

Service Standard Payments - Claim Form

For further information please contact Western Power on 13 10 87 during office hours,
or visit www.westernpower.com.au

Payment for providing less than 72 hours notice of a planned power interruption under clause 18 of the Electricity Industry (Network Quality and Reliability of Supply) Code 2005

Sometimes it is necessary for Western Power to interrupt power so we can safely carry out maintenance work or upgrade the network. We do this only when it is absolutely necessary and try to time interruptions to cause as little disruption as possible.

In recognition of the inconvenience caused when we fail to provide at least 72 hours notice, Western Power is required to pay a penalty payment.

You may be eligible to receive a \$50 payment if:

- you did not receive at least 72 hours notice of the planned interruption
- your claim is made within 60 days of the interruption date
- you or your electricity retailer did not request that the interruption occur (e.g. you did not request us to temporarily disconnect your supply to safely carry out renovations or repairs)
- a payment has not been previously issued to you, for the same interruption at the premises.

Payment for late response to a written query or complaint under clause 14.4 of the Code of Conduct for the Supply of Electricity to Small Use Customers

If you have written to us, we will acknowledge your complaint within 10 working days and respond within 20 working days. This allows us to investigate any issues. If more time is needed to find a resolution, we will arrange with you to extend this timeframe. Payment applications must be received within 3 months of the initial complaint.

You may be eligible to receive a \$50 payment if:

- you have not received any acknowledgment from Western Power within 10 business days of Western Power receiving your letter
- you have not received a response within 20 working days and a Customer Service Officer has not contacted you to discuss extending the timeframe
- your claim is made within 3 months of the non-compliance
- a payment has not been previously issued to you for the same matter.

Claims assessment

Payments will be made out in the name of the applicant and either a cheque sent to the supplied contact address, or payment can be made directly to the applicant's nominated bank account by calling 13 10 87 to obtain an Electronic Funds Transfer Form (EFT).

All successful claims will be paid within 30 days of receipt of your application form. We will also notify you within 30 days if your claim was unsuccessful.

Terms and conditions

Please note that these penalty payments are separate to, and do not negate, any claim for loss or damage resulting from an incident where Western Power is at fault.

More information

If you have any questions please call 13 10 87 during office hours (TTY 1800 13 13 51 or TIS 13 14 50).

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Please complete and return this form to: Western Power Claim,
 Reply Paid 83021, Locked Bag 2520, Perth, WA, 6001,
 Fax: 08 9225 2073 or Email: enquiry@westernpower.com.au

Please tick the box for the payment you wish to claim

<input type="checkbox"/> Planned power interruption	<input type="checkbox"/> Written complaint
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Customer details

Title (e.g. Mr, Mrs)	<input type="text"/>	Surname	<input type="text"/>
Given name(s)	<input type="text"/>		
Business name	<input type="text"/>		
Address	<input type="text"/>		
Suburb or town	<input type="text"/>	Post code	<input type="text"/>
Email (optional)	<input type="text"/>		
Mobile (optional)	<input type="text"/>	Telephone	<input type="text"/>

Contact details/ mailing address (if different to above)

Title (e.g. Mr, Mrs)	<input type="text"/>	Surname	<input type="text"/>
Given name(s)	<input type="text"/>		
Address	<input type="text"/>		
Suburb or town	<input type="text"/>	Post code	<input type="text"/>

Planned outage details

Date of the power interruption	<input type="text"/>	/	<input type="text"/>	/	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Did you receive a notice?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	If yes, when?	<input type="text"/>	/	<input type="text"/>	/	<input type="text"/>	<input type="text"/>
Project reference # (if known)	<input type="text"/>								

Late response details

Complaint reference #	<input type="text"/>	N	C	C	W	-	<input type="text"/>	-	<input type="text"/>
How did you contact us?	Letter <input type="checkbox"/>	Email <input type="checkbox"/>	Online form <input type="checkbox"/>						
Date	<input type="text"/>	/	<input type="text"/>	/	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Date a response from Western Power was received	<input type="text"/>	/	<input type="text"/>	/	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Applicant declaration

By signing and submitting this claim form, I confirm:

1. That the information in this claim is true and correct.
2. I have read the information supplied with this claim and agree to the eligibility criteria.
3. Western Power's liability is limited to payments made under clause 18 of the Electricity Industry (Network Quality and Reliability of Supply) Code 2005 and clause 14.4 of the Code of Conduct for the Supply of Electricity to Small Use Customers.
4. I have not previously applied for this payment for the same outage at the same address/ late response of complaint.

Signature	<input type="text"/>	Date	<input type="text"/>	/	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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This information is available in alternative formats on request