



## Customer Damage Report

Please complete this form giving full details of the incident 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:

Damaged/lost item(s)	Model/Serial Number	Age of item	Approx. cost
<input type="text"/>	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>

Any other relevant details:

(If you wish to provide more information, please attach a separate sheet)

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.

Additional forms are available by calling 1800 267 926.

### **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](http://www.horizonpower.com.au) or call us on 1800 267 926..