

# CUSTOMER CLAIM FORM

This form needs to be completed and signed before your claim can be investigated for compensation

**Please note that completion and receipt of this form is not an admission of liability by Jemena Electricity Networks (Vic) Ltd ('Jemena') and therefore does not necessarily mean that your request for compensation will be paid**

**It is in your own interest to retain a copy of your claim form and receipts**

Once completed, please submit with all supporting documentation to:

**Att: Claims  
Jemena  
PO Box 16182  
MELBOURNE VIC 3000**

Or via email: [claimsVIC@jemena.com.au](mailto:claimsVIC@jemena.com.au)

## YOUR DETAILS

(PLEASE PRINT CAREFULLY)

<b>Title:</b> (i.e. Mr, Mrs, Ms, Miss)	<b>First Name:</b>	<b>Surname:</b>
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**Are you claiming as a:**    Tenant    Landlord/Owner    Business    Other (*please specify*) \_\_\_\_\_

<b>Business name:</b> (where applicable)	<b>ABN / ACN:</b>
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<b>Supply Address:</b> (where incident occurred)	<b>Suburb:</b>	<b>State:</b>	<b>Postcode:</b>
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**MIRN (Meter Installation Registration Number):** \_\_\_\_\_  
(located on rear of first page of your gas bill)

<b>Postal Address:</b> (if different from above)	<b>Suburb:</b>	<b>State:</b>	<b>Postcode:</b>
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<b>Tel (Home):</b>	<b>Tel (Work):</b>
<b>Email (optional):</b>	<b>Mobile:</b>

## DESCRIPTION OF INCIDENT

<b>Date of Incident:</b>	<i>Day</i>	<i>Month</i>	<i>Year</i>	<b>Time of Incident:</b>	AM PM
<b>Weather Conditions:</b>					

**Nature of Incident** (describe what happened):

## 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, photo's 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 and Jemena has accepted liability.
  - a. Damage to items claimed must be a direct result of the works performed by Jemena 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.
4. Losses of a consequential nature as a result of failure to supply gas are generally not compensable. This includes wages, business loss, etc.

	ITEM CLAIMED	MAKE/MODEL (if applicable)	AGE OF ITEM (years)	ORIGINAL PURCHASE PRICE	SUPPORTING EVIDENCE (YES/NO)	AMOUNT CLAIMED
1						
2						
3						
4						
<b>TOTAL AMOUNT CLAIMED:</b>						\$

## B. IMPORTANT NOTES

(PLEASE READ CAREFULLY)

CONSEQUENTIAL LOSS:	Please note that in accordance with Part 4 (section 53-54) of the <i>Gas Supply Act 1996 – NSW Legislation</i> , losses of a consequential nature as a result of failure to supply gas are not compensable. This includes wages, business loss, etc.
RE-PROGRAMMING and RE-LIGHTING APPLIANCES:	Damage to your appliance must be established before costs of re-programming or re-lighting appliances can be considered. This damage must be confirmed via written evidence from a qualified and registered repairer. Please follow the manufacturers instructions on how to re-program or re-light your appliance following a gas supply issue to avoid any un-necessary costs.
MARKET VALUE:	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: $a \div b \times c = \text{market value}$ a = anticipated life (years) remaining b = anticipated life (years) total for that type of appliance c = \$ of current equivalent = market value

## 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.

<b>BSB:</b>		<b>Account Number:</b>	
<b>Name of Account:</b>			
<b>Name of Bank:</b>			
<b>Name of Branch/Suburb:</b>			
<b>Type of Account (i.e. Savings)</b>			

## D. DECLARATION

(PLEASE READ CAREFULLY)

By signing this form you acknowledge that:

- The information you have provided is true and accurate. Your claim may be refused if the information is deemed untrue or incorrect.
- 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 *Gas Supply Act 1996 – NSW Legislation*, Common Law and Jemena's policy for managing claims, and that the processing of your claim can take up to four weeks following receipt of all the required information.
- 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](http://www.jemena.com.au).
- Upon request a copy of the *Gas Supply Act 1996 – NSW Legislation* can be sent to you, or you can view it on the New South Wales Government, NSW legislation website: [www.esc.vic.gov.au](http://www.esc.vic.gov.au)
- Jemena reserves it right at Law.

<b>Signature:</b>			
<b>Print Name:</b>		<b>Date:</b>	