

Extended Outage Payment Scheme Claim Form

Householders affected by a single power interruption lasting more than 12 hours continuously may be eligible to receive an \$80 payment from Western Power in recognition of the inconvenience caused.

This payment is available to electricity account holders at any premises that consume less than 50MWh of electricity per year (the equivalent of a bill of less than \$8,000 per year). This includes almost all houses and most small businesses.

Western Power administers the payment scheme for premises that are located within the “South West Interconnected System” (or SWIS), which covers much of the south west of the state. It extends from Kalbarri in the north across to Kalgoorlie in the east, down to Albany in the south.

If the affected premises is outside of the SWIS, you will need to contact your energy provider, Horizon Energy, on 1800 267 926 to make a claim.

Eligibility

You will be eligible to receive a payment if:

You experienced a single power interruption lasting more than 12 hours continuously.

- At least 12 continuous hours have elapsed from the time Western Power was notified of the interruption until power was restored.
- You are an electricity account holder that consumes less than 50MWh of electricity per year (or an average of 137 units of consumption per day - see your bill).
- You have made the claim within 60 days after the interruption ceases.
- The interruption was not caused by or attributable to you or equipment under your control.
- The interruption is not a result of an emergency action taken by an authority such as the police or fire services.
- You did not request that the interruption occur.
- You have not previously applied under the scheme for the same interruption at the same address.

How to claim

If you believe you are eligible for payment under this scheme, complete this form and send it to:

Western Power Reliability Claim Reply Paid 83021
Locked Bag 2520 Perth WA 6001

Claims must be received within 60 days after the date that the interruption ceased.

Claims assessment

Western Power will assess your claim by verifying the information supplied in the claim form with our records.

All successful claims will be paid within 30 days of receipt of your form. We will notify you in writing if your claim was unsuccessful, also within 30 days.

Payments will be made in cheque form. Cheques will be made out in the name of the electricity account holder and will be sent to the contact address on the claim form.

Terms and conditions

Please note that the Extended Outage Payment Scheme is separate to, and does not negate, any compensation for damage claim, where customers are compensated for damage to property when Western Power is “at fault”.

A payment under this scheme does not influence the acceptance, or rejection of any other compensation claims. Western Power’s liability is limited to payments made under clause 19 of the Electricity Industry (Network Quality and Reliability of Supply) Code 2005.

More questions

For more information please phone **13 10 87** during office hours (TTY 1800 13 13 51 or TIS 13 14 50) or visit www.westernpower.com.au

Extended Outage Payment Scheme - Claim Form

Please complete and send this form to: Western Power Reliability Claim
Reply Paid 83021, Locked Bag 2520, Perth WA 6001.

Application details

Western Power meter number	<input style="width: 100%;" type="text"/>	
	Found on reverse side of electricity bill.	
Name as appears on the electricity account	<input style="width: 100%;" type="text"/>	
	Note: Eligible claims are only payable in the name of the account holder at the affected premises.	

Contact details

First name	<input style="width: 100%;" type="text"/>																																																																					
Surname	<input style="width: 100%;" type="text"/>																																																																					
Street number	<input style="width: 100%;" type="text"/>	Street	<input style="width: 100%;" type="text"/>																																																																			
Suburb or town	<input style="width: 100%;" type="text"/>																																																												Post code	<input style="width: 100%;" type="text"/>								
Telephone	(<input style="width: 100%;" type="text"/>)	<input style="width: 100%;" type="text"/>																																																																		

Address of property affected (if different from above)

Suburb or town	<input style="width: 100%;" type="text"/>																																																												Post code	<input style="width: 100%;" type="text"/>		
Telephone	(<input style="width: 100%;" type="text"/>)	<input style="width: 100%;" type="text"/>																																																												

Power interruption details

Estimated duration of outage (12 or more hours)	<input style="width: 100%;" type="text"/>	h	/	<input style="width: 100%;" type="text"/>	m	m
Date power went off	<input style="width: 100%;" type="text"/>	/	<input style="width: 100%;" type="text"/>	/	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
	d	d	m	m	y	y
Time power went off	<input style="width: 100%;" type="text"/>	h	/	<input style="width: 100%;" type="text"/>	m	m
	h	h	m	m	am	pm
Date power came back on	<input style="width: 100%;" type="text"/>	/	<input style="width: 100%;" type="text"/>	/	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
	d	d	m	m	y	y
Time power came back on	<input style="width: 100%;" type="text"/>	h	/	<input style="width: 100%;" type="text"/>	m	m
	h	h	m	m	am	pm
Have any previous claims for this interruption been submitted for this address	<input type="checkbox"/> Yes <input type="checkbox"/> No					

Applicant declaration

This claim is made because the above property was affected by a power interruption of 12 hours or more in the last 60 days.

By signing and submitting this claim form, I confirm:

1. That the information in this claim form is true and correct.
2. I have read and agree to the eligibility criteria provided in the extended outage payment scheme information supplied with this claim.
3. Western Power's liability is limited to payments made under clause 19 of the Electricity Industry (Network Quality and Reliability of Supply) Code 2005.
4. I have not previously applied for payment for the same outage at the same address.

Name	<input style="width: 100%;" type="text"/>																																																																																				
Signature	<input style="width: 100%;" type="text"/>	Date	<input style="width: 100%;" type="text"/>	d	/	<input style="width: 100%;" type="text"/>	m	/	<input style="width: 100%;" type="text"/>	y	y	y	y																																																																								
	d	d	m	m	y	y	y	y																																																																													



This information is available in alternative formats on request