

**OFFICE USE ONLY**

REFERENCE NO.	
SITE AREA	
FEEDER NO.	
TROUBLE ORDER	



# United Energy Customer Claim Form

Please be advised that:

- United Energy's issuance of this form to you does not constitute and should not be relied upon as constituting any admission of liability by United Energy to any of the matters alleged by you.
- To expedite United Energy's review of your claim, please ensure you provide sufficient evidence in support of your claim noting United Energy's investigations will not commence until all such information is received.

## CLAIM INFORMATION

### YOUR DETAILS

(PLEASE PRINT CAREFULLY)

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

<b>Supply Address:</b> (Where incident occurred)											
	<b>Suburb:</b>					<b>State:</b>			<b>Postcode:</b>		

**NMI (National Meter Identifier) number:** (located on rear of first page on your electricity bill)

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<b>Postal Address:</b> (If different to above)											
	<b>Suburb:</b>					<b>State:</b>			<b>Postcode:</b>		

<b>Tel Home:</b>																				<b>Tel Work:</b>																		
<b>Ph Mobile:</b>																				<b>Email:</b>																		

## INCIDENT DETAILS

<b>Incident Date:</b>	
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## CLAIMS DUE TO VOLTAGE VARIATION

United Energy will assess all claims submitted to United Energy relating to a voltage variation event in accordance with the Electricity Industry Guideline No. 11- Voltage Variation Compensation issued by the Essential Services Commission (ESC).

A copy of the guideline is available on request; or can be viewed on the Essential Services Commission's website: [esc.vic.gov.au](http://esc.vic.gov.au).

In accordance with the Guidelines;

- Claimed 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.
- In assessing the quantum of any voltage variation claim, United Energy will only consider assessments, invoices or receipts, from qualified and registered repairers, written on official company letterhead with the relevant ABN and contact details.
- Business customers should note:
  - The ESC's requirement on business customers to take reasonable precautions to minimise the risk of loss or damage to their business's including, without limitation, its equipment and premises which may result from voltage variations. A detail of electrical protection in place prior to the date of the incident is required to be submitted with your claim file;
  - Under the Guidelines, losses of a consequential nature are not compensable (i.e. business loss, wages, etc.)
- United Energy does not offer 'new for old' replacement of goods. In circumstances where an appliance is damaged beyond economical repair, (as documented by a qualified and registered repairer) United Energy may offer compensation to reflect the market value of the appliance in working order. Our market value calculation is:  $a \div b \times c = \text{market value}$  where:

a = anticipated life (years) remaining

b = anticipated life (years) total for that type of appliance

c = \$ of current equivalent

It may be to your advantage to contact your insurer, as they may be better placed to offer a higher level of compensation.

United Energy does not have its own assessors or 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 occurred.

Please do not dispose of any damaged appliance until such time as your claim has been assessed, as an inspection may be required.

United Energy may be unable to accept responsibility for claims that are a result of causes outside of its control.

## PARTICULARS OF CLAIM

Having regard to the matters set out above, including the evidentiary requirements, please provide details (including documentation) in support of your claim.

	ITEM CLAIMED	MAKE	MODEL	AGE OF ITEM (years)	ORIGINAL PURCHASE PRICE	QUOTE / INVOICE / REPORTS ATTACHED (Yes/No)	AMOUNT CLAIMED
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
<b>TOTAL AMOUNT CLAIMED</b>							

## PAYMENT METHOD

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 via cheque.

BSB: 

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 ACCOUNT No. 

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Please note: United Energy takes no responsibility for incorrect banking details provided. Please ensure your bank details are correct.

<b>Name of Account:</b>	
<b>Name of Bank:</b>	
<b>Branch / Suburb:</b>	
<b>Account Type (Savings):</b>	

**DECLARATION**

(Please read carefully)

By signing this form, you acknowledge that:

- United Energy will process your claim in accordance with the Electricity Industry Guideline No.11 – Voltage Variation Compensation issued by the Essential Services Commission. Upon request, a copy of this guideline can be sent to you, or you can view it on the Essential Services Commission’s website: [esc.vic.gov.au](http://esc.vic.gov.au)
- By signing the claim form, you acknowledge the information you have been provided is true and accurate.
  - Your claim may be refused if information is deemed untrue or incorrect.
- Delays may occur in processing your claim if insufficient evidence has been submitted.
- You are the owner of all the damaged property identified in this form and no-one else can make a claim against United Energy for damage caused to this property.
- In submitting this form, you will co-operate with United Energy and provide reasonable access to, and cooperate with United Energy’s authorised independent assessors or any other third party who United Energy may engage in relation to your claim.
- Personal information collected on this form will be used to process and administer your claim. Your personal information may also be shared with our contracted service providers or third parties (e.g. repairer/assessor) for that purpose, 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.
- Your personal, information may be contained in reports commissioned by United Energy to process your claim. These reports are the sole property of United Energy.
- Full details on how your personal information (including sensitive) may be used, handled or disclosed by us and how you may request access to your personal information is contained in our Privacy Policy at [unitedenergy.com.au/privacy/](http://unitedenergy.com.au/privacy/).
- United Energy reserves its right at law.

<b>SIGNATURE:</b>			
<b>PRINT NAME:</b>		<b>DATE:</b>	

**To ensure receipt of this form, please return your completed form to the below details:**

**Email: [customerresolution@ue.com.au](mailto:customerresolution@ue.com.au)**

**Post: United Energy – Claims Department  
PO Box 449  
Mount Waverley VIC 3149**