

Extended Outage Payment Scheme Claim Form

Householders affected by power outages lasting 12 hours or more may be eligible to receive an \$80 payment from Horizon Power in recognition of the inconvenience caused.

The following information will help you assess if you qualify for a payment under the Extended Outage Payment Scheme (EOPS). If you believe you qualify, please complete and submit the attached claim form.

Who is eligible to receive a payment?

The payment is available to electricity account holders in Western Australia that consume less than 50 MWh of electricity per year (this equates to electricity bills less than \$10,500 per year). You can check your average daily consumption in “units” by looking at the front of your electricity bill – 50 MWh is approximately 137 units of consumption per day over the year. The under-50 MWh threshold includes most houses and small businesses.

Am I eligible for an \$80 payment under this Scheme?

You may be eligible for a payment under this Scheme if:

- Your power was off (an outage) for 12 consecutive hours or longer.
- 12 hours or more have elapsed since Horizon Power became aware of the outage.
- The outage was not caused by or attributable to you or equipment under your control.
- The outage is not a result of an emergency action taken by an authority such as the police or fire services.
- You did not request the outage to occur.
- You have not previously been paid for the same outage at the same address.

When do I submit a claim form?

All claims must be submitted within 60 days of the outage date. Claims for outages older than 60 days will not be eligible for payment.

How do I make a claim?

Customers must complete the details on the claim form and return it to Horizon Power, PO Box 1066, Bentley DC, WA 6983.

Additional forms are available by calling 1800 267 926 or go to www.horizonpower.com.au and make an on-line claim.

How will my claim be assessed?

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

How does Horizon Power know about my outage?

Horizon Power may not know there is a fault until you call. Please tell us by calling our 24 hour fault line (13 23 51) as soon as possible. This will ensure your power is restored as quickly as possible and will give us a record of the duration of your power outage.

If my application is successful how long will it be until I receive payment?

Generally, all successful payments will be posted within 30 days of receipt of the claim. Payments will be made in the name of the electricity account holder to the contact address on the claim form.

How will I know if my claim is unsuccessful?

Horizon Power will write to you within 30 days of receiving your claim form.

Further information or assistance

For further information on the Extended Outage Payment Scheme please call **1800 267 926**.

Terms and Conditions

All payments are made with no admission of fault or liability.

A payment under this Scheme does not influence the acceptance or rejection of any other compensation claims.

**Please complete and return this claim form to:
Horizon Power EOPS Claim, PO Box 1066, Bentley DC, WA 6983.**

Applicant details (please note eligible claims are only payable in the name of the account holder at the affected premises)

Horizon Power Account Number

Name as it appears on the Account

Address of property affected

Lot/Location number

Street number

Street Name

Town / Suburb

Postcode

Mailing address (if different from above)

Postal Address

Town / Suburb

Postcode

Contact details

Title (Mr/Mrs/Ms)

First name

Surname

Phone

Interruption details

Date power went off

Approx. time power went off am
 pm

Date power came back on

Approx. time power came back on am
 pm

Have any previous claims for this outage been submitted for this address? Yes No

Please indicate how you would like the payment by ticking the appropriate box Credited to your account Send a cheque

Applicant declaration

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 form.
3. That Horizon Power does not admit any liability for making any payments under this scheme.
4. I have not previously applied for payment for the same outage at the same address.

First Name

Surname

Signature

Date