

A. PROPERTY DAMAGE / LOSS SUFFERED

(PLEASE READ CAREFULLY)

1. Please provide with your claim form documented evidence in support of your claim (i.e. repairer's report, quote, invoice, proof of purchase, etc.). Please note that invoices, receipts, etc., must be from a qualified and registered repairer, written on official company letterhead and have the relevant ABN and contact details.
2. Please note that Jemena does not have its own repairers. It is your responsibility to arrange repairs or obtain repair quotes. Any costs incurred will be your responsibility until a full assessment of your claim has taken place.
 - a. In accordance with the *Electricity Industry Guideline No.11 – Voltage Variation Compensation* issued by the Essential Services Commission, damage to electrical items must be consistent with that of an incoming power supply variation and not as a result of a mechanical defect or natural wear and tear.
 - b. If a damaged item has been repaired, you must provide the report/invoice from a qualified and registered repairer. The report must state the nature and extent of damage, and cost to repair. Where Jemena can demonstrate that the cost of repairs was excessive, Jemena reserves the right to reimburse you reasonable repair costs, not actual costs.
 - c. If a damaged item can be repaired, but you have not yet arranged the repairs, please provide a written quote from a qualified and registered repairer detailing the nature and extent of damage and quoted costs to repair.
3. Any goods which are the subject of your claim **MUST NOT** be disposed of without the prior written agreement of Jemena. Goods disposed of without Jemena's consent may not be considered for compensation.

	ITEM DAMAGED	MAKE	MODEL	AGE OF ITEM (years)	ORIGINAL PURCHASE PRICE	SUPPORTING EVIDENCE ATTACHED (YES/NO)	AMOUNT CLAIMED
1							
2							
3							
4							
5							
TOTAL AMOUNT CLAIMED:						\$	

B. IMPORTANT NOTES

(PLEASE READ CAREFULLY)

CONSEQUENTIAL LOSS:	Please note that in accordance with the <i>Electricity Industry Guideline No.11 – Voltage Variation Compensation</i> issued by the Essential Services Commission, losses of a consequential nature are not compensable. This includes wages, business loss, etc.
FOOD LOSS:	Electrical damage to your fridge or freezer must be established before food loss can be considered. This damage must be confirmed via written evidence from a qualified and registered repairer. If this is the case, you will need to provide a list of spoiled food. Please include the quantity, type, cost, and where possible please provide photographs of disposed food, receipts confirming purchase, and details of the make, model and capacity size of your refrigerator or freezer.
MARKET VALUE:	<p>In accordance with the <i>Electricity Industry Guideline No.11 – Voltage Variation Compensation</i>, Jemena does NOT offer 'new for old' replacement of goods. In circumstances where appliances are damaged beyond economical repair, as documented by your qualified and registered repairer, Jemena will offer compensation to reflect the market value of the appliance in working order. Our market value calculation is:</p> $a \div b \times c = \text{market value}$ <p>a = anticipated life (years) remaining b = anticipated life (years) total for that type of appliance c = \$ of current equivalent</p> <p>= market value</p>

C. PAYMENT METHOD

Should your claim be successful, please indicate your preferred method of payment:

CHEQUE

DIRECT CREDIT REQUEST (EFT)

Instruction for Direct Crediting of Claims into an Australian Bank Account:

Please note: Jemena takes no responsibility for incorrect banking details provided.
Please ensure that your banking details are correct.

BSB: -

Account No.:

Name of Account:	
Name of Bank:	
Name of Branch/Suburb:	
Type of Account (i.e. Savings)	

D. DECLARATION

(PLEASE READ CAREFULLY)

By signing this form you acknowledge that:

- Should your claim be successful, you authorise payment to be made to the bank account nominated above. If bank details have not been provided, payment will be made to you by cheque.
- Jemena will process your claim in accordance with the *Electricity Industry Guideline No.11 – Voltage Variation Compensation* issued by the Essential Services Commission, and that the processing of your claim can take up to four weeks.
- The information you have provided is true and accurate. Your claim may be refused if information is deemed untrue or incorrect.
- You are the owner of all the damaged property identified in this form and no-one else can make a claim against Jemena for damage caused to this property.
- Any goods which are the subject of your claim MUST NOT be disposed of without the prior written agreement of Jemena. Goods disposed of without Jemena’s consent may not be considered for compensation.
- In submitting this form, you will co-operate with Jemena and provide reasonable access to, and co-operate with, Jemena’s authorised independent assessors, or any other third party, who Jemena may engage in relation to your claim.
- In order to process your claim, Jemena may disclose personal information, as defined in the *Privacy Act 1988 (Cth)*, to a third party (i.e. repairer/assessor) and that you consent to this disclosure.
- The claim process may also involve the collection of additional personal information regarding the claim from a third party (i.e. repairer/assessor) and that you consent to this collection and disclosure.
- Delays will occur in processing your claim if insufficient evidence has been submitted.
- Your personal information may be contained in reports commissioned by Jemena to process your claim. These reports are the sole property of Jemena.
- You understand that, upon request, a copy of Jemena’s privacy statement can be sent to you, or you can view it on Jemena’s website: www.jemena.com.au.
- Upon request a copy of the Essential Services Commission’s *Electricity Industry Guideline No.11 – Voltage Variation* can be sent to you, or you can view it on the Essential Services Commission’s website: www.esc.vic.gov.au.

Signature:	
Print Name:	Date: