

Self Service Liability Claims Guide



April 2021



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What is a Liability Claim?

You can apply for compensation if you have experienced loss or damage to your property that you believe was caused by Ergon Energy. 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):

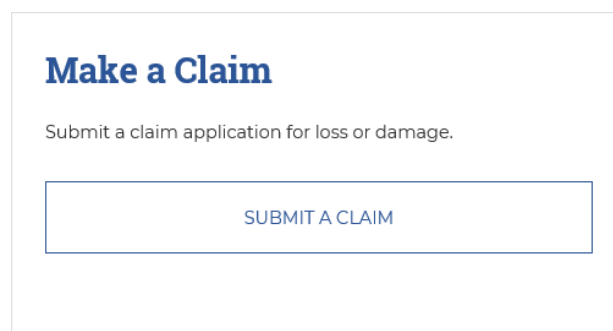
- Interference by birds or animals
- Bushfires, lightning, storms, wind-borne debris
- Motor vehicle or machinery collision with power poles
- Vandalism
- Power interruptions for planned work or as directed by a controlling authority
- Any third-party interference to the electricity system.

How to Submit a Liability Claim

Registered Users can submit Liability Claims via **Self Service**. This will allow you to attach any supporting documents to your claim, e.g. quotes, invoices, photographs.

If you haven't yet registered for **Self Service**, follow the instructions for 'How to Register' in the [Self Service user guide](#)

To submit a new Liability Claim, click on **Submit a Claim** in the **Make a Claim** section on the Self Service Home Page.

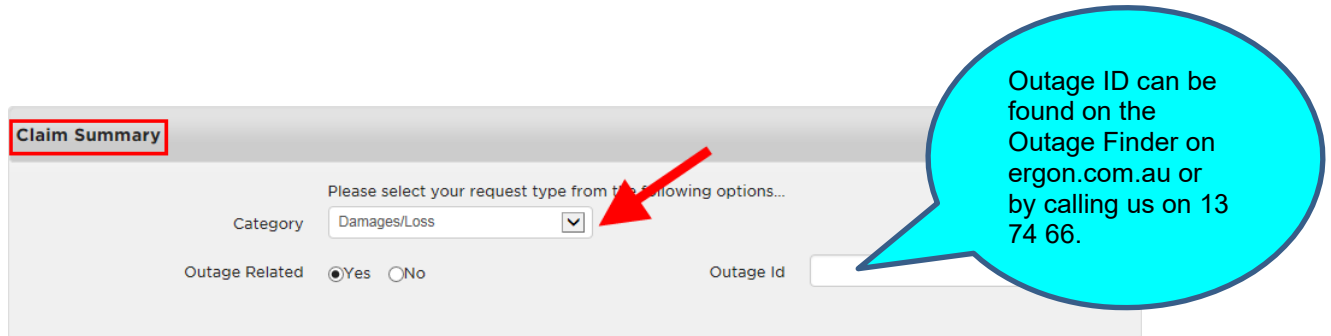


The image shows a screenshot of a user interface element. At the top, the text 'Make a Claim' is displayed in a bold, blue font. Below this, a smaller line of text reads 'Submit a claim application for loss or damage.' At the bottom of the section is a rectangular button with a blue border and the text 'SUBMIT A CLAIM' in blue, uppercase letters.

Claim Summary

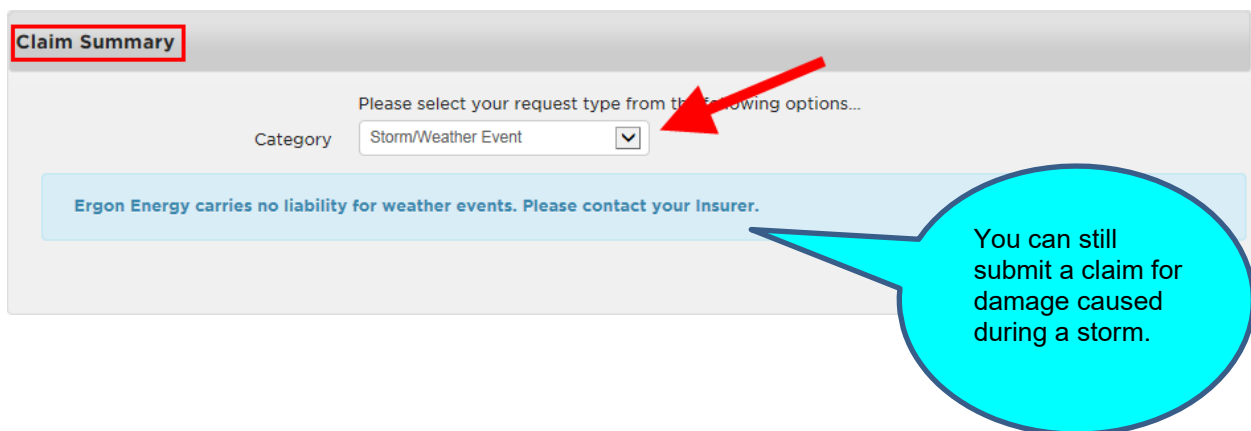
Select the **Category**.

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



The screenshot shows the 'Claim Summary' form. The 'Category' dropdown is set to 'Damages/Loss'. Below it, there are radio buttons for 'Outage Related' with 'Yes' selected. To the right, there is an 'Outage Id' text input field. A red arrow points to the 'Damages/Loss' dropdown. A blue speech bubble on the right contains the text: 'Outage ID can be found on the Outage Finder on ergon.com.au or by calling us on 13 74 66.'

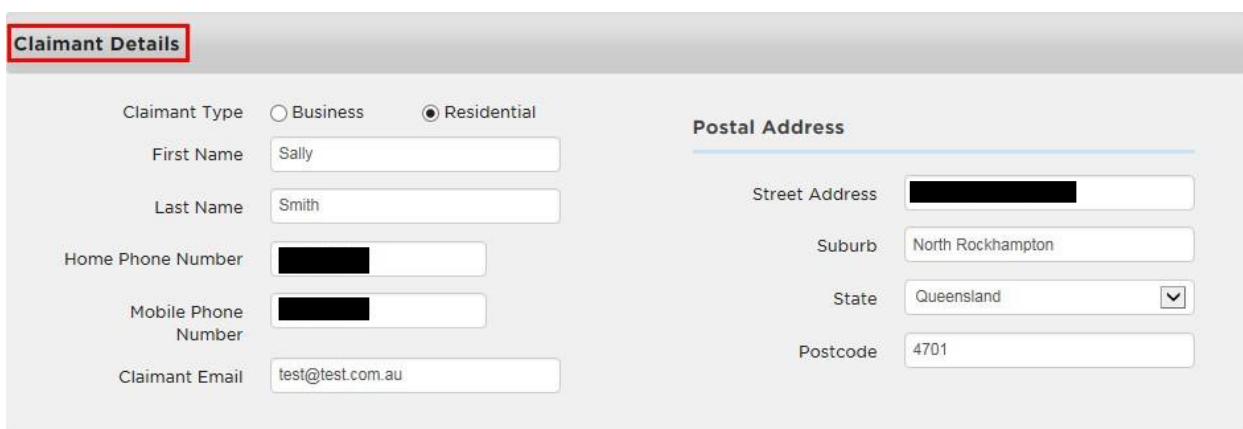
If you select **Storm/Weather Event**, you will receive a message to advise you to contact your insurer. **Self Service** will still allow you to submit a claim with this Category. This is to allow the damage to be investigated.



The screenshot shows the 'Claim Summary' form with the 'Category' dropdown set to 'Storm/Weather Event'. A red arrow points to this dropdown. Below the form, a blue message box states: 'Ergon Energy carries no liability for weather events. Please contact your insurer.' A blue speech bubble on the right contains the text: '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.



The screenshot shows the 'Claimant Details' form. On the left, there are radio buttons for 'Claimant Type' with 'Residential' selected. Below are input fields for 'First Name' (Sally), 'Last Name' (Smith), 'Home Phone Number', 'Mobile Phone Number', and 'Claimant Email' (test@test.com.au). On the right, under the heading 'Postal Address', there are input fields for 'Street Address', 'Suburb' (North Rockhampton), 'State' (Queensland), and 'Postcode' (4701).

Damage Address

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

Search by NMI

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

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

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)

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.](#)

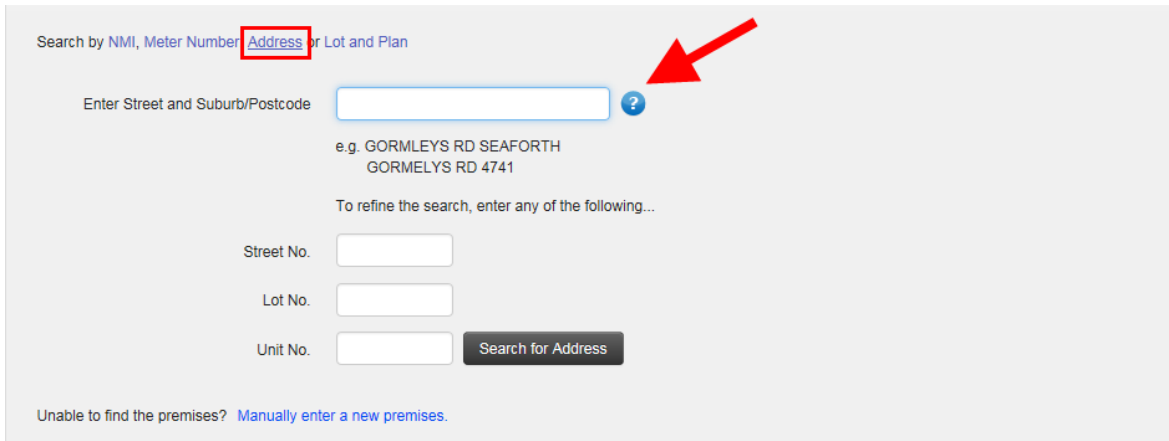
Address Search Results (click to select the correct address)

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 several 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...

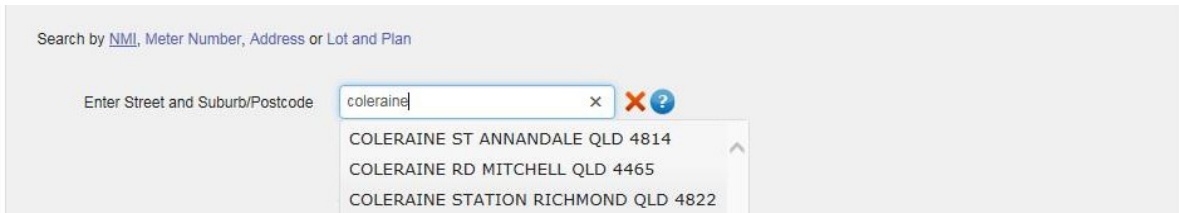
Street No.

Lot No.

Unit No. **Search for Address**

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.

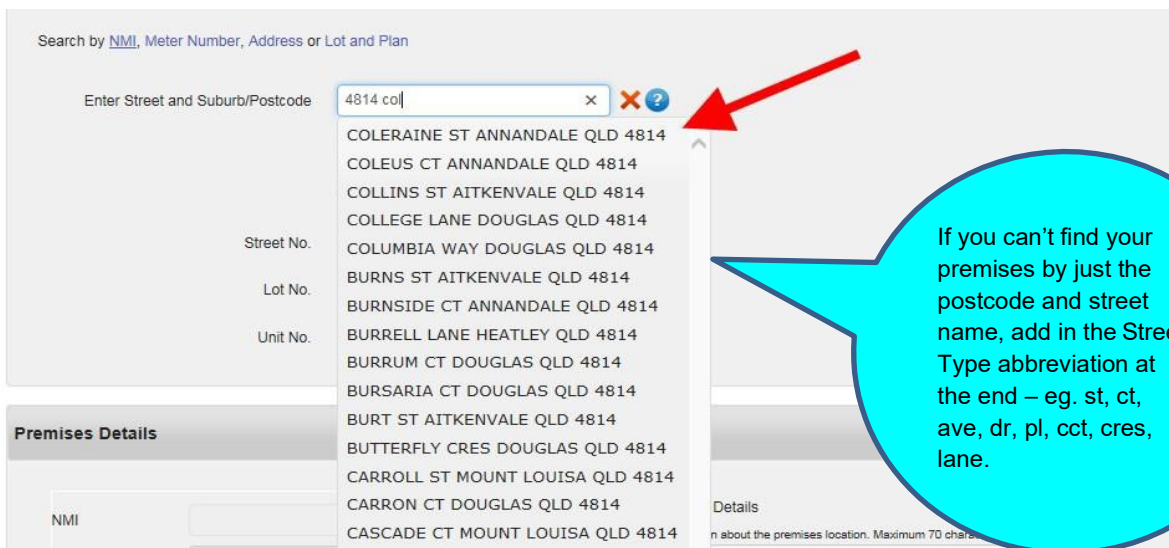


Search by [NMI](#), Meter Number, Address or Lot and Plan

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 ?

- 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

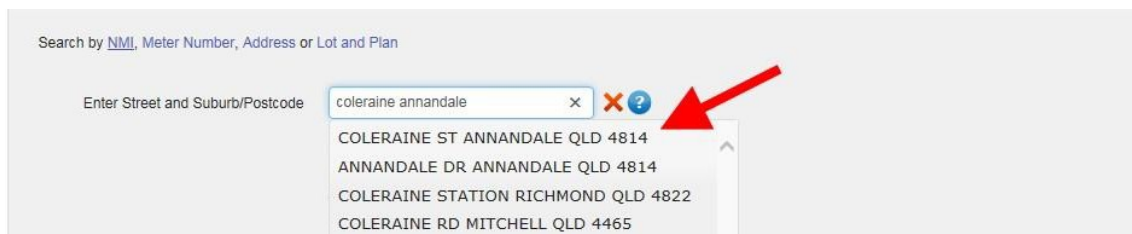
NMI

Details

n 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.



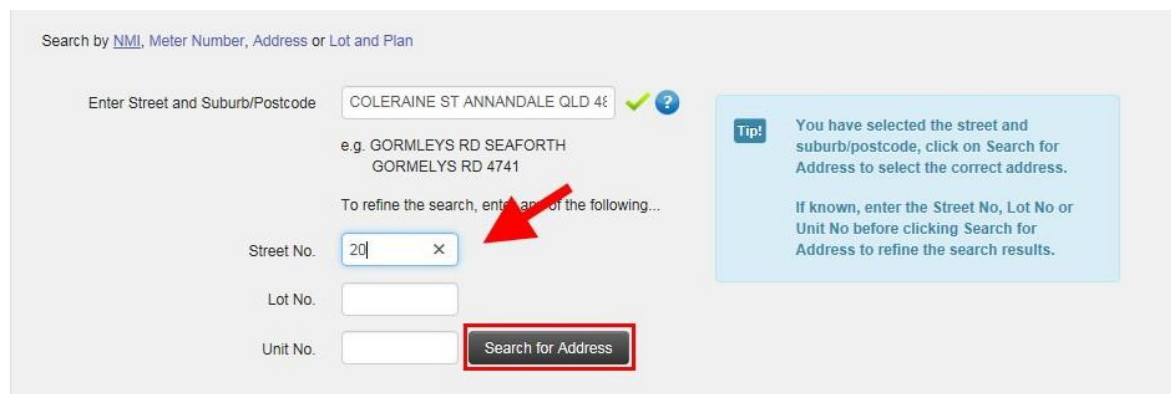
Search by [NMI](#), Meter Number, Address or Lot and Plan

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

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.

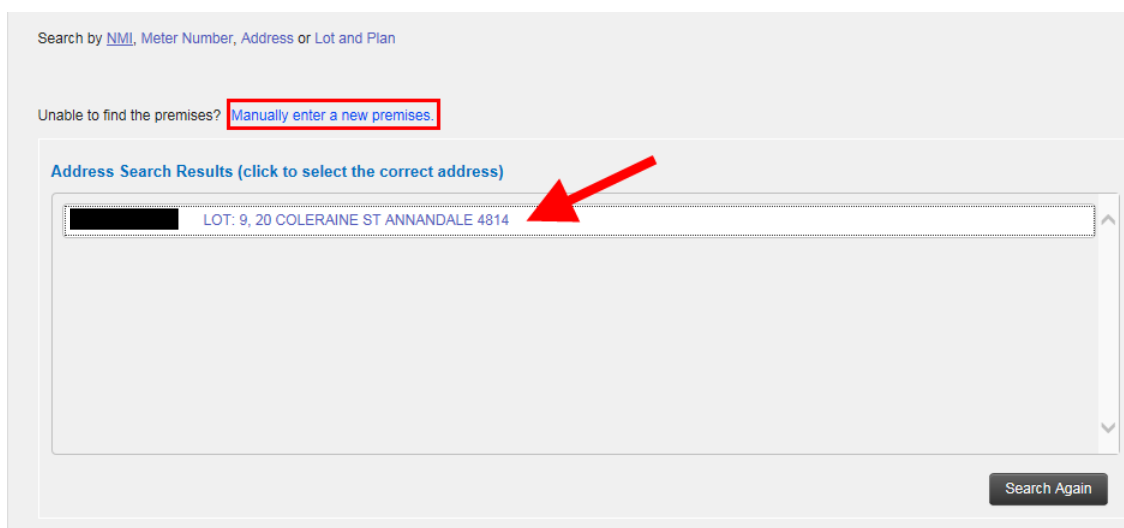
Unit No.

Search for Address

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.

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)

- LOT: 9, 20 COLERAINE ST ANNANDALE 4814**

Search Again

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 **Premises Details** 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**.

The screenshot shows a search form with the following elements:

- Search by NMI, Meter Number, Address or [Lot and Plan](#) (highlighted with a red box)
- Lot Number: [input field]
- and...
- Plan Number: [input field]
- Search button
- Unable to find the [input field]
- Help text: "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."
- Callout bubble: "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.

The screenshot shows the search results section with the following elements:

- Search by NMI, Meter Number, Address or [Lot and Plan](#)
- Address Search Results (click to select the correct address)
- [List of search results, with one item highlighted and a red arrow pointing to it]
- Search Again button

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

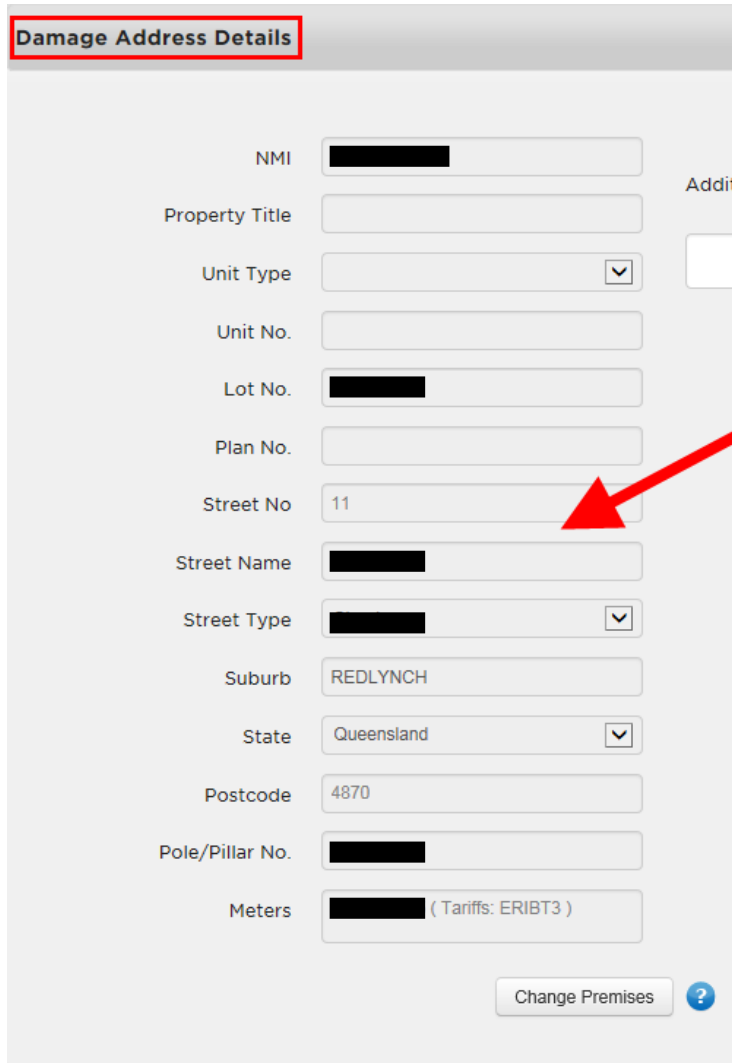
The screenshot shows the 'No Results Found' message with the following elements:

- Search by NMI, Meter Number, Address or [Lot and Plan](#)
- Unable to find the premises? [Manually enter a new premises](#) (highlighted with a red box)
- No Results Found!
- Search Again button
- No thanks, I'll enter Premises myself button

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.



The screenshot shows a form titled "Damage Address Details" with the following fields:

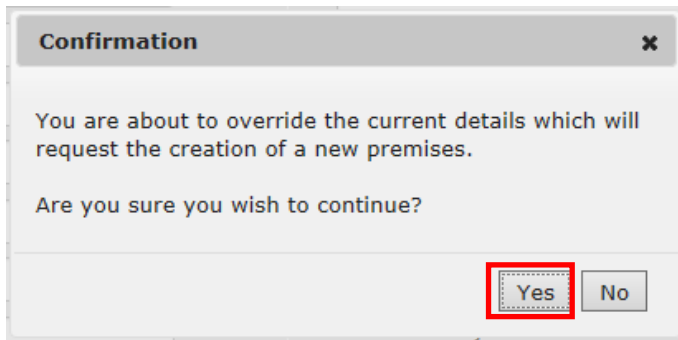
- NMI: [Redacted]
- Property Title: [Empty]
- Unit Type: [Dropdown]
- Unit No.: [Empty]
- Lot No.: [Redacted]
- Plan No.: [Empty]
- Street No: 11 (A red arrow points to this field)
- Street Name: [Redacted]
- Street Type: [Dropdown]
- Suburb: REDLYNCH
- State: Queensland [Dropdown]
- Postcode: 4870
- Pole/Pillar No.: [Redacted]
- Meters: [Redacted] (Tariffs: ERIBT3)

At the bottom right, there is a "Change Premises" button with a question mark icon.

Manually Enter A New Premises

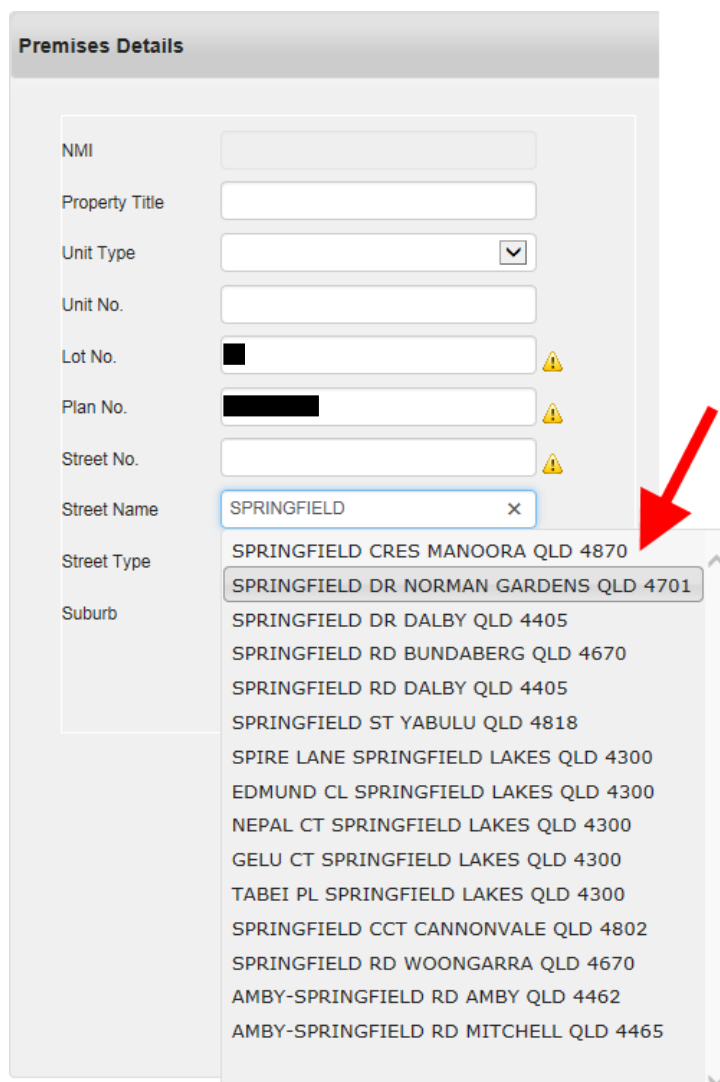
If you didn't find the correct address in the **Premises/Address Search** section, you can **manually enter** the premises details.

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



A confirmation dialog box titled "Confirmation" with a close button (X) in the top right corner. The text inside 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., Plan No., Street No., Street Name, Street Type, and Suburb. The "Street Name" field contains the text "SPRINGFIELD" and has a dropdown menu open below it. A red arrow points to the dropdown menu. The dropdown menu lists several addresses, including "SPRINGFIELD CRES MANOORA QLD 4870", "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", "TABELI 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".

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, 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 Payee**.

Claim Items

 Add Payee

Claim Total \$

Enter as many details as possible.

Tick the **'Payee is the Claimant'** box if appropriate. This will auto populate the Claimant details.

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

If there are additional Payees, click on **Add Payee** to add their details.

Claim Items

Payee Reference: 1

Payee is the Claimant?

Payee Name: Sally Smith

Payee Sub Total: 1500.00 Payee Approved Sub Total: 0.00

Street Address: [REDACTED] Suburb: [REDACTED]

State: Queensland Postcode: 4701

Claim Items

Item: 1.1

Estimated Value \$: 1500

Category: Electrical Appliances Item Description: Fridge

Age of Item (years): 1 Repair / Replace: Repair

Depreciated Value \$: 1000 Inspection Report: Yes No

Add Item

Add Payee

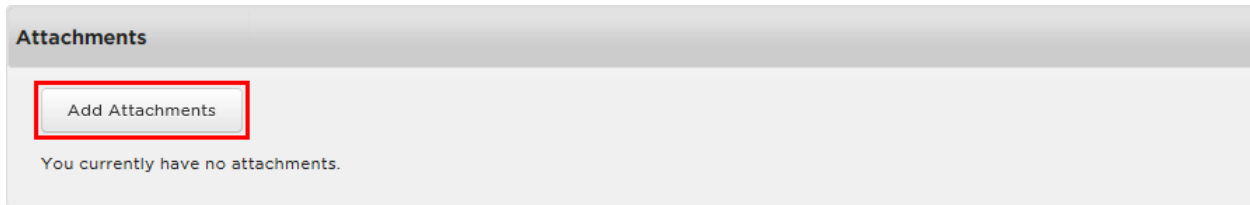
Claim Total \$: 1500.00

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

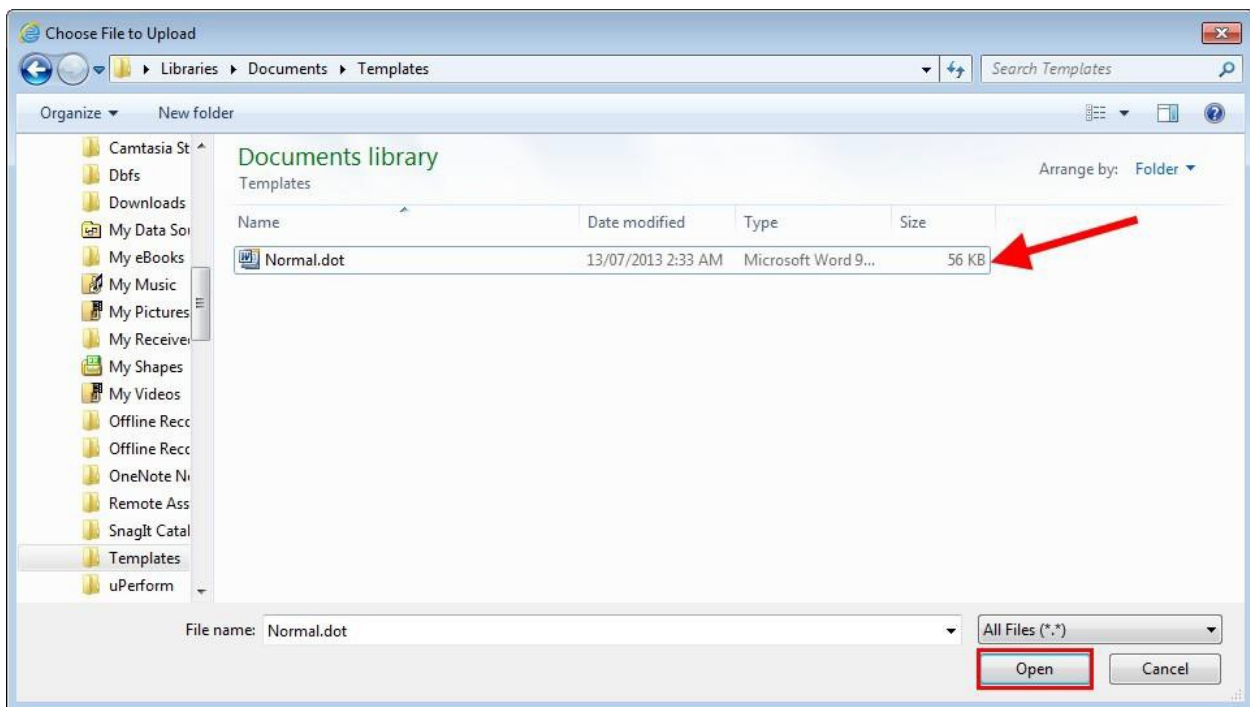
Attachments

You can attach documents to assist us evaluate your claim. Attachments could include quotes, invoices, photographs, etc.

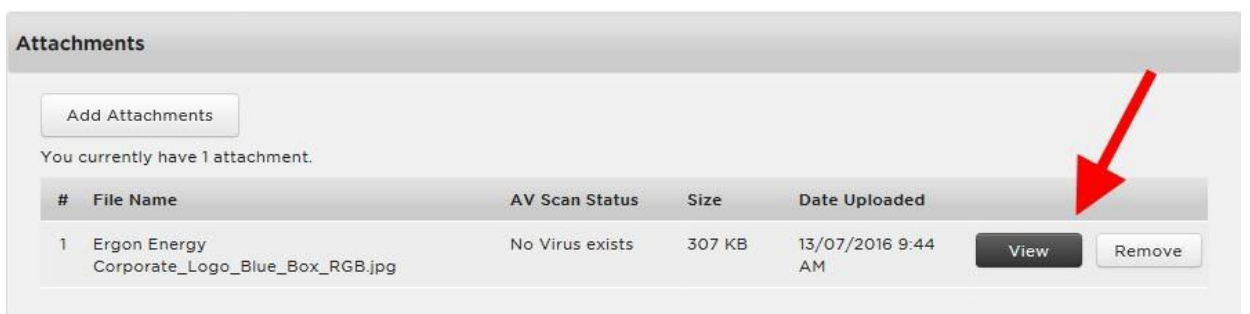
Click on **Add Attachments**.



Search for the document that you wish to attach to your Claim. **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.



- 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 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. 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.

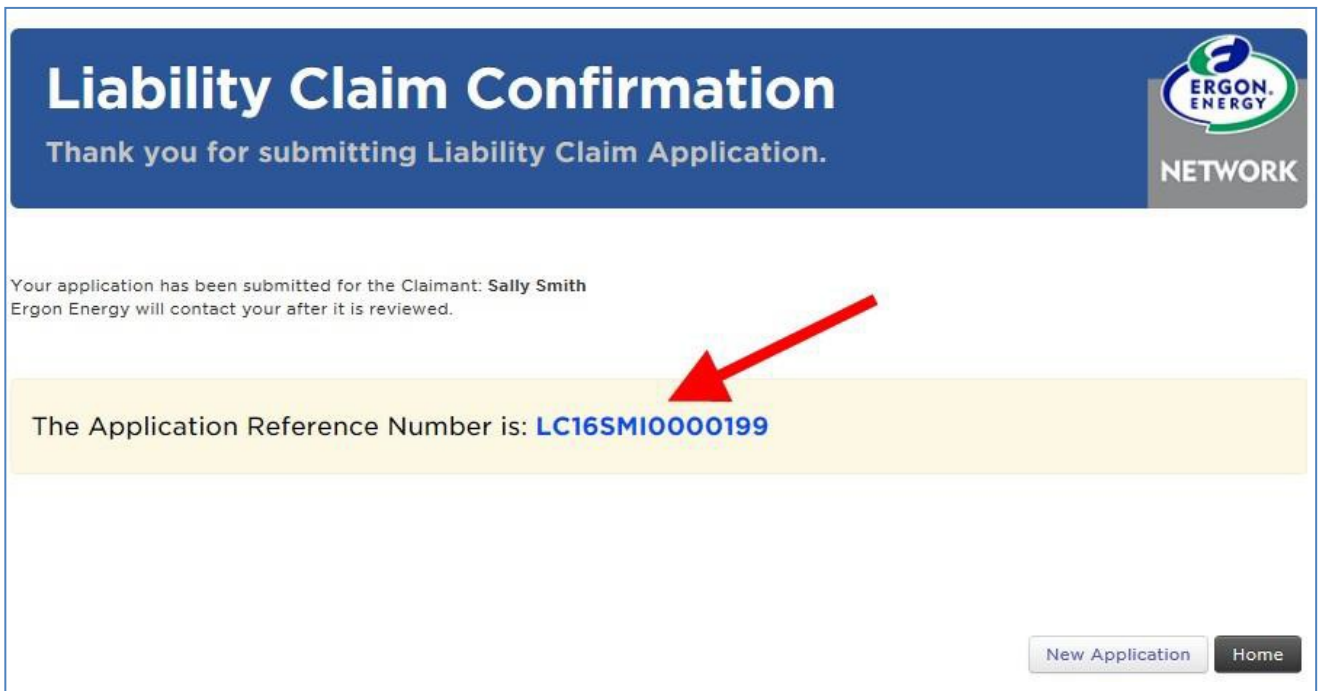
I acknowledge that any goods (excluding food) included in my claim request must not be disposed of without the prior consent of Ergon Energy.

I have read and accept all terms and conditions

Save

Submission

Once you click on **Submit**, **Self Service** will provide you with a Reference Number.



Liability Claim Confirmation
Thank you for submitting Liability Claim Application.

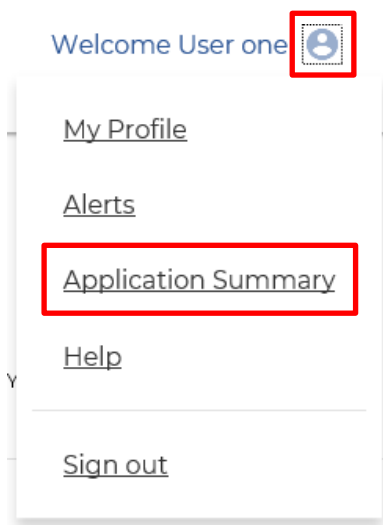
Your application has been submitted for the Claimant: **Sally Smith**
Ergon Energy will contact you after it is reviewed.


The Application Reference Number is: **LC16SMI0000199**

New Application Home

How to view your Liability Claim

To view your Liability Claim, click on the “**Login**” icon and select **Application Summary**.



Welcome User one 

- My Profile
- Alerts
- Application Summary**
- Help
- Sign out

A summary of your Liability Claims will display.

You will be able to see the Reference Number of your Liability Claim, as well as the date submitted, the status and the address.

You can also select an option from the drop-down menu.

Application Summary
This is a list of requests submitted to Ergon.

Take me back to the Home page

Liability Claim Application				
Date Submitted	Reference Number	Claim Status	Address	
13/07/2016 2:26 PM	LC16TES0000208	Submitted	[REDACTED]	<div style="border: 1px solid red; padding: 2px;">View View Edit Print Copy Withdraw</div>

Liability Claim Application				
Date Saved	Reference Number	Claim Status	Address	
11/07/2016 4:42 PM	LC16OBR0000197	Submitted	[REDACTED]	

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

Liability Claim Application

Date Submitted	Reference Number	Claim Status	Address	
13/07/2016 2:26 PM	LC16TES0000208	Submitted	[REDACTED]	<div style="border: 1px solid red; padding: 2px;">View Edit Print Copy Withdraw</div>

Once our Claims Department begins their investigation into the claim, the status will change to **Under Evaluation** and you are no longer able to **Edit** it.

If you need to make changes to the claim, you will need to communicate this to your Ergon Claims Officer.

Take me back to the Home page

Liability Claim Application				
Date Submitted	Reference Number	Claim Status	Address	
13/07/2016 9:46 AM	LC16SMI0000199	Under Evaluation	[REDACTED]	<div style="border: 1px solid red; padding: 2px;">View Print Copy Withdraw</div>