



Claim for loss or damage



Your claim with Energex 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 Energex has been negligent in not maintaining our network as required or acted in bad faith, you can lodge a Claim For Compensation.

Energex 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 Energex 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 a Network Outage Information Request form at energex.com.au/forms

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@energex.com.au

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

Attention: Claims Section
Energex
GPO Box 1461
BRISBANE QLD 4001

If you need assistance, please call **13 12 53** between 7:00am - 5:30pm Monday to Friday, to talk with one of our representatives.

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):

This can be found on your electricity bill.

Incident details

Date: ____ / ____ / ____ Time: ____ (am/pm)

Duration: _____ (mins/hours/days)

Location of where incident occurred:

Street address _____

Postcode _____

Have you advised your insurance company 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

Energex is collecting personal information on this form for the purpose of processing your claim. By completing this form, you consent and agree to Energex 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 energex.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 Energex assessors with reasonable access to investigate your claim request.
- Any goods (excluding food) included in your claim request will not be disposed of without the prior consent of Energex.

Signature _____

Date: ____ / ____ / ____