

4 August 2014  
4.30pm

TasNetworks  
Media phone number: 03 6271 6271  
[www.tasnetworks.com.au](http://www.tasnetworks.com.au)  
@TasNetworks

## Claims and insurance following power outages

TasNetworks takes our commitment to our customers seriously, which is why we have a program in place called the Guaranteed Service Level (GSL) Scheme. This is separate to insurance claims and happens when interruptions to a customer's supply exceed the limits set for frequency (Reliable supply payment) or duration (Timely restoration payment).

### Timely restoration payment classifications

Installation classification	Interruption duration (hours)	
Urban – generally customers located in the city areas of Hobart, Launceston, Burnie, Devonport and some other regional areas	>8	>16
Semi-rural – generally customers located in rural townships	>8	>16
Rural – generally customers located outside the built-up areas of cities and rural townships	>12	>24
Timely Restoration payment	\$80	\$160

### Reliable Supply payment classifications

Your installation classification	Number of interruptions (during 12 months)
Urban – generally customers located in the city areas of Hobart, Launceston, Burnie, Devonport and some other regional areas	10
Semi-rural – generally customers located in rural townships	13
Rural – generally customers located outside the built-up areas of cities and rural townships	16
Reliable Supply payment	\$80

Customers do not need do anything to receive the payments. The GSL payments will be automatically sent to all eligible customers.

Where there has been significant disruption, such as last week's storms, it may take up to 12 weeks for customers to receive this payment.

As part of the rules set by Office of the Tasmanian Energy Regulator, TasNetworks is unable to compensate customers for situations out of our control, such as last week's severe weather events.

TasNetworks can assist customers by providing a letter to take to their insurance company, confirming outage times for those wishing to make a claim for loss associated with last week's power outages. Customers can request this by calling us on 1300 137 008.

Further information on our GSL scheme can be found on [our website](#).