



Customer Claim Form

IMPORTANT - Please read the following information prior to completing our claim form. In any claims process a customer is required to support their loss. Without the below information, we may be unable to process your claim. The following points will help guide you through the claims process and outline your rights and responsibilities.

Claims for Unauthorised Voltage Variation

Any compensation you may be entitled to is paid in accordance with Electricity Industry Guideline No 11, Voltage Variation Compensation (a copy of this guideline is available from www.citipower.com.au or on request). The guideline was developed to offer compensation on the basis of good customer service. Key elements of the guideline include:

- Compensation to be paid for damage directly resulting from the voltage variation (e.g. power surge or low voltage supply)
- Compensation is paid for repairs (where viable) or the cost of replacement equipment that is of substantially same age, functionality and appearance to the damaged equipment
- Compensation is not offered based on new for old (similar to some insurance companies)
- Compensation does not extend to cover consequential loss e.g. loss of profits or food not related to refrigerator damage
- Business customers must take reasonable precautions to minimise the risk of damage or loss to their business (refer to page 4 for further details)

If you believe your property is damaged due to an unauthorised voltage variation please supply the below as attachments when submitting your claim:

- A damage report from a qualified technician including: appliance details, components damaged and the cause; and
- Photographic evidence of the appliance and the components damage; and
- Any quotes to support the replacement cost of an appliance which is unable to be repaired

Business customers please supply:

- Details of the type of protection in place, or the precautions taken prior to the event. For more information regarding types of protection please visit our website or refer to page 4 of our claim form.

No item should be disposed of prior to our investigation. We may need to perform our own assessment and the item must be available to our assessor.

Claims other than Unauthorised Voltage Variation

CitiPower are committed to providing our customers with a reliable and quality supply. While every effort is made to maintain a constant supply of electricity, network outages will occur from time to time. We are not automatically responsible for outages on our network as a number of external factors can impact your supply. Common examples include:

- Weather (storms, wind, extreme heat)
- Third party damage (vandalism, vehicle impact)
- Transient incidents (an unknown item makes contact with our equipment)

On occasion accidents may occur that have involved our employees. On the report of such incidents, CitiPower will institute a full investigation of the matter. As a part of such investigations, we may offer compensation where it is appropriate to do so.

If you believe you have suffered a loss as the result of an outage due to an act or omission by CitiPower or one of its employees, in bad faith or through negligence, please supply details as per the requirements above to support your loss.

Insurance Letters

Customers who do not meet requirements for compensation or those seeking compensation on a new for old basis may wish to consider their insurance policy. Should CitiPower have a record of an incident affecting your property, we can provide a letter that may be passed to your insurance company to support your claim.

I would like to request an Insurance Letter.

If you prefer an insurance letter, please tick the above box and complete sections 1 and 2 of the claim form. Should you require further information please visit our website or call our Contact Centre on **1300 301 101**.

CitiPower Claim Form – Damage/Loss

Please complete all sections, include details relevant to your loss and attach copies of the required documentation.

I confirm that I have read the covering information on page 1 of this claim form.

Claim No. (Office use Only)

1. Customer Details

Are you claiming as a: Residential Customer Business Customer Other Party

Title:	First Name:	Surname:
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Service Address (as per Electricity Bill)	
	Post Code:

Postal Address (as per Electricity Bill)	
	Post Code:

Telephone (H):	Telephone (W):	Telephone (M):
Email Address:		

Business Details – Business customers only

Business Name:
ACN/ABN:

National Metering Identifier (NMI)

(This will appear on your electricity account)

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2. Incident Details

Date of incident (dd-mm-yyyy):	Time of incident (hh:mm AM/PM):
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Please provide a description of the incident and damaged caused

3. Property Damage/Loss

Please provide details of equipment damaged

Item	Model	Year of Purchase	Amount Claimed	Damage Report Photo Evidence
Total Amount Claimed				

Details of protection - Business Customers Only

Protection	Make/Model	Year installed	Receipt attached

4. Payee Details – If your claim is successful, please nominate a bank account for payment.

Account Name:	Bank:
BSB:	Account Number:

5. Declaration

I declare that to the best of my knowledge the information provided above is true in every detail and that all relevant information has been provided. I declare I am the owner or responsible for the property identified in this Claim Form. I understand that this claim may not be processed or approved if evidence of the damage to the item(s) is not provided or the information provided is insufficient.

Name of Claimant: _____

Date (dd-mm-yyyy): _____

The privacy of our customers is important to CitiPower Pty Ltd. The personal information supplied on this form will be used in relation to processing your claim and in accordance with CitiPower's Privacy Policy. Please refer to our website for a copy of CitiPower's Privacy Policy. To assist CitiPower in any recovery action it may have against third parties in connection with your claim or the incident, CitiPower may need to disclose the personal information supplied on this form to third parties.

By ticking this box, I consent to CitiPower disclosing the personal information supplied on this form to third parties for the purposes of any recovery action CitiPower may have in connection with my claim or the incident.

Return your form by post: **CitiPower Pty Ltd**
 Claims Department
 Locked Bag 14090
 Melbourne City Mail Centre
 Melbourne Vic 8001

Fax: 03 96834266
 Email: claims@citipower.com.au

If you have any queries please call our Contact Centre on **1300 301 101**.

Protecting your business during voltage variations

The table below can be used as a guide outlining some of the options you may wish to consider for your business.

Type of protection	How it works	Notes
Surge protector	A device which automatically switches off the power when the voltage rises above a certain level.	These are available as devices which plug into the wall to protect certain appliances or they can be installed at the switchboard to protect appliances on a particular circuit or installation. You will need to contact an electrician for advice on the best solution for your business.
Uninterruptable Power Supply (UPS)	A UPS is an appliance which allows a continuous supply of power for a limited period of time so that an appliance can be shut down correctly. It is not suitable for keeping appliances on supply.	This may be of use to businesses heavily reliant on equipment sensitive to voltage variations such as computers. Advice should be sought from IT service providers to help you make an effective choice.
Phase Fail Relays	Produces a similar result to surge protection in that the device automatically shuts down power when the voltage falls below a set limit.	May be a good option for businesses that operate motorised equipment. This device is installed at the switchboard to stop motors from burning out during voltage variations. You will need to contact an electrician for advice on the best solution for your business.
Back up of data	Copying computer data to a secure site.	Depending on the sensitivity of the data, it should be backed a regularly as possible. Many businesses back up their data on a daily basis.
Back up supply/generator	An appliance which allows a continuous supply of power as an alternative power source.	The size of generators and how they are powered varies. If you choose to use a generator, you would require a Registered Electrical Contractor to install it.
Line Conditioner	A device which regulates the voltage to keep it between set limits.	Seek advice from your electrician.
Emergency plan	Depending on the nature of your business, an emergency plan could include moving stock or using alternative premises following a voltage variation. Your plan should incorporate elements of a risk assessment.	A plan could include measures to relocate stock, refrigerated transport of perishable goods or using employees to undertake other duties if production is off line.
Adequate insurance policy	Your insurance may or may not cover damage from occurrences such as brown outs and surges. Also check if your policy includes 'new for old' coverage if it is important for your business to replace damaged goods with new.	Check with your insurance provider the best way to cover your premises and assets under these unusual circumstances.