

Notification of Planned Power Interruption Claim Form

Horizon Power is committed to keeping its customers informed of its schedule for essential maintenance work at power stations and on the distribution network, particularly in cases where the power must be turned off for safety.

If for any reason, Horizon Power fails to provide a customer with three days notification of a planned power interruption, you may be eligible to claim a \$20 payment.

The following information will help you decide if you may qualify for a payment.

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 \$8,000 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 a \$20 payment under this scheme?

You may be eligible for a payment if:

- Horizon Power did not provide you with at least three days’ notice when planned work is due to be carried out. This notice may be via letter, notification card, telephone call, newspaper or radio advertising.
- The interruption was not caused by or attributable to you or equipment under your control.
- The interruption is not a result of an emergency action taken by an authority such as the police or fire services.
- You did not request the interruption to occur.
- You have not previously been paid for the same interruption at the same address.

When do I submit a claim form?

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

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 do I make a claim?

Customers must complete the details on the claim form and return it to:

Horizon Power Claims Management
PO Box 1066
Bentley DC WA 6983

Additional forms are available by calling (08) 6310 1000 or go to our website www.horizonpower.com.au and make an on-line claim.

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

Generally, 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 Horizon Power’s commitment to notifying our customers about planned power interruptions please call (08) 6310 1000.

Term 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 Claims Management, 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

Applicant declaration

This claim is made because I was not notified of a planned power interruption at least three days in advance of work being carried out to the electricity supply to my property. 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 Notification of Planned Power Interruption payment scheme information supplied with this claim form.
3. That Horizon Power does not admit any liability for making any payments under this.
4. I have not previously applied for payment for the same Interruption at the same address.

First Name

Surname

Signature Date