



Customer damage or crop loss claim form

Complete this form giving full details of the incident. Please attach supporting documentation including any receipts, repair reports and/or photographs of any damage and retain all damaged items until this matter is resolved. This form is made available without prejudice and without admission of liability.

Your details

Title (eg Mr, Mrs): Surname: First names:

Postal address:

Suburb: Postcode:

Your preferred contact number during business hours:

Your business details (business claims only)

Business Name: ABN:

Are you registered for GST? Yes No

If yes, are you able to claim an input tax credit? Yes No

If yes, Full Partial If partial, please indicate percentage: %

No

The incident (Must be completed)

Horizon Power Account Number:

Address where the incident occurred:

Suburb: Postcode:

Date of incident: Time: am pm

Full details of how incident occurred:

Description of damage:

| Damaged/lost item(s): (if applicable) | Model/Serial Number | Age of item | Approx. cost |
|---------------------------------------|---------------------|-------------|--------------|
| | | | \$ |
| | | | \$ |
| | | | \$ |
| | | | \$ |

| Type of crop impacted: (if applicable) | Area impacted (ha) | Tonnage per ha | Current grain price per tonne | Total claim |
|--|--------------------|----------------|-------------------------------|-------------|
| | | x | x \$ | = \$ |
| | | x | x \$ | = \$ |
| | | x | x \$ | = \$ |

Total amount claimed: \$ _____

Supporting documentation

You must provide all supporting documentation including any receipts, repair reports and/or photographs of any damage.

Declaration

I/We:

1. Affirm that:

- a. all information provided and statements made are truthful and accurate and no information likely to affect the outcome of this claim has been withheld;
- b. the damaged property which is subject of this claim is owned by me/us; and
- c. neither I nor any person claiming on my behalf have made a claim for this damage to anyone else (including an insurer) nor will I make such a claim if I accept any payment from Horizon Power in settlement of this claim.

2. Acknowledge and accept that:

- a. Horizon Power will reply upon information supplied by me/us when determining this claim; and
- b. if, based on the information contained in this form, Horizon Power agrees to meet my/our claim, any payment received is in full and final settlement.

Signed: _____ Date:

Important information:

When do I submit a claim form?

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

How do I submit a claim form?

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

Or, email the form to customer.care@horizonpower.com.au.

Supporting documentation

You must provide all supporting documentation including any receipts, repair reports and/or photographs of any damage.

Claims for any property damage or loss that are submitted without supporting evidence will not be considered.

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.

We will contact you if we require further information to fully assess your claim.

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

Generally, all successful payments will be posted within 45 days of receipt of the claim and conditions of settlement are met. 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

Visit our website at www.horizonpower.com.au or call us on (08) 6310 1000.