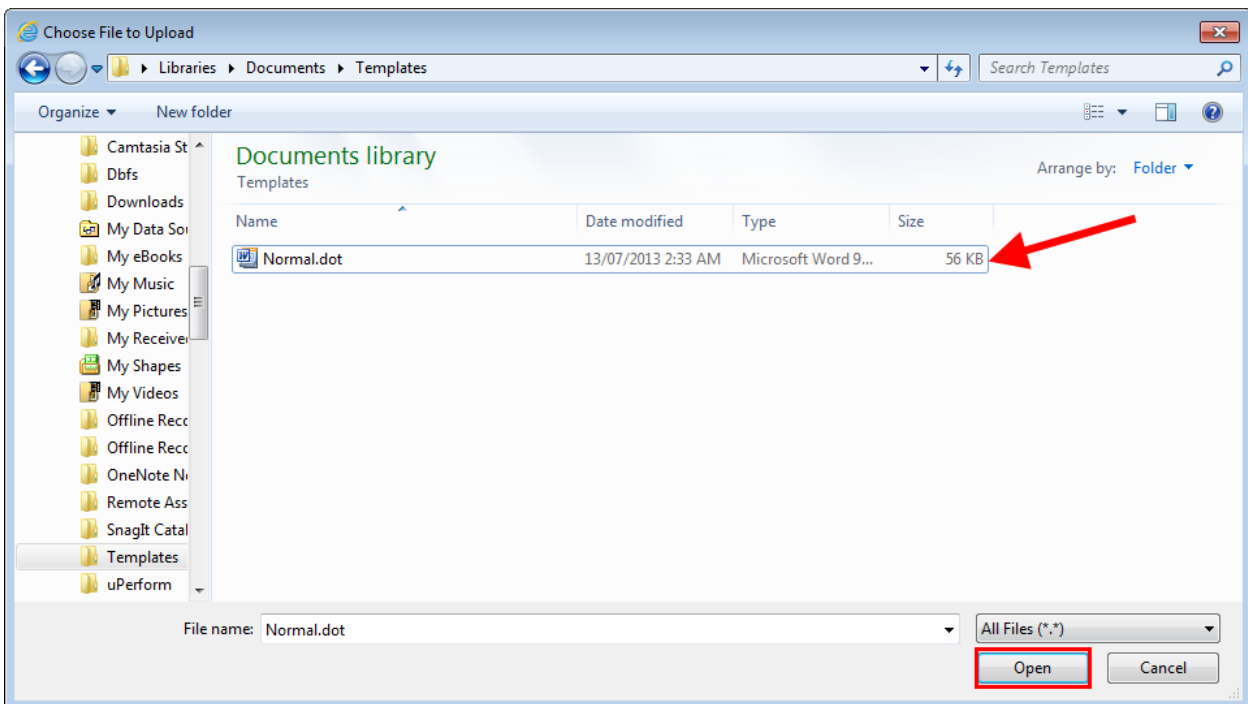
Invoice Number:

Invoice Date:  (DD/MM/YYYY)

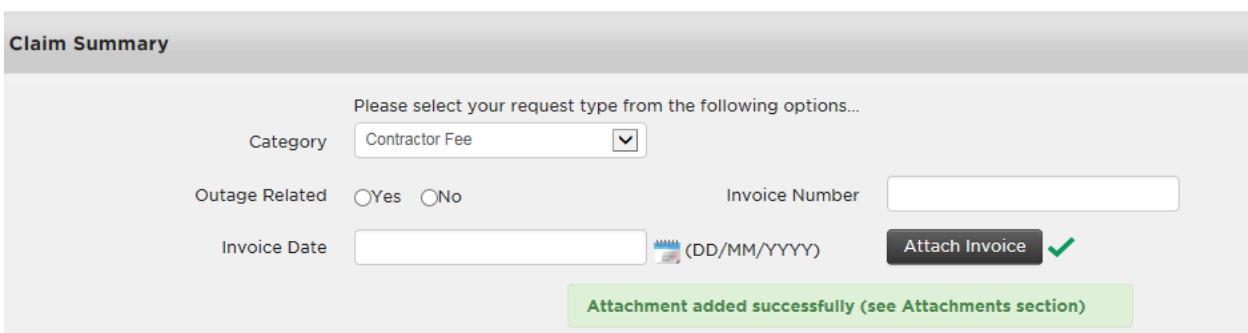
**Attach Invoice**

Click on **Attach Invoice**.

Search for the document that you wish to attach to the claim. **Select** it and click **Open**.



When you attach your document, it will appear in the **Attachments** section. You can View it or Remove it if you wish.



**Claim Summary**

Please select your request type from the following options...

Category: Contractor Fee

Outage Related:  Yes  No

Invoice Number:

Invoice Date:  (DD/MM/YYYY)

**Attach Invoice** ✓

Attachment added successfully (see Attachments section)

For **Damage/Loss**, you are then asked if the damage was caused during an **Outage**. The **Outage ID** is required if you select **Yes**.

**Claim Summary**

Please select your request type from the following options...

Category Damages/Loss

Outage Related  Yes  No

Outage Id

Outage ID can be found on the Outage Finder on [ergon.com.au](http://ergon.com.au) or by calling us on 13 74 66.

If you select **Storm/Weather Event**, you will receive a message to advise you to contact your insurer. The EP Portal will allow you to submit a claim with this Category. This is to allow the damage to be investigated.

**Claim Summary**

Please select your request type from the following options...

Category Storm/Weather Event

Ergon Energy carries no liability for weather events. Please contact your Insurer.

You can still submit a claim for damage caused during a storm.

## Claimant Details

Enter the details for the Claimant (you). Some of these details will be automatically populated from your Registration Details.

**Claimant Details**

Claimant Type  Business  Residential

Business Name Peter Piper Electrical

ABN

Home Phone Number 0749123456

Mobile Phone Number 0411123456

Claimant Email test@test.com.au

**Postal Address**

Street Address 185 Richardson Road

Suburb Norman Gardens

State Queensland

Postcode 4701

## Damage Address

**NOTE:** The Damage Address section will not show if you select 'Contractor Fee' as your Claim Category.

Search using the NMI, Meter Number, Address or Lot and Plan for the address where the damage was incurred.

**Damage Address** - Where Damage has been done

Search by [NMI](#), Meter Number, Address or Lot and Plan

Enter Street and Suburb/Postcode  ?

e.g. GORMLEYS RD SEAFORTH  
GORMELYS RD 4741

To refine the search, enter any of the following...

Street No.

Lot No.

Unit No.  **Search for Address**

Unable to find the premises? [Manually enter a new premises.](#)

### Search by NMI

The NMI is a 10 or 11 digit number that identifies the premises and is usually found on the front of the electricity bill.

Click on the **NMI link**, enter the **NMI** and click **Search**.

**Damage Address** - Where Damage has been done

Search by [NMI](#) Meter Number, Address or Lot and Plan

NMI

Unable to find the premises? [Manually enter a new premises.](#)

Search for the address/premises using the National Meter Identifier (NMI). The NMI can be located on the front of the electricity bill or from the retailer.

If the address displays, **select it** to automatically complete the Premises Details in the next section. If the correct address doesn't display, click on **Manually enter a new premises**.

Damage Address - Where Damage has been done

Search by [NMI](#), [Meter Number](#), [Address](#) or [Lot and Plan](#)

Unable to find the premises? [Manually enter a new premises.](#)

Address Search Results (click to select the correct address)

30522003451 LOT: 3, 141 SPRINGFIELD DR NORMAN GARDENS 4701 PLAN: ERGONETP

Search Again

## Search by Meter Number

You can search for a premises by entering the meter number.

Click on the **Meter Number link**, enter the **meter number** and click **Search**.

Search by [NMI](#), [Meter Number](#), [Address](#) or [Lot and Plan](#)

Meter Number

Unable to find the premises? [Manually enter a new premises.](#)

If the correct address displays, **select it** to automatically complete the Premises Details in the next section. If the correct address doesn't display, click on **Manually enter a new premises**.

Search by [NMI](#), [Meter Number](#), [Address](#) or [Lot and Plan](#)

Unable to find the premises? [Manually enter a new premises.](#)

Address Search Results (click to select the correct address)

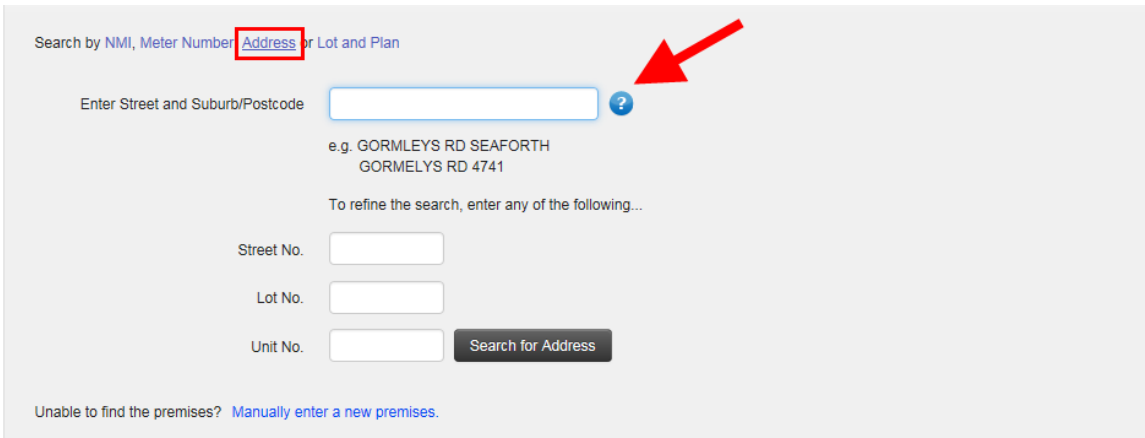
30521359349 15 CORRIMANDLE GR CANNONVALE 4802

Search Again

## Search by Address

You can search by address by entering as much information as you have on the premises. You can search by **street, suburb or postcode** and refine the search by adding the **street type, lot or unit number**.

Click on the **Address** link. There are a number of ways that you can search for the premises in the **Enter Street and Suburb/Postcode** field. Let's look at the options for searching on the address 20 Coleraine Street, Annandale 4814.



Search by [NMI](#), [Meter Number](#), [Address](#) or [Lot and Plan](#)

Enter Street and Suburb/Postcode  ?

e.g. GORMLEYS RD SEAFORTH  
GORMELYS RD 4741

To refine the search, enter any of the following...

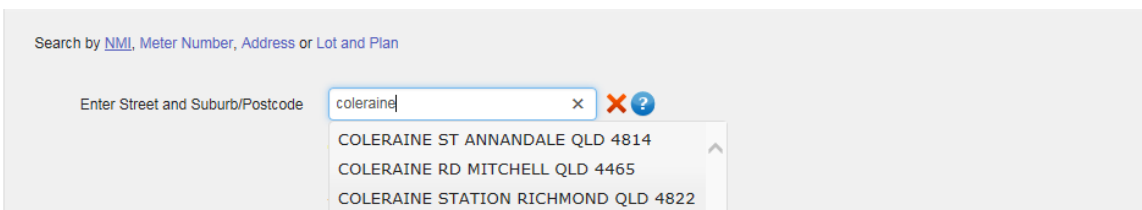
Street No.

Lot No.

Unit No.

Unable to find the premises? [Manually enter a new premises.](#)

You can just type in the **street name**, e.g. coleraine. Then **select** the correct address from the list.

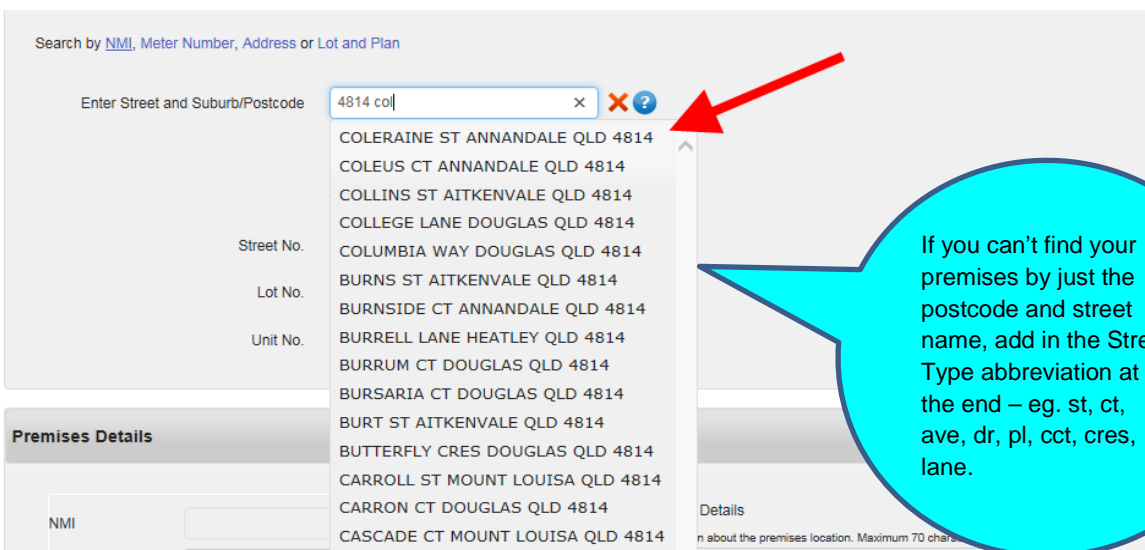


Search by [NMI](#), [Meter Number](#), [Address](#) or [Lot and Plan](#)

Enter Street and Suburb/Postcode  X ?

- COLERAINE ST ANNANDALE QLD 4814
- COLERAINE RD MITCHELL QLD 4465
- COLERAINE STATION RICHMOND QLD 4822

Or you can type in the **postcode and street name**, e.g. 4814 coleraine. Then **select** the correct address from the list.



Search by [NMI](#), [Meter Number](#), [Address](#) or [Lot and Plan](#)

Enter Street and Suburb/Postcode  X ?

Street No.

Lot No.

Unit No.

- COLERAINE ST ANNANDALE QLD 4814
- COLEUS CT ANNANDALE QLD 4814
- COLLINS ST AITKENVALE QLD 4814
- COLLEGE LANE DOUGLAS QLD 4814
- COLUMBIA WAY DOUGLAS QLD 4814
- BURNS ST AITKENVALE QLD 4814
- BURNSIDE CT ANNANDALE QLD 4814
- BURRELL LANE HEATLEY QLD 4814
- BURRUM CT DOUGLAS QLD 4814
- BURSARIA CT DOUGLAS QLD 4814
- BURT ST AITKENVALE QLD 4814
- BUTTERFLY CRES DOUGLAS QLD 4814
- CARROLL ST MOUNT LOUISA QLD 4814
- CARRON CT DOUGLAS QLD 4814
- CASCADE CT MOUNT LOUISA QLD 4814

**Premises Details**

NMI

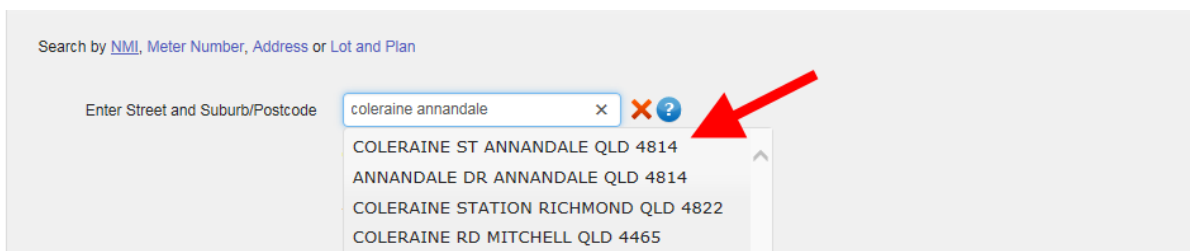
Details

about the premises location. Maximum 70 characters

If you can't find your premises by just the postcode and street name, add in the Street Type abbreviation at the end – eg. st, ct, ave, dr, pl, cct, cres, lane.



Or you can type in the **street name and suburb**, eg. coleraine annandale. **Select** the correct address from the list.



Search by [NMI](#), [Meter Number](#), [Address](#) or [Lot and Plan](#)

Enter Street and Suburb/Postcode  ✕ ?

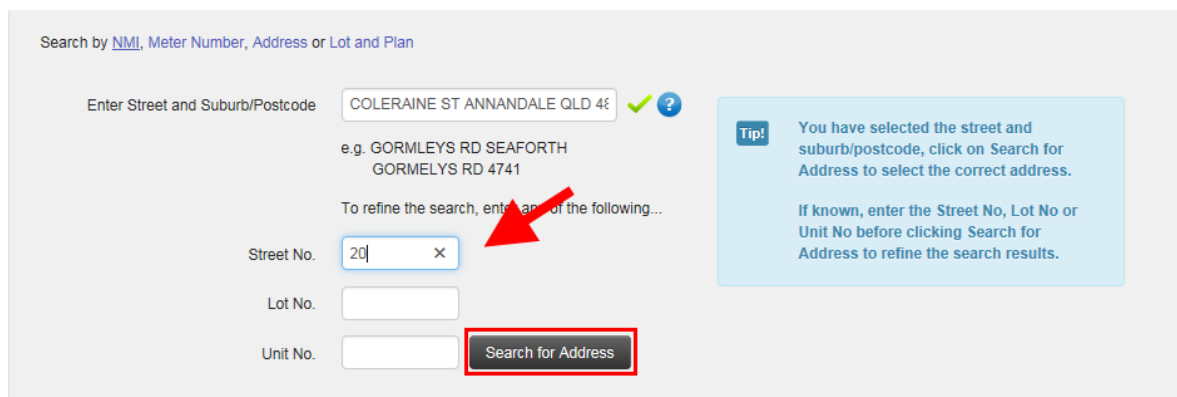
- COLERAINE ST ANNANDALE QLD 4814
- ANNANDALE DR ANNANDALE QLD 4814
- COLERAINE STATION RICHMOND QLD 4822
- COLERAINE RD MITCHELL QLD 4465

A red arrow points to the first dropdown option.

## NEED TO KNOW

The more characters of the street or suburb that you type into the search area, the more refined your results will be. If you are unsure of the spelling of the street or suburb, type in the postcode or the first three characters of the street or suburb to help you find the correct premises.

After you select the correct address, fill in the **Street No**, **Lot No** and/or **Unit No** if you have those details. Click **Search for Address**.



Search by [NMI](#), [Meter Number](#), [Address](#) or [Lot and Plan](#)

Enter Street and Suburb/Postcode  ✓ ?

e.g. GORMLEYS RD SEAFORTH  
GORMELYS RD 4741

To refine the search, enter any of the following...

Street No.  ✕

Lot No.

Unit No.

**Tip!** You have selected the street and suburb/postcode, click on **Search for Address** to select the correct address.

If known, enter the **Street No**, **Lot No** or **Unit No** before clicking **Search for Address** to refine the search results.

A red arrow points to the Street No input field, and a red box highlights the Search for Address button.

If the correct address displays, **select it** to automatically complete the Premises Details in the next section. If the correct address doesn't display, click on **Manually enter a new premises**.

Search by [NMI](#), Meter Number, Address or Lot and Plan

Unable to find the premises? [Manually enter a new premises.](#)

**Address Search Results (click to select the correct address)**

30340744572    LOT: 9, 20 COLERAINE ST ANNANDALE 4814

Search Again

**NEED TO KNOW**

If you have more than one search result returned, look for the correct address using the scroll bar on the right hand side (if needed), and click on the address to automatically complete the **Premise Details** (next section) for you.

Search by Lot and Plan

You can search for a premises by entering the Lot Number and Plan Number - **both** must be entered to return search results.

Click on the **Lot and Plan** link. Enter the **Lot Number** and **Plan Number** and click **Search**.

Search by NMI, Meter Number, Address or [Lot and Plan](#)

Lot Number

and...

Plan Number

Unable to find the premises? [Manually enter a new premises.](#)

Enter a Plan number with or without alphabetic characters. Eg. 12345 or CP12345. Plan numbers entered with alphabetic characters (eg. CP12345) implies an exact search.

You can search using the Plan Number with or without the letters at the beginning.

If the correct address appears, **select it** to automatically complete the Premises Details in the next section.

## Premises/Address Search

Search by [NMI](#), [Meter Number](#), [Address](#) or [Lot and Plan](#)

Address Search Results (click to select the correct address)

|             |   |
|-------------|---|
| 30304477047 | LOT: 185, 12 SANDPIPER CT BAYVIEW HEIGHTS 4868 PLAN: RP743603 |
|-------------|---|

[Search Again](#)



If the premises can't be found, click on **Manually enter a new premises**.

Search by [NMI](#), [Meter Number](#), [Address](#) or [Lot and Plan](#)

Unable to find the premises? [Manually enter a new premises](#)

**No Results Found!**

[Search Again](#) [No thanks, I'll enter Premises myself](#)



## Damage Address Details

Once you have selected the correct address from **Damage Address** section, you will notice that this information has automatically completed the **Damage Address Details** for you. Check the details to ensure they're correct.

## Damage Address Details

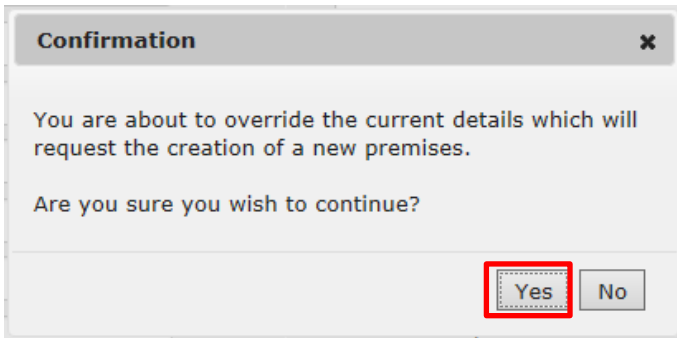
|                 |   |                            |                      |
|-----------------|---|----------------------------|----------------------|
| NMI             | <input type="text" value="30511545365"/>                    | Additional Address Details | <input type="text"/> |
| Property Title  | <input type="text"/>  |                            |                      |
| Unit Type       | <input type="text" value=""/><br>▼                          |                            |                      |
| Unit No.        | <input type="text"/>  |                            |                      |
| Lot No.         | <input type="text" value="815"/>                            |                            |                      |
| Plan No.        | <input type="text"/>  |                            |                      |
| Street No       | <input type="text" value="11"/>                             |                            |                      |
| Street Name     | <input type="text" value="MCBRIDE"/>                        |                            |                      |
| Street Type     | <input type="text" value="Street"/><br>▼                    |                            |                      |
| Suburb          | <input type="text" value="REDLYNCH"/>                       |                            |                      |
| State           | <input type="text" value="Queensland"/><br>▼                |                            |                      |
| Postcode        | <input type="text" value="4870"/>                           |                            |                      |
| Pole/Pillar No. | <input type="text" value="109284"/>                         |                            |                      |
| Meters          | <input type="text" value="F-30752585 ( Tariffs: ERIBT3 )"/> |                            |                      |

[?](#)

## Manually Enter A New Premises

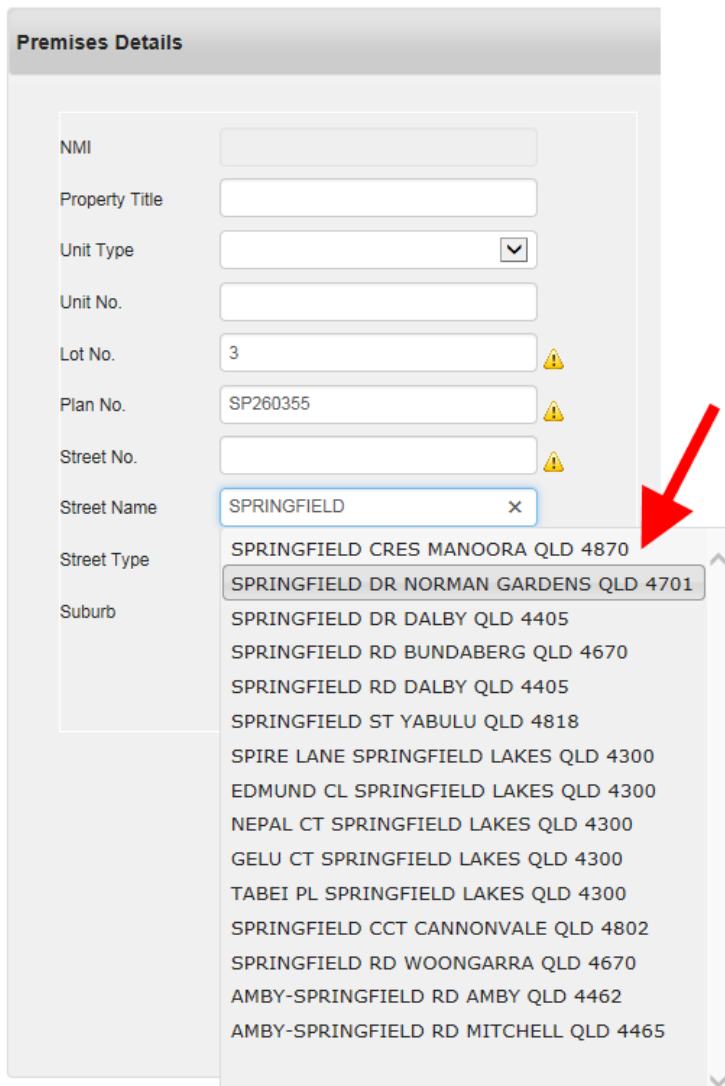
If you didn't find the correct address in the **Premises/Address Search** section, you can **manually enter** the premises details.

After clicking on **Manually enter a new premises**, if you see this message below, click **Yes**.



A confirmation dialog box with a grey header containing the word "Confirmation" and a close button (X). The main text reads: "You are about to override the current details which will request the creation of a new premises. Are you sure you wish to continue?". At the bottom right, there are two buttons: "Yes" and "No". The "Yes" button is highlighted with a red dashed border.

If you type in a **Street Name**, you will see a list to select from.



A form titled "Premises Details" with several input fields. The fields are: NMI, Property Title, Unit Type (dropdown), Unit No., Lot No. (containing "3" with a warning icon), Plan No. (containing "SP260355" with a warning icon), Street No. (with a warning icon), Street Name (containing "SPRINGFIELD" with a dropdown arrow and a close button), Street Type, and Suburb. A dropdown menu is open below the Street Name field, showing a list of addresses. A red arrow points to the first item in the list: "SPRINGFIELD CRES MANOORA QLD 4870". Other items include "SPRINGFIELD DR NORMAN GARDENS QLD 4701", "SPRINGFIELD DR DALBY QLD 4405", "SPRINGFIELD RD BUNDABERG QLD 4670", "SPRINGFIELD RD DALBY QLD 4405", "SPRINGFIELD ST YABULU QLD 4818", "SPIRE LANE SPRINGFIELD LAKES QLD 4300", "EDMUND CL SPRINGFIELD LAKES QLD 4300", "NEPAL CT SPRINGFIELD LAKES QLD 4300", "GELU CT SPRINGFIELD LAKES QLD 4300", "TABEI PL SPRINGFIELD LAKES QLD 4300", "SPRINGFIELD CCT CANNONVALE QLD 4802", "SPRINGFIELD RD WOONGARRA QLD 4670", "AMBY-SPRINGFIELD RD AMBY QLD 4462", and "AMBY-SPRINGFIELD RD MITCHELL QLD 4465".

**NOTE:** You can either fill in Lot No. and Plan No. **OR** the Street and Suburb fields.

## Additional Address Details

Enter in any information to help locate the premises. This field is optional. You have a maximum of 70 characters.

**Additional Address Details**

## Claim Details

In this section, please enter all the details of how the loss/damage occurred, including items damaged, the incident date and time. You have 300 characters.

**Claim Details**

Describe how the loss/damage occurred

Incident Date  (DD/MM/YYYY)

Time of Incident  (E.g. ... 15:30)

**You have 300 characters.**

## Claim Items

In this section, you need to add the details of the items damaged and who may receive compensation for the damage.

Click on **Add Item**.

**Claim Items**

**Add Item**

Claim Total (excl. GST) \$

Enter as many details as possible.

The **Value** and **Street Address** fields are mandatory. The **Street Address** field is the address where you attended the fault.

If there is more than 1 item to add to the claim, click on **Add Item** to include them in this claim.

**Claim Items**

**Item Ref: 1**

Outage Id:

Value(excl. GST) \$

GST Registered?  Yes  No

Street Address  Suburb

NMI  State

Inspection Report  Yes  No Postcode

Additional Information

**Add Item**

Claim Total (excl. GST) \$

The estimated total of the claim will be updated with each Item added.

## Attachments

You are able to attach any documents to assist us in evaluating your claim. Attachments could include quotes, invoices, photographs, etc.

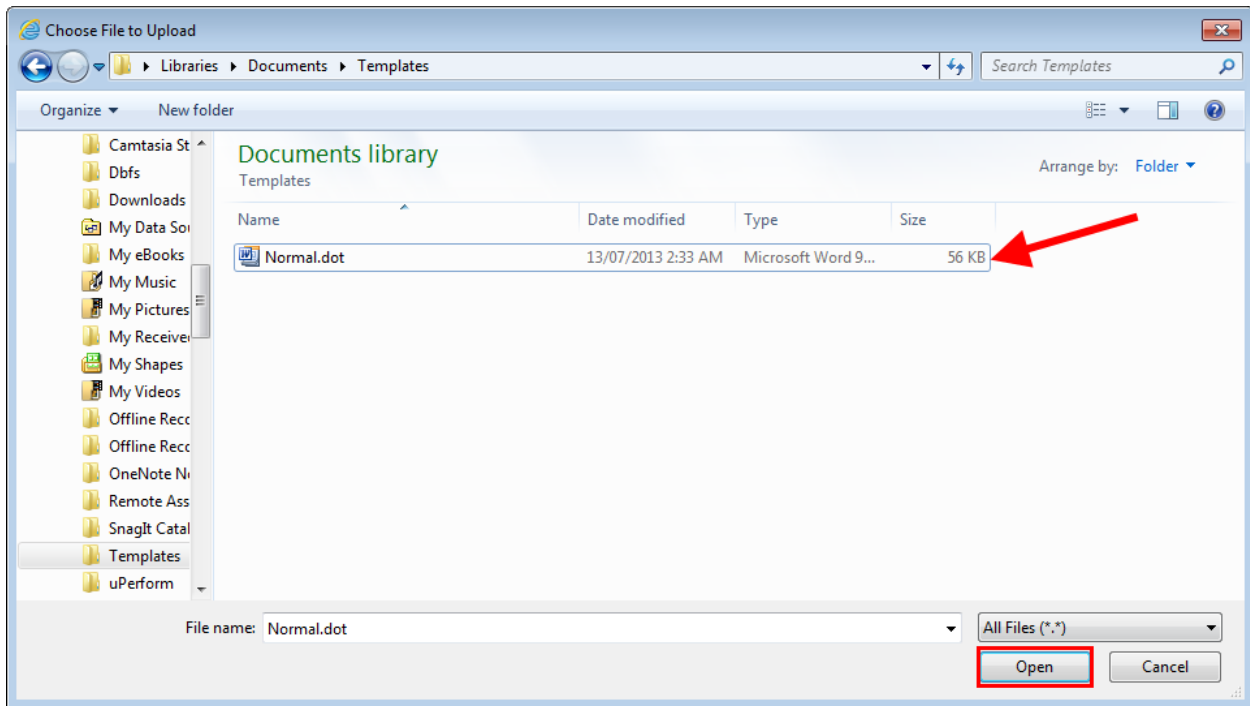
Click on **Add Attachments**.

**Attachments**

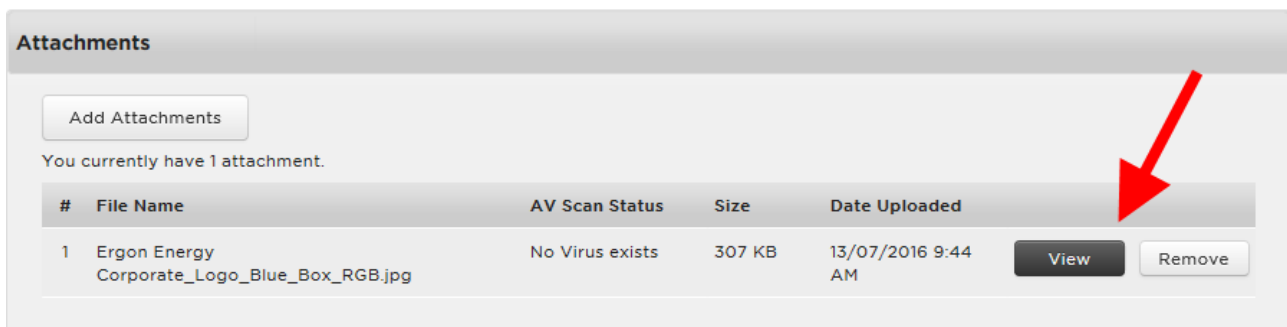
**Add Attachments**

You currently have no attachments.

Search for the document that you wish to attach to your EWR. **Select** it and click **Open**.



When you attach your document, it will appear under Attachments. You can View it or Remove it if you wish.



## NEED TO KNOW

- The system will complete a scan on the document to ensure no viruses exist. Once completed, AV Scan Status of Awaiting Scan will change to Completed.
- You can attach up to **five files at 4 MB each**.
- The allowed file types are jpg, jpeg, gif, png, raw, bmp, tif, pdf, doc, docx, txt, xls, xlsx, dwg and dxf.
- You can remove the attachment if required.
- You can add and remove attachments after you have submitted the Liability Claim via the 'Edit' function.



## Declaration

There are two Declarations on the Liability Claim Form.

The first is that you have the authority to make the claim.

The second is that you accept all terms and conditions as stated on the Liability Claim Form.

Read all of the declarations carefully, and if you agree **tick the boxes** and click on **Submit**.

### Declaration

---

#### Authority to Act

I am authorised to make this application.

#### Customer Privacy

Ergon Energy is collecting information on this form for the purposes of assessing and processing a claim for loss or damage. This may include the collection of your personal information. If you do not provide all of the required information we may not be able to assess your claim request. Information will not be disclosed to any other third parties, without your consent, unless authorised or required by law. If you wish to obtain access to your personal information or make a complaint about a breach of your privacy, you may contact the Privacy Officer Ergon Energy on 13 74 66 or [privacy@ergon.com.au](mailto:privacy@ergon.com.au). Please refer to Ergon Energy's [Privacy Policy](#).

#### Claimant Declaration

I declare that all of the information given on this application form is complete and correct.

I declare that I am the owner of all the lost or damaged property identified in this claim request.

I acknowledge that I am required to provide Ergon Energy assessors with reasonable access to investigate my claim request.

I acknowledge that any goods (excluding food) included in my claim request must not be disposed of without the prior consent of Ergon Energy.

I have read and accept all terms and conditions

## Submission

Once you click on **Submit**, you will receive a Reference Number.

Your application has been submitted for the Claimant: **Sally Smith**  
Ergon Energy will contact you after it is reviewed.

The Application Reference Number is: **LC16SMI0000199**

# How to view your Liability Claims

Your **MyHome** screen shows a summary of all of your Liability Claims. There are a number of ways to view your Liability Claims in the EP Portal.

You can click on **View All** under the Liability Claims section.

The screenshot shows the MyHome dashboard with the following sections:

- New Alerts:** A table with columns Date, Title, Message, and Read. One alert is shown: 13/07/2016 1:58 PM, Test, Test alert - does this appear in all portals. A [Mark As Read](#) link is present.
- Form A:** A summary table showing counts for various statuses: Form B (Incomplete) 0, Open 0, Awaiting Retailer Requests 0, Saved 0, Open > 30 Days 0, Form B (Complete) < 60 Days 0. Buttons for [View Recent](#) and [View All](#) are at the bottom.
- CONNECT:** A summary table showing counts for various statuses: Under Offer 1, Offer Accepted 1, Form A In Progress 0, Saved 0, Open Detailed Enquiries 1. A callout bubble points to the 'Offer Accepted' status with the text: "Hover over any status to see what it means." Buttons for [View Recent](#) and [View All](#) are at the bottom.
- LIABILITY CLAIMS:** A summary table showing counts for various statuses: Under Evaluation 1, Declined 0, Claim Expiring 0, Awaiting Further Information 0, Approved 0. Buttons for [View Recent](#) and [View All](#) are at the bottom.

You can also view your most recent Liability Claims by clicking on **View Recent**. It will display approximately your last 20 Liability Claims.

The screenshot shows the LIABILITY CLAIMS section with the following summary table:

|                              |   |          |   |                |   |
|------------------------------|---|----------|---|----------------|---|
| Under Evaluation             | 1 | Declined | 0 | Claim Expiring | 0 |
| Awaiting Further Information | 0 | Approved | 0 |                |   |

Buttons for [View Recent](#) and [View All](#) are located at the bottom right of the section.

Alternatively, you can click on the **Numbers** next to the items listed in the Liability Claims section.

| LIABILITY CLAIMS             |   |          |   |                |   |
|------------------------------|---|----------|---|----------------|---|
| Under Evaluation             | 1 | Declined | 0 | Claim Expiring | 0 |
| Awaiting Further Information | 0 | Approved | 0 |                |   |

[View Recent](#) [View All](#)

The relevant list of Liability Claims will display. The **View** or **Edit** buttons can be used to access them.

You can also **Search** for a Liability Claim form.

Click on **Search** under the **MyCLAIM** menu.

Complete the applicable fields and click **Go**.

The search results will display. If you return multiple results you will have the option to **Refine**, **Search within** or start a **new search**.

While the Liability Claim is in the **Submitted** status, you are able to **Edit** it by adding or removing items or attachments or changing any of the other details of the claim.

| Reference                   | Premises                         | Claimant                                 | Date                    | Actions                                   |
|-----------------------------|----------------------------------|--|-------------------------|---|
| LC16PET0000200<br>Submitted | N/A                              | Peter Piper Electrical<br>ABN: 123456789 | Submitted On 13/07/2016 | View<br>Edit<br>Print<br>Copy<br>Withdraw |
| LC16SMI0000199              | 11 MCBRIDE REDLYNCH              | Smith, Sally                             | Submitted On 13/07/2016 |   |
| LC16TES0000187              | 141 Springfield Norman Garden... | test, test                               | Submitted On 8/07/2016  |   |

Once our Claims Department begins their investigation into the claim, you are no longer able to **Edit** it. If you need to make changes to the claim, you will need to communicate this with your Claims Officer.



MyHome MyProfile MyForm A MyCONNECT MyCLAIM Links Support

### Liability Claim Search Results

Your search returned 3 results  
Can't find what you want? [Refine](#) your current search, [search within](#) the results or start a [new search](#).

| Reference                                 | Premises                         | Claimant                                 | Date                    | Actions   |
|---|----------------------------------|--|-------------------------|---|
| LC16PET0000200<br>Submitted               | N/A                              | Peter Piper Electrical<br>ABN: 123456789 | Submitted On 13/07/2016 | <a href="#">View</a>  |
| <b>LC16SMI0000199</b><br>Under Evaluation | 11 MCBRIDE REDLYNCH              | Smith, Sally                             | Submitted On 13/07/2016 | <a href="#">View</a><br><a href="#">Print</a><br><a href="#">Copy</a><br><a href="#">Withdraw</a> |
| LC16TES0000187<br>Submitted               | 141 Springfield Norman Garden... | test, test                               | Submitted On 8/07/2016  |   |