

Loss and damage claim form

Making a claim for loss or damage

SA Power networks can assist you to meet the reasonable cost of repairing or replacing damaged or lost property under the following circumstances:

- Incorrect action, poor conduct or acts of negligence, or bad faith by SA Power Networks
- Avoidable failure or incorrect operation of SA Power Networks' equipment

If your property is covered by insurance, you may prefer to lodge a claim with your insurer.

If you decide to lodge a claim with SA Power Networks, where appropriate we will compensate for the cost of repairing your damaged property.

Where it is not financially viable to repair damaged property, compensation will be made according to the cost of an equivalent item or the current depreciated value of the damaged item.

When SA Power Networks will not compensate for loss or damage

As a general guide, we are unable to provide compensation for any loss or damage caused by events outside our control including but not limited to:

- Damage caused by you or by a fault on your electrical installation
- Interference by birds or animals
- Bushfires, lightning, storms, wind-borne debris
- Impact on supply caused by a falling tree or part of a tree (unless the tree was located inside the prescribed clearance zone around powerlines)
- Motor vehicle or machinery collision with power poles
- Power interruptions for planned work or as directed by a controlling authority
- Any third-party interference to the electricity system

In the above circumstances, it is recommended you contact your insurance company.

Documents to support your claim

We may ask you to provide documentation to substantiate your claim. These may include:

- Purchase receipts to confirm ownership and age of the damaged item/s
- Quotes from qualified repairers to confirm the damage caused and costs to repair
- Quotes to replace damaged items with equivalent or similar items if unrepairable
- Trade summaries to quantify normal business activity

If your claim is for loss of food, please include an itemised list detailing the quantity, description and cost of each food item (eg supermarket receipts), along with photographs where possible.

Claim assessment

We will confirm receipt of your claim within five working days and provide a written assessment within twenty working days from the date of receipt. More complex claims may take longer to assess. If so, we will advise you of the extended time frame.

Privacy notice

SA Power Networks Privacy Policy is available at <https://www.sapowernetworks.com.au/policies/privacy-policy/>

Submit your claim form

Complete your claim form and include any supporting documents, and submit your form by email claims@sapowernetworks.com.au or via post to, **SA Power Networks, Claims Branch**
GPO Box 77, Adelaide SA 5001.

If you need assistance, please call **13 12 61** between 9am and 5pm, Monday to Friday, to talk with one of our representatives.

