

Electrical Partners Portal Liability Claims



User Guide - April 2020



What is a Liability Claim?2

How to Submit a Liability Claim.....2

 Claim Summary.....3

 Claimant Details4

 Damage Address.....5

 Damage Address Details 10

 Claim Details 13

 Claim Items 13

 Attachments 14

 Declaration 16

 Submission..... 16

How to view your Liability Claims 17

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

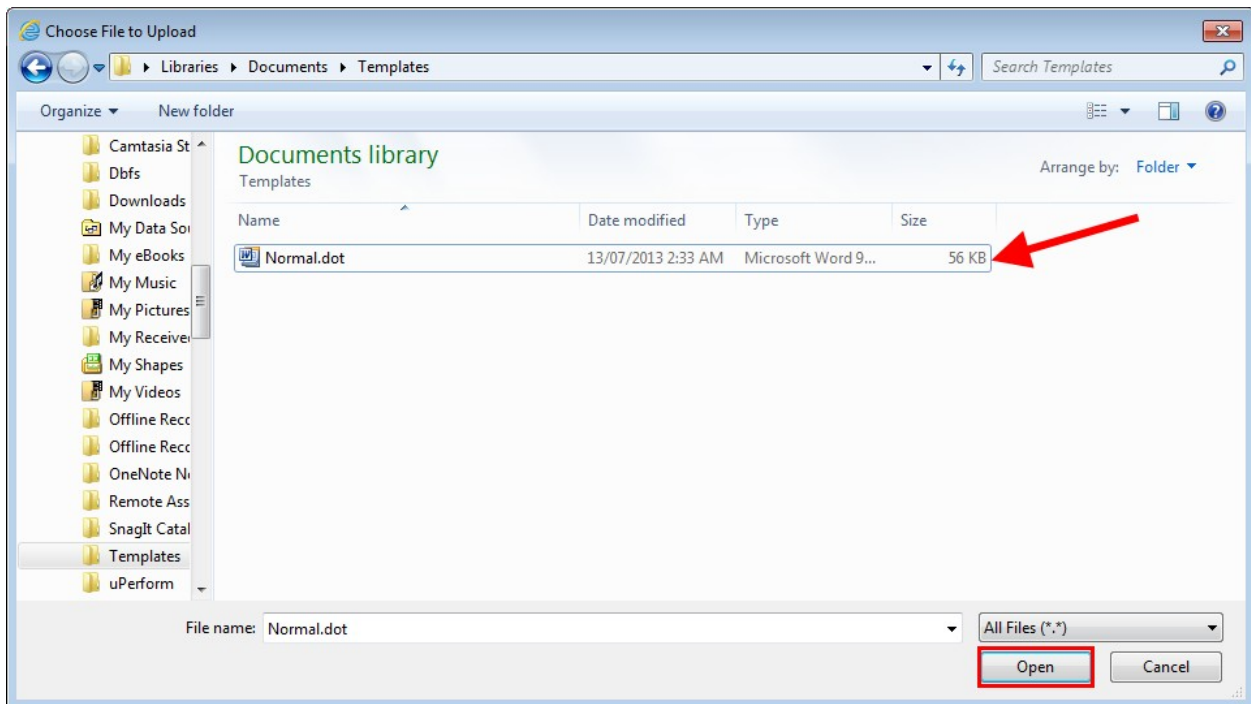
Select the **Category**.

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

The screenshot shows the 'Claim Summary' form. At the top, it says 'Please select your request type from the following options...'. Below this, the 'Category' dropdown menu is set to 'Contractor Fee'. To the right of the category, there are radio buttons for 'Outage Related' (Yes/No) and a text field for 'Invoice Number'. Below these, there is a text field for 'Invoice Date' with a calendar icon and the format '(DD/MM/YYYY)'. The 'Attach Invoice' button is highlighted with a red box.

Click on **Attach Invoice**.

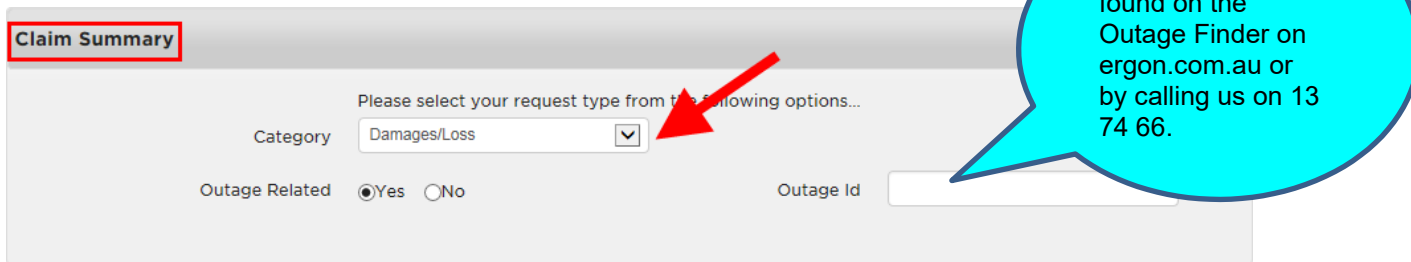
Search for the document that you wish to attach to the claim. **Select** it and click **Open**.



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

The screenshot shows the 'Claim Summary' form after the document has been attached. The 'Attach Invoice' button now has a green checkmark next to it. Below the form, a green message box says '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...

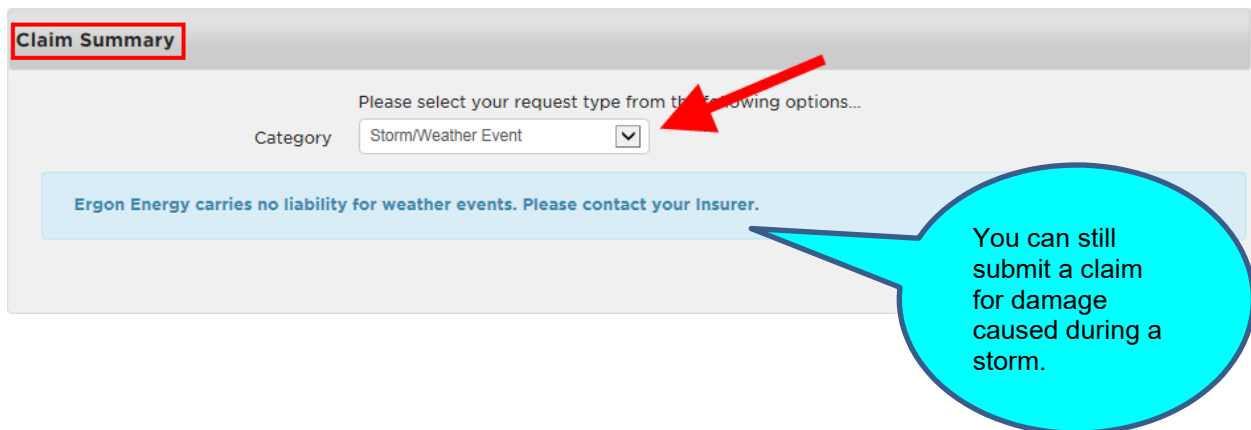
Category: Damages/Loss

Outage Related: ☒ Yes ☐ No

Outage Id:

Outage ID can be found on the Outage Finder on ergon.com.au 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...

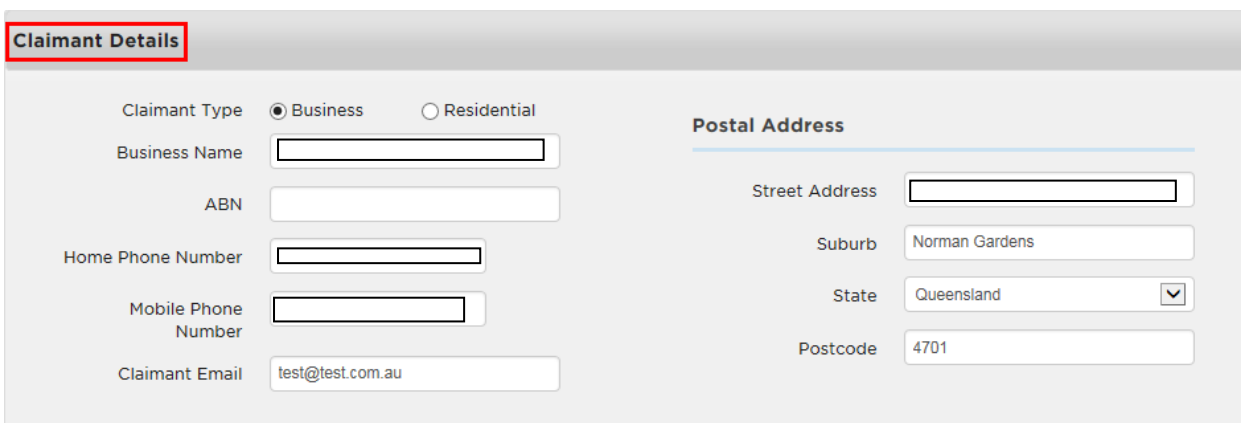
Category: Storm/Weather Event

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:

ABN:

Home Phone Number:

Mobile Phone Number:

Claimant Email:

Postal Address

Street Address:

Suburb:

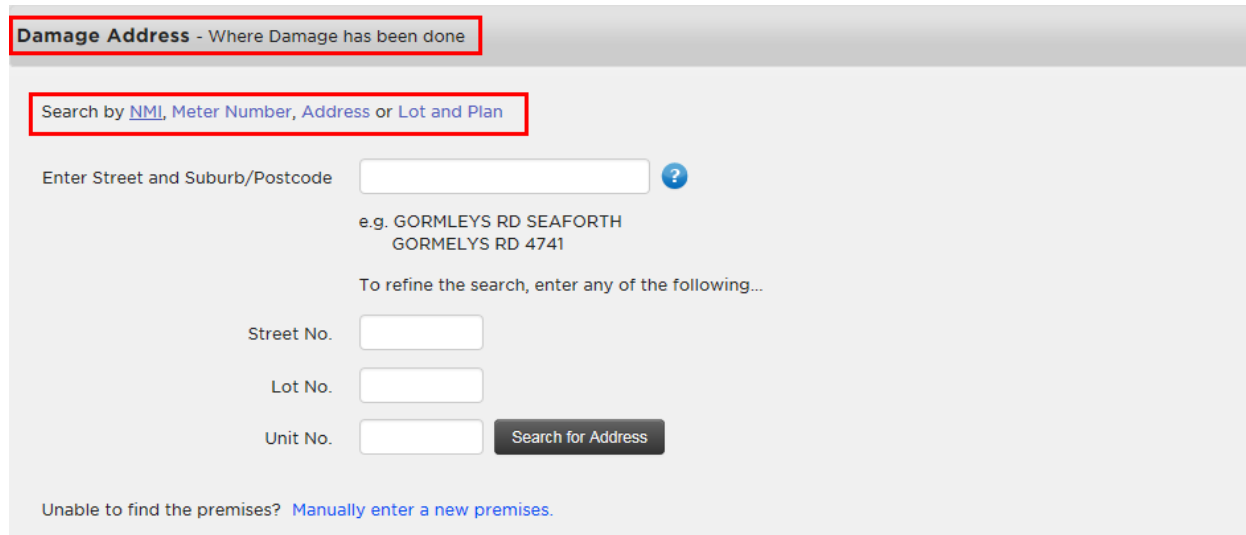
State:

Postcode:

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.

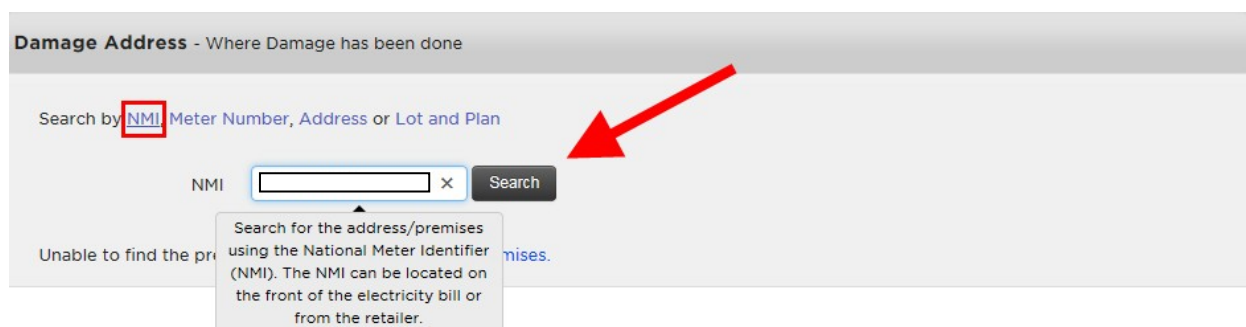


The screenshot shows a web form titled "Damage Address - Where Damage has been done". At the top, a red box highlights the title. Below it, another red box highlights the search criteria: "Search by [NMI](#), Meter Number, Address or Lot and Plan". The form includes a text input field for "Enter Street and Suburb/Postcode" with a blue question mark icon. Below this field, an example address is shown: "e.g. GORMLEYS RD SEAFORTH GORMELYS RD 4741". A prompt "To refine the search, enter any of the following..." is followed by three input fields: "Street No.", "Lot No.", and "Unit No.". A "Search for Address" button is located to the right of the "Unit No." field. At the bottom, a link says "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**.



This screenshot shows the same "Damage Address" form, but with a red box around the "NMI" link in the search criteria. A red arrow points from the top right towards the "Search" button. Below the "NMI" link, there is an input field with "NMI" text, a clear button (X), and a "Search" button. A tooltip is visible over the input field, stating: "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." The bottom of the form shows the "Unable to find the premises?" link.

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)

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 [Search](#)

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)

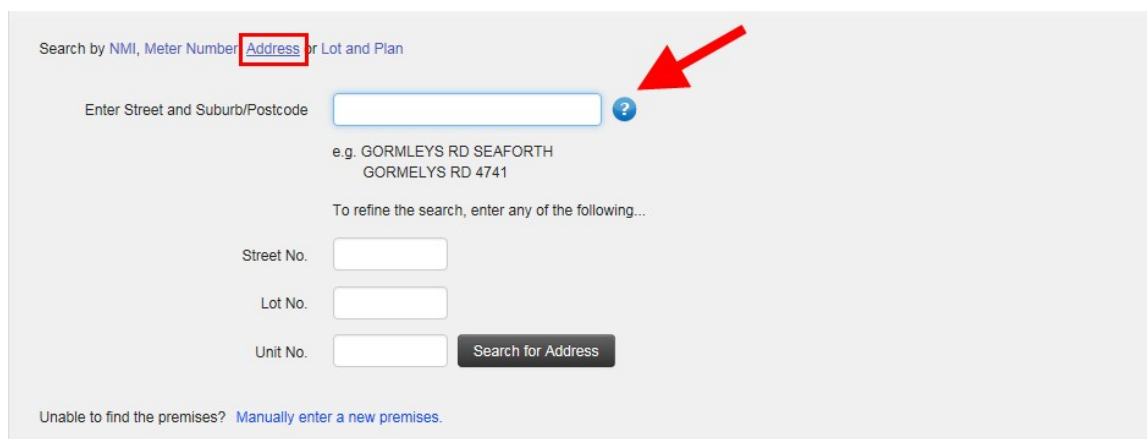
CANNONVALE 4802

[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
GORMLEYS RD 4741

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

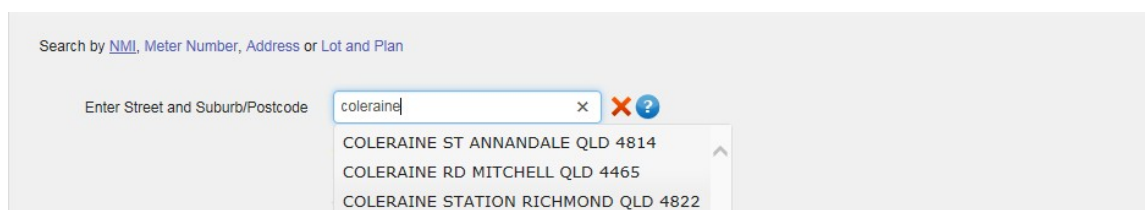
Street No.

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.

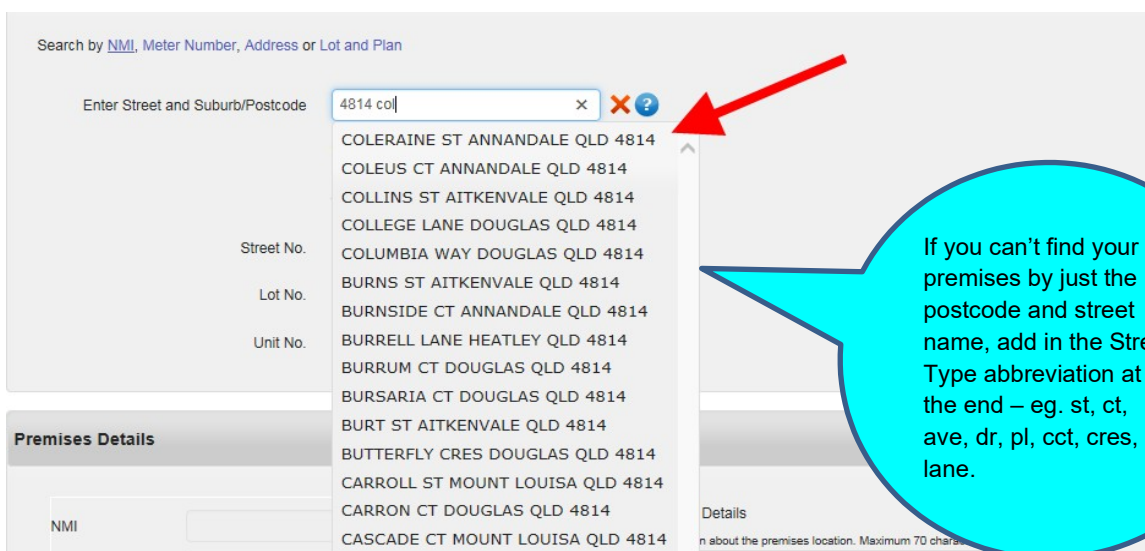


Search by [NMI](#), [Meter Number](#), [Address](#) or [Lot and Plan](#)

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 ?

- 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

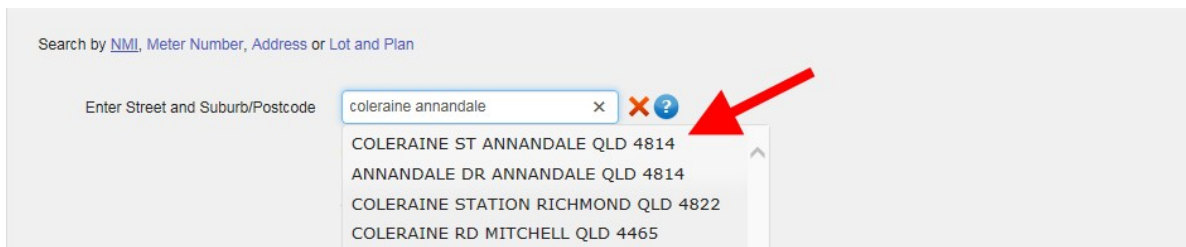
NMI

Details

n about the premises location. Maximum 70 chara

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 ✕ ?

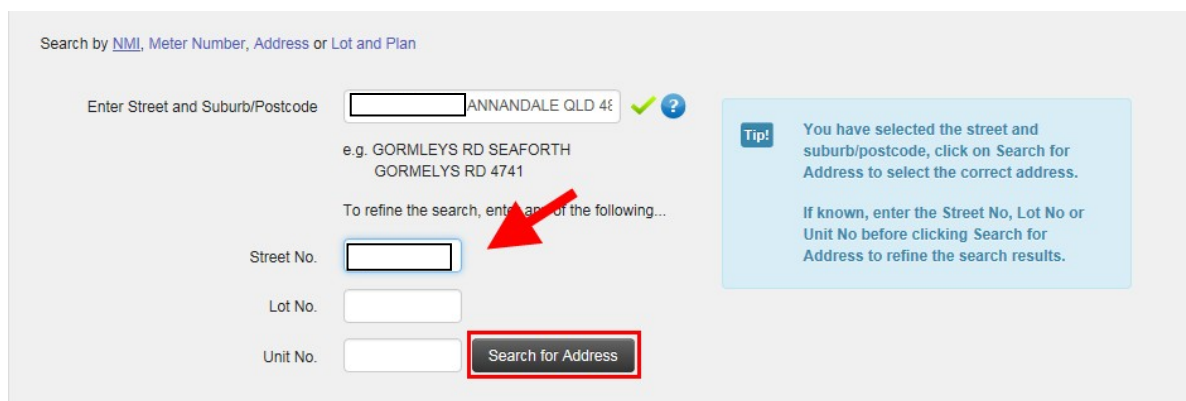
- COLERAINE ST ANNANDALE QLD 4814
- ANNANDALE DR ANNANDALE QLD 4814
- COLERAINE STATION RICHMOND QLD 4822
- COLERAINE RD MITCHELL QLD 4465

A red arrow points to the first dropdown option: COLERAINE ST ANNANDALE QLD 4814.

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.

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.

A red arrow points to 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)

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

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)

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

Property Title

Unit Type

Unit No.

Lot No.

815

Plan No.

Street No

11

Street Name

Street Type

Suburb

State

Queensland

Postcode

4870

Pole/Pillar No.

109284

Meters

(Tariffs: ERIBT3)

Additional Address Details

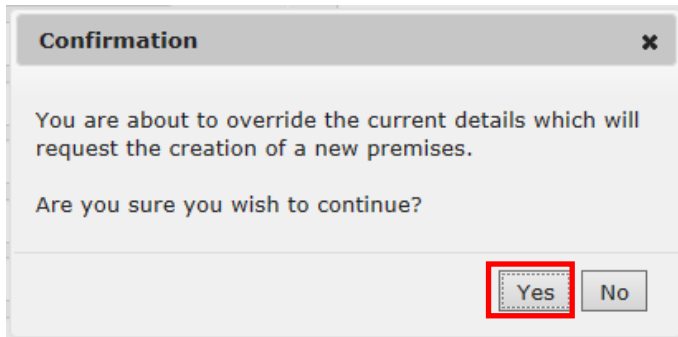
Change Premises

?

Manually Enter A New Premises

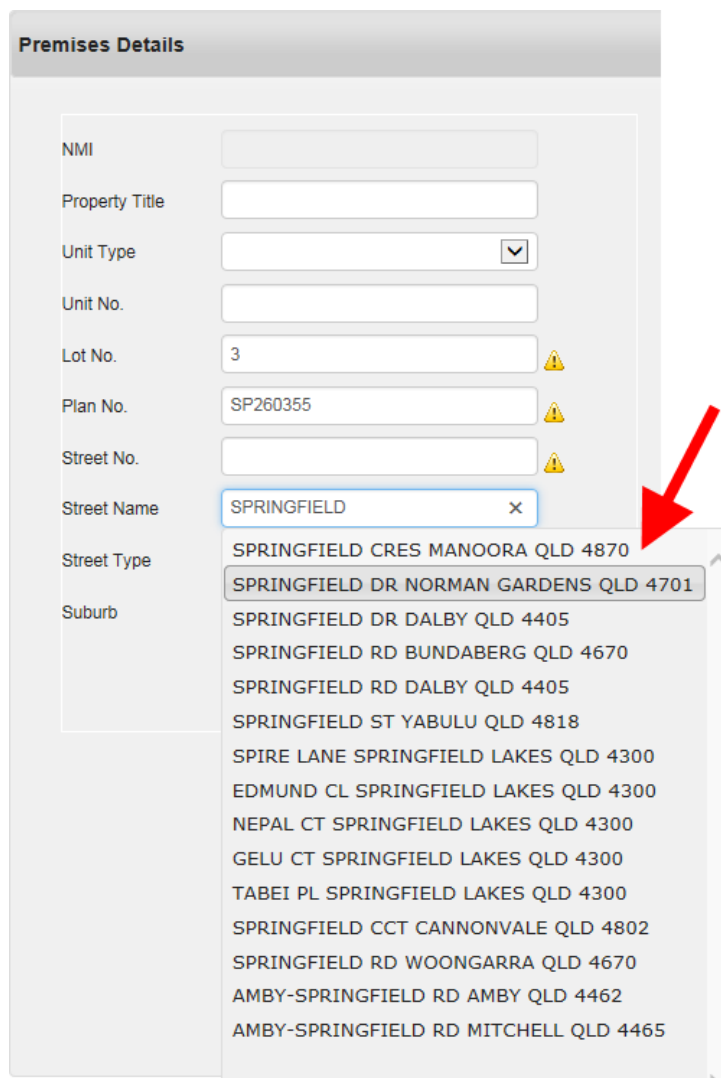
If you didn't find the correct address in the **Premises/Address Search** section, you can **manually enter** the premises details.

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



A confirmation dialog box with a title bar 'Confirmation' and a close button 'x'. 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' (highlighted with a red dashed box) and 'No'.

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



The 'Premises Details' form contains several input fields: NMI, Property Title, Unit Type (dropdown), Unit No., Lot No. (containing '3'), Plan No. (containing 'SP260355'), Street No., Street Name (containing 'SPRINGFIELD'), Street Type, and Suburb. A red arrow points to a dropdown list that appears below the 'Street Name' field. The list contains the following items: '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'.

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.

The screenshot shows the 'Claim Items' form. At the top, there's a header 'Claim Items' and a sub-header 'Item Ref: 1'. Below this, there's a form with several fields: 'Outage Id:' (text input), 'Value(excl. GST) \$' (text input with '85'), 'GST Registered?' (radio buttons for 'Yes' and 'No'), 'Street Address' (text input), 'Suburb' (text input with 'Parkhurst'), 'NMI' (text input), 'State' (dropdown menu with 'Queensland'), 'Inspection Report' (radio buttons for 'Yes' and 'No'), 'Postcode' (text input with '4701'), and 'Additional Information' (text input with 'Bridged Relay'). A red box highlights the 'Add Item' button at the bottom left. A red arrow points to the 'Value(excl. GST) \$' field, and another red arrow points to the 'Street Address' field. A blue speech bubble points to the 'Claim Total (excl. GST) \$ 85.00' field, containing the text: 'The estimated total of the claim will be updated with each Item added.'

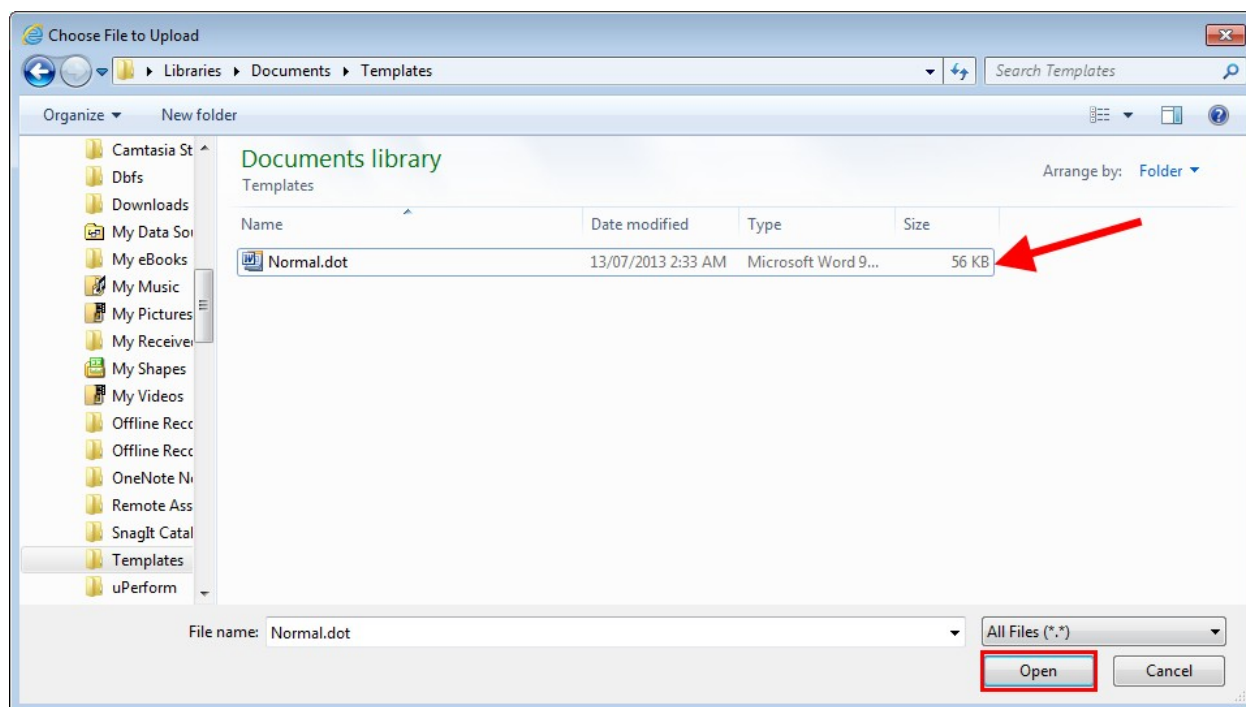
Attachments

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

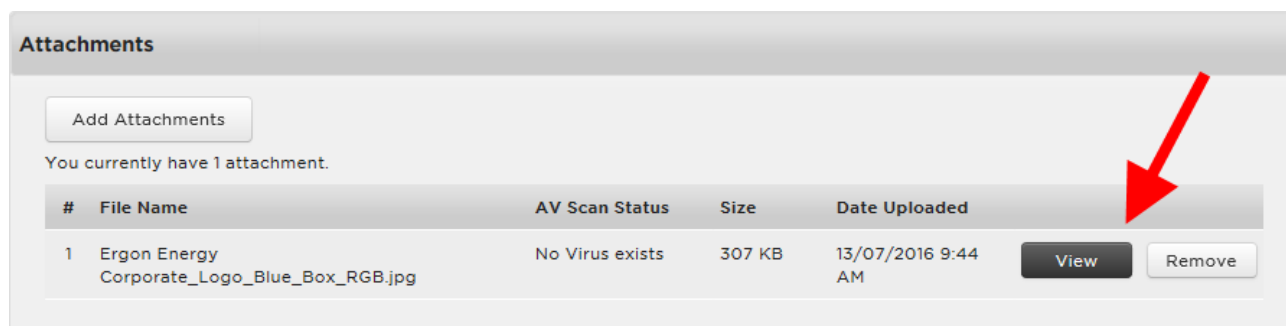
Click on **Add Attachments**.

The screenshot shows the 'Attachments' form. It has a header 'Attachments' and a button 'Add Attachments' highlighted with a red box. Below the button, it says '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. 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

Submit

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: **LC16**

New Application

Home

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.

MyHome MyProfile MyForm A MyCONNECT MyCLAIM Links Support

New Alerts

Date	Title	Message	Read
13/07/2016 1:58 PM	Test	Test alert - does this appear in all portals.	Mark As Read

[View All](#)

Form A

Form B (Incomplete)	0	Open	0	Awaiting Retailer Requests	0
Saved	0	Open > 30 Days	0	Form B (Complete) < 60 Days	0

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

CONNECT

Under Offer	1	Offer Accepted	1	Form A In Progress	0
Saved	0	Open Detailed Enquiries			1

[View All](#)

LIABILITY CLAIMS

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

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

Hover over any status to see what it means.

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

LIABILITY CLAIMS


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

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

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		
<div>View Recent</div> <div>View All</div>					

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



MyHome MyProfile MyForm A MyCONNECT MyCLAIM Links Support


Liability Claim Search Results

Your search returned 1 result
Can't find what you want? [Refine](#) your current search or start a [new search](#).

Reference	Premises	Claimant	Date	Actions
LC16 Under Evaluation	REDLYNCH		Submitted On 13/07/2016	<div>View</div>

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

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

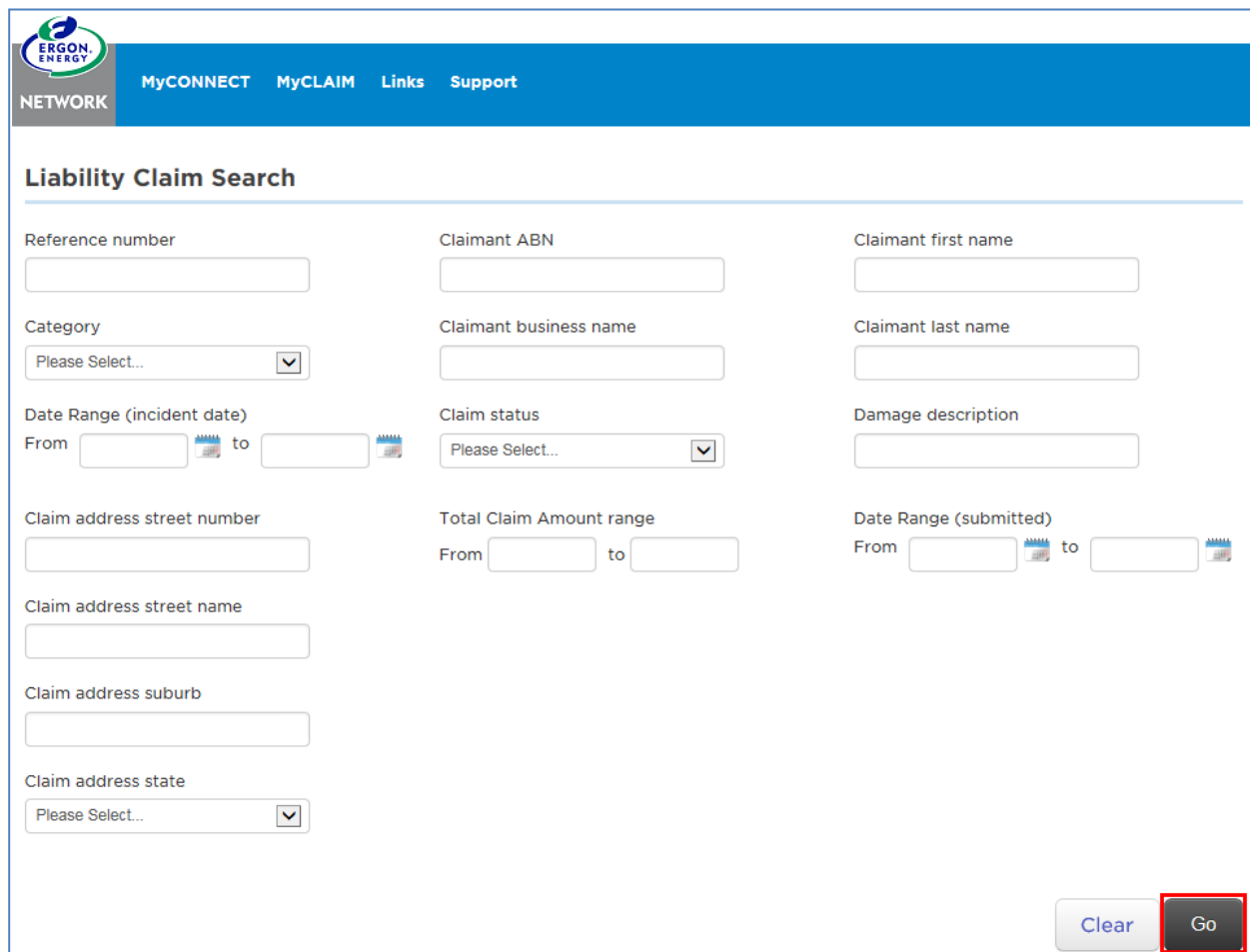


MyHome MyProfile MyForm A MyCONNECT MyCLAIM Links Support

New

Search

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



Liability Claim Search

Reference number

Claimant ABN

Claimant first name

Category

Claimant business name

Claimant last name

Date Range (incident date) From to

Claim status

Damage description

Claim address street number

Total Claim Amount range From to

Date Range (submitted) From to

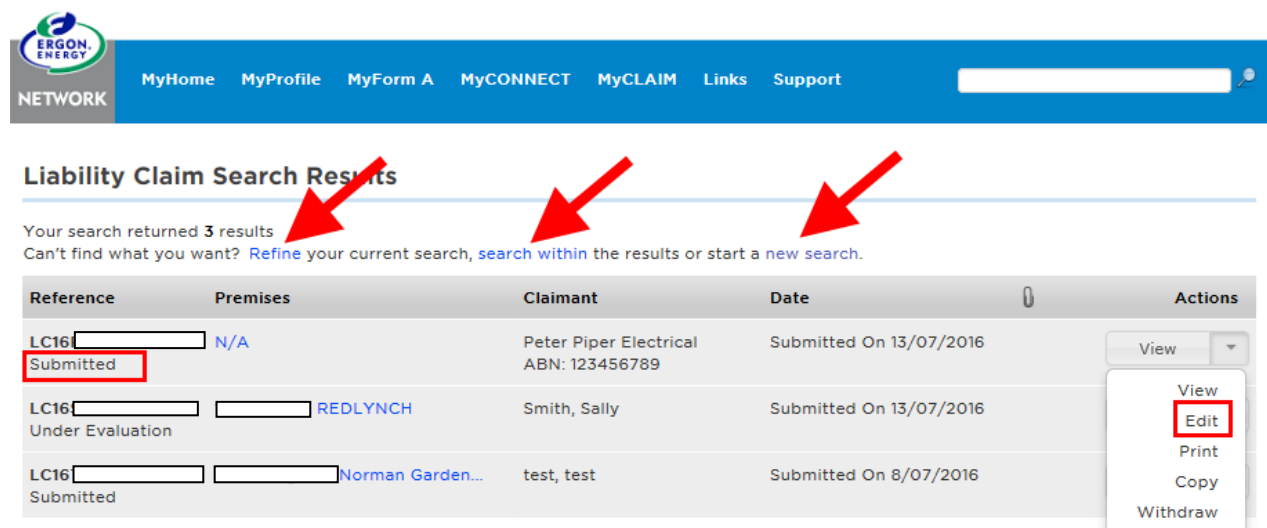
Claim address street name

Claim address suburb

Claim address state

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.




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
LC16 <input type="text"/> Submitted	N/A	Peter Piper Electrical ABN: 123456789	Submitted On 13/07/2016	<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Print"/> <input type="button" value="Copy"/> <input type="button" value="Withdraw"/>
LC16 <input type="text"/> Under Evaluation	<input type="text"/> REDLYNCH	Smith, Sally	Submitted On 13/07/2016	
LC16 <input type="text"/> Submitted	<input type="text"/> 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
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LC16[] Under Evaluation	[] REDLYNCH	Smith, Sally	Submitted On 13/07/2016	<div>View</div>
LC16[] Submitted	[] Norman Garden...	test, test	Submitted On 8/07/2016	<div>View Print Copy Withdraw</div>