

Customer Damage Report

Frequently asked questions

Here are some answers to help you understand how compensation for damage claims are assessed.

1. How long will my claim assessment take?

We try to identify the cause of any power interruption that may have occurred around the time of your loss or damage. We aim to advise you in writing of our assessment of your claim within 10 working days after receiving your claim. More complex claims may take longer to assess.

2. Do I need to provide any additional documentation?

We don't require receipts or repair reports before assessing your claim. We will advise you in writing if this information is required and you will need to provide photocopies of unmodified receipts or repair reports. We reserve the right to view original documents. Damaged items should not be disposed of until after the claim has been resolved (excluding food goods).

3. Will I be compensated for all loss or damage?

We will help customers meet the fair and reasonable cost of repairs to damaged equipment under the following circumstances:

- incorrect action by Western Power; or
- failure or inappropriate operation of Western Power equipment.

Where appropriate, we will meet the replacement cost for replacing 'like with like', not necessarily 'new for old'.

We do not reimburse GST when compensating business customers who are able to lodge GST input tax credits, since this is claimed from the Australian Tax Office.

4. When will Western Power not compensate for loss or damage?

We are unable to compensate customers for any loss or damage that occurs as a result of events or circumstances outside our control including:

- trees or overgrown vegetation clashing with powerlines
- interference by birds or animals
- motor vehicles colliding with power poles
- bushfires
- vandalism
- lightning, storms, wind-borne debris
- events caused by pollution
- any third party interference to the electricity system

5. What can I do if my claim is declined?

If Western Power declines your claim, you may wish to pursue compensation through your insurance company. Your insurer may require a copy of Western Power's assessment letter advising the cause of the electricity interruption.

Customer Damage Report

Please complete and send this form to: Claims Management Services, GPO Box L921, Perth WA 6842

This form is made available without prejudice and without admission of liability. You must give full details of the incident and retain all damaged items until this matter is resolved.

Your details

Title (e.g. Mr, Mrs)		First name	
Surname			

Postal address (if different from incident address)

Address			
Suburb or town		Post code	
Daytime telephone	()	Mobile	
Fax	()		
Email			

Your business details (complete this section for business claims only)

Business name			
ABN		Are you registered for GST?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, are you able to claim an input tax credit on the replacement goods?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partial <input type="checkbox"/> Full		
If partial, please indicate percentage		%	

The incident (this section must be completed)

Incident address			
Suburb or town		Post code	
Date of incident	<input type="text"/> / <input type="text"/> / <input type="text"/>	Time	<input type="text"/> h <input type="text"/> h / <input type="text"/> m <input type="text"/> m <input type="radio"/> am <input type="radio"/> pm

Description of how the incident occurred and any other relevant details:

(To provide more information, please attach a separate sheet)

Details of damaged items or loss	Model number	Age of item	Cost to repair/replace inc GST

Signature		Date	
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