

Horizon Power Customer Charter

Our service commitment to you

Owned by the people of WA

HORIZON POWER

Acknowledgement of Country

We acknowledge and pay our respect to Aboriginal and Torres Strait Islander peoples as the First Peoples of Australia.

We are privileged to share their lands, throughout 2.3 million square kilometres of regional and remote Western Australia and Perth, where our corporate office is based, and we honour and pay respect to the past, present and emerging Traditional Owners and Custodians of these lands.

We acknowledge Aboriginal and Torres Strait Islander peoples' continued cultural and spiritual connection to the seas, rivers and the lands on which we operate. We acknowledge their ancestors who are part of one of the oldest continuous cultures on Earth and their unique place in our nation's historical, cultural and linguistic history.



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How to contact us

We would like to assure you that you will receive our highest standard of service when we are responding to your enquiries.

There are a number of ways you can contact us:

Web

www.horizonpower.com.au

My Account

www.myaccount.horizonpower.com.au

Email

info@horizonpower.com.au

Phone

Residential Customers
(8am-5pm weekdays)
1800 267 926

Business Customers (8am-5pm weekdays)
1800 737 036



TTY (for customers with hearing or speech difficulties)
133 677



TIS (translating service for customers who don't speak English)
13 14 50

Mail

Horizon Power
PO Box 1066
BENTLEY DC WA 6983

Pre-payment metering

1800 447 707

Other useful contacts

Tax

1800 267 926

Emergency or supply faults/interruptions (24 hours a day)

13 23 51

Faulty street lights (24 hours a day)

1800 264 914

Before You Dig Australia

1100



Our service commitment to you

Horizon Power is committed to providing you with courteous, professional and prompt service.

We take this promise to you seriously enough to put it in writing as our Customer Charter.

This Customer Charter outlines your rights and obligations as a valued Horizon Power customer.

Further details on your rights and obligations are outlined in *The Code of Conduct for the Supply of Electricity to Small Use Customers (The Code).* *All electricity retailers in Western Aus*tralia must comply with *The Code* when conducting business with customers who consume less than 160 megawatt hours (MWh) of electricity per year, or an average of 440 units per day*.

The Code can be viewed on the Economic Regulation Authority website at **www.era.wa.gov.au**

Who this Customer Charter applies to

Our Customer Charter relates to residential and small use business customers located in:

- the North West Interconnected System (NWIS) in the Pilbara;
- the connected network covering Kununurra, Wyndham and Lake Argyle; and
- the regional and remote areas across regional WA where we operate more than 30 microgrids and standalone power systems.

These power systems are outside the South West Interconnected System (SWIS), which extends from Kalbarri in the north, to Albany in the south, and east to Kalgoorlie.

Small use business customers are those who consume less than 160MWh of electricity per year, or an average of 440 units per day*.

**Units are calculated in kilowatt hours (kWh).*



Our regional offices

Please note: regional offices should not be contacted for faults.

See page 3 for contact details

Head office

Stovehill Road, Karratha WA 6714

PO Box 817 Karratha WA 6714

T: 08 9159 7250 **F:** 08 9159 7288

E: karratha@horizonpower.com.au

West Kimberley Regional Office

Nila Janbya

Shop 25, Paspaley Plaza
8 Short Street, Broome WA 6725

PO Box 345 Broome WA 6714

T: 08 9129 9900 **F:** 08 9192 9901

E: broome@horizonpower.com.au

Gascoyne Mid West Regional Office

Corner Iles Road & Robinson Street,
Carnarvon WA 6701

PO Box 825 Carnarvon WA 6701

T: 08 9941 6299 **F:** 08 9941 6201

E: carnarvon@horizonpower.com.au

Goldfields Esperance Regional Office

143 Sims Street, Esperance WA 6450

PO Box 148 Esperance WA 6450

T: 08 9072 3400 **F:** 08 9072 3401

E: esperance@horizonpower.com.au

East Kimberley Regional Office

228 Messmate Way, Kununurra WA 6743

PO Box 916 Kununurra WA 6743

T: 08 9166 4700 **F:** 08 9166 4720

E: kununurra@horizonpower.com.au

East Pilbara Regional Office

18 Anderson Street,
Port Hedland WA 6721

PO Box 314 Port Hedland WA 6721

T: 08 9173 8281 **F:** 08 9173 2339

E: porthedland@horizonpower.com.au

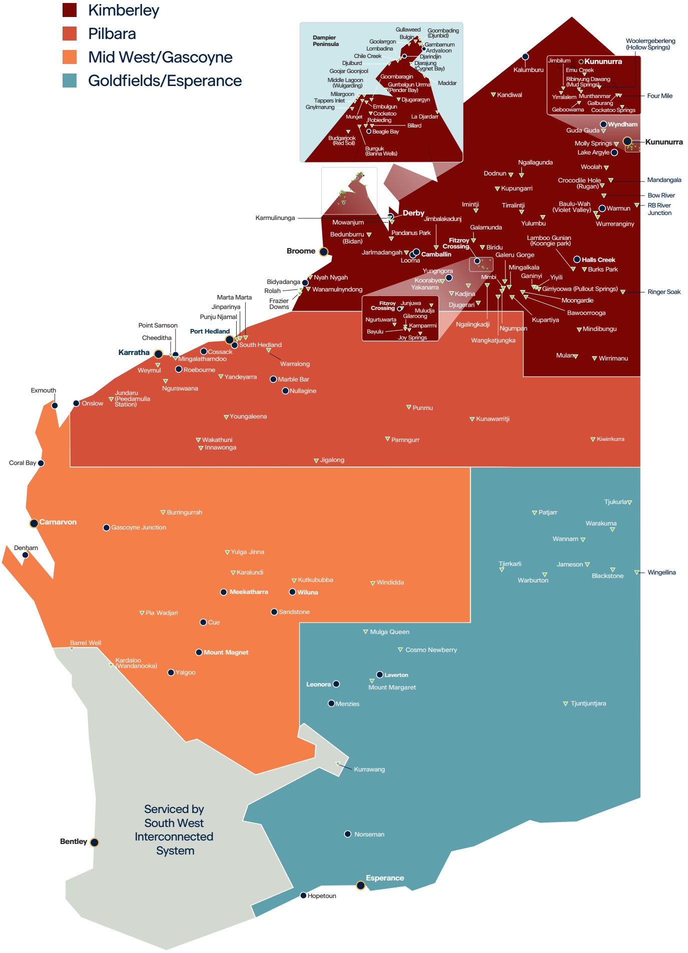


Our service area

https://www.horizonpower.com.au/about-us/who-we-serve/

- Offices
- Current supply area
- Remote communities

- Kimberley
- Pilbara
- Mid West/Gascoyne
- Goldfields/Esperance



Understanding the roles of generation, distribution and retail

Within the energy market in Western Australia the roles of producing electricity, delivering it to your home or business, and selling it to you may not be the responsibility of a single organisation. These different roles include:

- **the electricity generator** - responsible for producing electricity. Horizon Power is one of many generators of electricity in Western Australia;
- **the electricity distributor** - responsible for the delivery of electricity from generators to your property. Horizon Power is responsible for managing and maintaining the electricity network throughout our operational area. This includes: powerlines, substations, metering equipment, control centres and meters; and
- **the electricity retailer** - responsible for the purchase of electricity on your behalf. Horizon Power sells electricity to you, provides your bills, manages your account and answers your enquiries.

Horizon Power is a generator, distributor and retailer, and therefore may perform all of these functions for you.

Your electricity account

What you need to do

Your Horizon Power account should be paid in full by the date specified on your account.

If you are experiencing payment difficulties, or are in financial hardship, please call us on **1800 267 926** (residential) or **1800 737 036** (business) as soon as you receive your account so that we can discuss your options and advise of assistance that may be available. More information about our financial hardship policy is on the following page.

Most customers will receive a bill every two months, with the exception of some business customers who receive a bill every month. You can also view your bills and transactions history via *My Account:* **www.myaccount.horizonpower.com.au**

What Horizon Power does

- we organise for your meter to be read at prescribed intervals, so that we can provide you with your bill;
- we offer a range of account payment options for your convenience; and
- if you are a non-contestable customer, we will provide you with information about tariffs, fees, charges and products annually. This ensures transparency and helps you make informed decisions about your energy usage.

These options are shown on your bill and can also be viewed on our website at **www.horizonpower.com.au** *(search: pay your account).*

Financial hardship

If you're having trouble paying your bill, we will do our best to help you. We just need you to:

- contact us as soon as you begin having financial difficulties (see: contact details at the bottom of this page). We may be able to offer alternative payment arrangements, including additional time to pay your bill;
- agree to an appropriate payment arrangement and method of payment;
- advise us if you have a concession card and what type it is. This will help us identify if you are eligible for any rebates or subsidies;
- tell us if you would like to speak with a financial counsellor so we can refer you to a registered financial counsellor in your area; and
- contact us on one of the below numbers if you are unable to meet your agreed payment arrangements or need additional time to pay, to discuss how we can continue to support you.

It is important that you keep in contact with us so that we can ensure you have the appropriate assistance and support and your power stays connected.

If you're experiencing, recovering from, or impacted by family violence, or you're supporting somebody in this situation, we want to connect you with the help you need.

Our financial hardship policy and family violence policy can be viewed on our website at **www.horizonpower.com.au** *(search: financial hardship, or family violence).*

Contact details

Residential Customers
(8am-5pm weekdays)

1800 267 926

Business Customers (8am-5pm weekdays)

1800 737 036

TTY (for customers with hearing or speech difficulties)
133 677

TIS (translating service for customers who don't speak English)
13 14 50



New Connections

What you need to do

If you are planning on building a new property and have selected your builder, simply call us on **1800 267 926** (residential) or **1800 737 036** (business) to establish your account. Alternatively, you can find out about new or upgraded connections and download an application form by visiting **www.horizonpower.com.au** *(search: new connection).*

We will advise you of your Customer Reference Number (CRN), which you will need to provide to your builder or electrician. The electrician engaged to complete works on your property will use this number when they communicate with us to establish the connection.

Once you have moved into your property (called a premise under *The Code*), you will need to contact us if the mailing address you provided us with has changed.

What Horizon Power does

We will confirm your billing details, provide a CRN and establish your new electricity account.

If required, we will arrange a temporary supply of electricity, upgrade or extend the network, install the meter and inspect the premise to ensure that all safety standards have been followed.

Moving property

To establish a new account or close an existing account at an established home or business property, visit *My Account* at: **www.myaccount.horizonpower.com.au**.

Alternatively, you can contact us on **1800 267 926** (residential) or **1800 737 036** (business).

What you need to do

- please provide us with at least five business days notice before moving house; and
- let us know your new address.

Please keep in mind that notifying us of your move is your responsibility and not the responsibility of your estate agent, landlord or settlement agent.

What Horizon Power does

- read the meter at the property you are vacating;
- connect the meter at your new property if required;
- establish a new account for your new address;
- provide you with a final account for the property you are vacating; and
- disconnect the property after the vacate date.

Disconnection

What you should know

It may be necessary for us to disconnect the power supply to your property if:

- you receive a disconnection warning, and we have still not received payment of the amount owing on your account by the date specified in the warning;
- you have obtained electricity illegally; or
- you have denied us access to the meter at your property for more than nine consecutive months

We will **not** disconnect your supply:

- if a person residing at your premises relies on life support equipment (subject to registration with Horizon Power, see page 19);
- before 9am or after 3pm Monday to Thursday;
- before 9am or after 12 noon on a Friday;
- on a Sunday, public holiday, or
- if you have made a complaint directly related to the reason for the proposed disconnection.

The limitations on disconnection listed above do not apply in the event of an emergency, if you requested the disconnection or if you have obtained electricity illegally.

If we do not follow the correct disconnection procedures, as set out in *The Code*, we will make a service standard payment of $140 per day for the period that your electricity was disconnected.

If you believe you are eligible for a service standard payment but have not received one, claim forms for both residential and business can be found on our website at: **www.horizonpower.com.au** *(search: make a claim)* and should be submitted within three months of the disconnection.



Reconnection

What you need to do

If your electricity supply has been disconnected and the reason for disconnection no longer exists (for example, if full payment has been received), please contact us to reconnect your supply on **1800 267 926** (residential) or **1800 737 036** (business).

If your supply has been disconnected due to non-payment of your account, your power supply will not be reconnected until confirmation of payment has been received. You should allow three days for us to receive confirmation of your payment.

When you have made your payment, make sure to advise us of the amount being made and the receipt number, as this will enable us to immediately commence the reconnection process. Depending on the reason for disconnection, you may be required to pay a reconnection fee. This fee will be itemised on your next account if applicable.

What Horizon Power does

- If your electricity supply address is located in the Karratha or Port Hedland areas, we will reconnect supply:
  - within one business day of receiving your reconnection request if it is received before 3pm on a business day; or
  - within two business days of receiving your reconnection request if it is received after 3pm on a business day, or on a Saturday, Sunday or public holiday.

- If your electricity supply address is outside the above centres, we will reconnect supply:
  - within five business days of receiving the reconnection request if it is received before 3 pm on a business day; or
  - within six business days of receiving the reconnection request if it is received after 3pm on a business day, or on a Saturday, Sunday or public holiday.

Horizon Power will only reconnect the property if it is safe to do so. If you have a remote main switch, we will not energise the installation until we can confirm that the remote main switch is off.

You may be eligible for a service standard payment if we are unable to arrange reconnection of your supply within the above time frames. A payment of $84 per day applies for the period that your electricity remains disconnected beyond the standard number of service days, stated above (up to a maximum of $420).

You must submit your request for payment within three months of initially contacting us for reconnection to be eligible.

Relevant claim forms for both residential and business can be found on our website at: **www.horizonpower.com.au** *(search: make a claim).*

Special needs for life support

What you need to do

To be eligible for registration as a life support customer, you and your medical professional will need to provide us with a completed application form. You can download a copy of the form from our website

www.horizonpower.com.au

(search: special needs for life support).

This form is also available from your local Horizon Power office, or by contacting us on **1800 267 926.**

It is your responsibility to make sure that your property remains registered. You can do this by contacting us annually to confirm your registration and sending us an updated letter from your health professional and a completed registration form every three years.

If your situation has changed and you no longer require special supply needs, it is your responsibility to inform us.

What Horizon Power does

We will register your nominated home or business property as a 'life support equipment address'. We will not disconnect your property and will consider your needs when planning power interruptions and restoring power after an interruption.

The Code requires us to undertake periodic reviews of life support customer registrations and de-register an address in certain circumstances, where confirmation requirements have not been met.

Billing concessions

Horizon Power provides a number of rebates and subsidies to eligible customers. Rebates and subsidies are types of discounts and contributions toward the cost of electricity, provided by the State Government.

What you need to do

To be eligible for a rebate or subsidy you must hold at least one concession card. You can see a list of all eligible cards and more at:

- **www.concessions.communities.wa.gov.au**
- **www.horizonpower.com.au**

(search: concession, rebates and subsidies); or pick up a copy of Horizon Power's financial hardship policy at your local office.

To apply for these rebates, please telephone us on **1800 267 926** and advise us of your card details, or download an application form from our website at:
www.horizonpower.com.au

(search: concessions, rebates and subsidies).

You will need to confirm your concession card details with us when applying for a concession.

Remember to contact us each time you get a new card so that the rebates continue to be applied to your account. You don't need to reapply, but you need to update your records with us.

If your circumstances have changed and you are no longer the holder of a valid concession card, you are obliged to notify us.

What Horizon Power does

If you are eligible for a rebate or subsidy and send us your application, we will apply the rebate or subsidy to your account.

When your card expires, you will need to notify us of the new expiry date so that we can continue to apply the rebate or subsidy to your account.



Prepaid Power

Horizon Power provides eligible customers with the option of paying for power in advance.

To be eligible for a Prepaid Power account, you need to be a residential customer and have a prepayment meter installed.

If you have a Prepaid Power account, you can top up your credit from your phone or at a Prepaid Power Outlet.

Information relating to Prepaid Power and prepayment meters can be viewed on our website at **www.horizonpower.com.au** *(search: prepaid power),* or you can contact us on **1800 447 707.**



Power interruptions

What you need to do

To report a loss of power or other faults, or to get information on when supply will be restored, please:

- call our 24-hour faults number on 13 23 51; or
- visit our website **www.horizonpower.com.au**

(search: faults and outages).

Contacting the fault centre in the first instance will minimise the need to call an electrical contractor and avoid costs associated with this.

What Horizon Power does

We will always endeavour to undertake necessary maintenance without interrupting your electricity supply. However, on occasion we may need to interrupt supply to perform maintenance safely or to respond to an emergency.

Unless it is an emergency, we will provide at least **three business days' notice** before a planned interruption, via either telephone, SMS, email, letter or newspaper advertisement. We will provide an estimate of when the power supply will be returned to normal.

So far as is **reasonably practical**, we will endeavour to keep the length of an interruption to less than:

- six hours if your property is on, or is south of, the 26th parallel of latitude.
    - four hours, if at the time when notice is given the forecast maximum temperature issued by the Bureau of Meteorology in Perth for the area in which the properties are situated is 30 degrees or more for any part of the period of the interruption or
- four hours if your property is north of the 26th parallel of latitude.

If we fail to provide you with notice of a planned interruption, you can apply for a $20 service standard payment, within three months of the interruption.

You can obtain a Notification of Planned Power Interruption Claim Form by contacting us on **1800 267 926** (residential), or

1800 737 036 (business), or visiting our website at: **www.horizonpower.com.au** *(search: make a claim).*

Unplanned outages causing loss of supply are unavoidable. Some examples of why outages may occur include:

- storms, lightning strikes, falling trees, animals contacting powerlines or motor vehicle accidents;
- equipment failure or vandalism;
- failure by customers to observe their obligations (such as a failure to clear trees on their property); and
- natural hazards such as cyclones or bushfires.

We aim to restore supply as safely and quickly as possible, in accordance with supply regulations and allowing for reasonable priorities. For remote towns and rural areas, power restoration times may be longer depending on the nature, location and extent of the problem.

Extended Outage Payment Scheme

Horizon Power will endeavour to provide reliable electricity to your home or business. However, if you are affected by a power interruption of longer than 12 consecutive hours

you may be eligible for a $120 service standard payment under the Extended Outage Payment Scheme (EOPS).

You can obtain an EOPS Claim Form by contacting us on **1800 267 926** (residential), or **1800 737 036** (business), or visiting our website at:

www.horizonpower.com.au
(search: make a claim).



Momentary power interruptions

What you need to do

If you are experiencing a situation where your lights have suddenly dimmed, please turn off all motor-driven appliances (such as fridges or air-conditioners) and report the fault to us by calling **13 23 51**.

What Horizon Power does

The electricity network system has a number of devices strategically placed within the network to minimise the duration of outages which results in many faults automatically clearing themselves.

Occasionally, extreme weather, strong winds or even animal contact can trigger these devices to instantaneously switch off the electricity supply for a very short period (up to 60 seconds at a time), to ensure your safety. If conditions permit, the devices automatically switch back on so that electricity supply is immediately restored.

Sometimes, particularly in rural areas, these corrections will restore electricity supply to the majority of customers affected with only the problem area staying off. A service crew will be sent to repair the cause of the problem, as soon as possible, even if the majority of customers have experienced only a momentary interruption.

Electrical safety

What you should and should not do

To ensure your own safety and the safety of others, and to reduce the risks of electrical shock, **you must never:**

- touch electrical wiring or switches that look burnt or deteriorated in any way (if in doubt contact a licensed electrician);
- approach fallen powerlines (always assume they are live);
- use electricity in a way that causes interference or damage to the network or another person;
- interfere with, or allow anyone else to interfere with, the meter, supply fuses or any other equipment;
- use electricity supplied to another address at your property;
- let anyone who is not a qualified electrician work on electrical wiring and associated equipment at your property; or
- supply electricity to other premises or to another person unless you have authority to do so.

These obligations are to protect you and others and to allow us to operate the network safely and effectively for everyone.

If you are found to be using or obtaining electricity in a way that is not permitted, your supply may be disconnected and action may be taken.

Please contact us if you need any assistance in understanding or complying with your obligations.

Residual current devices

A residual current device (RCD) is a safety switch that helps protect you and your family from electric shock.

When an RCD detects a problem with your power supply, it immediately switches the power off to prevent electric shock.

All residential homes sold or leased in Western Australia after August 2009 **must have a minimum** of two RCDs protecting all power point and lighting circuits. To have an RCD installed in your home or business, speak to an electrical contractor.



Tree clearing and vegetation

What you need to do

Trees or branches touching powerlines are one of the main causes of power interruptions and may cause fires and/or other serious accidents.

As a general rule, trees should be no closer than five metres to powerlines. It is the resident's responsibility to trim trees on private property, even if they are not the home owner. You may want to check if this is covered in your premise rental agreement.

Local councils are generally responsible for trimming trees on urban street verges and road reserves.

Trees should always be trimmed if they are too close to powerlines. In the north of Western Australia, trees should also be trimmed before the summer cyclone season (November-April). Trees in the Mid West region and southern parts of WA should be trimmed before winter, in May.

If you see any damaged electrical infrastructure, such as a fallen powerline, stay 10 metres clear and report it to us on **13 23 51,** so the damage can be fixed quickly and safely.

In an emergency, dial 000.

What Horizon Power does

Horizon Power regularly inspects powerlines to identify where vegetation is growing too close.

Under an Act of Parliament, we are authorised to trim trees growing too close to powerlines if, after notification from us, the land occupier has failed to prune their trees. This Act also allows us right of entry and to recover costs associated with tree pruning from the land occupier.

It is also possible that you could be legally liable for damages, such as appliance damage, fires, and electric shock or electrocution, if caused by vegetation that you have not attended to.

If you would like to discuss further with us, please contact your nearest regional office (see page 6 for contact information).



Extensions to the network

What you need to do

You will be required to pay all costs relating to any request to modify or extend the network to enable a new or upgraded connection.

Further information and the appropriate application forms relating to this type of work can be found on our website at **www.horizonpower.com.au** *(search: upgrade or modify power supply)* or contact us on: **1800 267 926** (residential) or **1800 737 036** (business).

We advise you use an electrical contractor to help with completing the paperwork to ensure that we receive the most accurate information about your electrical requirements. This will reduce delays and enable our staff to produce a more accurate estimate.

What Horizon Power does

If you require an extension to the network, you should lodge a Connection Application Form. Once you have lodged the form and have paid the design fee (if applicable), we will provide you with a quote, so you may decide whether you would like to proceed.

The cost of your upgrade will depend on the size, type and location of the connection. If your connection has a total maximum load of between 30kVA and 100kVA (or 10% of the relevant power systems peak load), a design fee will apply.

The design fee covers the work required to prepare a detailed design and the formal quote. Once this payment has been received, we will prepare the formal quote. The design fee is non-refundable, even if you decide not to proceed with the project. If Horizon Power incurs costs in excess of the design fee, you will be charged the additional cost incurred by us.

After you have submitted your application, please allow approximately:

- 30 business days to design and provide you with a quote
- 30 business days for you to sign the Quote Acceptance form
- 12 weeks for work to commence following receipt of payment

Please note: these timeframes are estimates only and can vary.

Underground connection in an overhead area

Horizon Power no longer provides overhead connections to newly built properties or properties that are undergoing a major renovation or electrical upgrade. All new connections must be via an underground supply and existing properties subject to extensive maintenance/renovation must convert the connection to underground.

Further information relating to service and installation requirements can be found on our website at **www.horizonpower.com.au** *(search: manuals, standards & metering).*

Damage to customer equipment

What you should know

Industry standards, electricity regulation and legislation determine the way we provide our services. You may be entitled to claim compensation from us if we are the cause of a loss or issue.

Generally, we are not liable for damage to customer equipment or consequential loss, if there has been no negligence on our part, or if the damage or loss was caused by events or circumstances which are beyond our control (for example, storms, vandalism, animal or motor vehicle accidents, or industrial disputes).

We are also not liable if the damaged equipment itself was defective, or was not fit-for-purpose, with respect to

expected performance and safety, or for any misuse of the equipment, wear and tear, or improper installation.

What Horizon Power does

If Horizon Power is at fault, we will assist to meet the costs of repairs, on a 'without prejudice' basis.

Please call us on **1800 267 926** (residential) or

1800 737 036 (business) or visit our website at **www.horizonpower.com.au** *(search: claim forms).*

Street lighting

What you should do

We ask you for your help by reporting any faulty street lights you may see. To report faulty street lights please call **1800 264 914** (free call).

Where possible, please provide the pole number and address of the pole, or the nearest intersecting road of the faulty street light.

What Horizon Power does

We understand your need to have adequate street lighting and the need to repair any faults quickly. Most street lighting is provided and maintained by Horizon Power on behalf of local councils. Main arterial road lighting is provided and maintained by Main Roads WA.

Where Horizon Power is responsible for the repair of a street light, we will repair the light within five business days of the problem being reported in the North West Interconnected System (NWIS), and within nine business days of the problem being reported in all other areas.

If the street light is maintained by another party, we will refer the matter to the relevant organisation for their action.

Your role in ensuring a safe and reliable supply of electricity

What you should do

Because you play an important role in ensuring the safety of your electricity supply, you are obliged to cooperate with us if we make a reasonable request to do something related to your supply. You must:

- do your best to ensure your electrical installation complies with regulations and codes, and that all wiring and equipment at your property is in a safe condition;
- tell us if you are planning to change the wiring or equipment at your property in a way which might affect the quality or safety of the electricity supply, to you or any other person;
- tell us if there is any change:
  - to the major purpose for which electricity is used at your property;
  - in the amount of electricity used; or
  - affecting access to metering equipment;
- provide reasonable protection for any equipment at your property that belongs to us, for example your meter;
- let us know if you have any special supply needs at your property (for example, life support equipment), and also let us know when such a need no longer exists; and
- keep all vegetation, structures and vehicles at your property well clear of all electrical lines.

Access to Horizon Power equipment on your property

What you should know

Horizon power needs to have safe, convenient and unrestricted access to your property and electrical installation to:

- read or inspect the meter;
- connect or disconnect the electricity supply;
- inspect and/or test the electrical installation;
- prune or clear vegetation from powerlines; and
- undertake repairs or maintenance.

What Horizon Power does

Horizon Power staff, or our representatives, will carry or wear official identification, and will show it to you on request.

If you advise us of any special arrangements or requirements concerning access to your property (such as safety or security) we will endeavour to abide by them.

Where there is something at your property that may represent a danger (for example, a dog) you must inform us and assist us in taking action to minimise the risks.

Underground power

What you should know

Horizon Power has a long-term commitment to reduce the number of overhead powerlines in regional Western Australia. A part of this commitment is to progressively sink the distribution network, from the power pole to the service pillar, on all customers' properties.

Underground power connections are now required for all new connections to Horizon Power's networks, as well as any existing residences or developments undergoing major renovation.

Installing service cables underground offers a range of benefits to customers including:

- increased safety, as underground cables reduce the risk of people accidentally coming into contact with them;
- improved reliability of supply as the service cables will not be exposed to damage during storms and strong winds;
- allowing the opportunity to grow trees without the worry of interference with the overhead service wires;
- improved streetscape appearance; and
- potentially improved property value.

A subsidised charge for up to three residential dwellings is available subject to meeting all terms and conditions.

The Application for Underground Supply in an Overhead Area form includes a full list of terms and conditions. The form is available from your local Horizon Power office and from our website at: **www.horizonpower.com.au** *(search: underground power)* or contact us on **1800 267 926** (residential) or **1800 737 036** (business).

What Horizon Power does

We will arrange to install the supply pillar, at a suitable location (normally in the corner of the front and side property boundary) and then run an underground cable to the nearest Horizon Power pole. Your builder or electrical contractor will need to arrange installation of the wires from the property to connect to the pillar.

Horizon Power also undertakes our own undergrounding program, as part of our ongoing works to upgrade the network. More information about these works is available from your local Horizon Power office.



Frequently asked questions

Who do I call if there is an electrical emergency?

Please call **13 23 51** if there is an emergency involving your electricity supply. This is a 24 hour emergency help line.

If there is an immediate threat to life call **000**.

If there are fallen powerlines in your area, or you have any concerns regarding safety in relation to your power supply, please call us immediately. Remember, it is important to ensure that people are kept a safe distance from any live wires.

How often will you send me a bill?

Our residential customers and small-use business customers are sent their account approximately once every two months. Some business customers receive an account every month.

Will you need to access my property?

On occasion, Horizon Power requires access to customers' properties. When this is necessary, we will ensure that we are respectful and endeavour to complete the necessary work in the minimum amount of time.

In such situations, we do require your assistance to enable our staff or representatives to have safe, convenient and unhindered access to your property's electrical installation.

If something at your premise (for example, a dog) represents a potential danger to our staff and representatives, you are obliged to inform us and make alternative and appropriate arrangements.

How is my electricity bill calculated?

We calculate your bill based on a reading of the electricity meter at your property. The meter records how much electricity you have used. Readings are taken every two months for most customers and monthly for some business customers.

If a meter cannot be read, we will provide an estimate of your electricity consumption to determine the amount on your account. We will notify you on your bill if this has occurred and any difference will be adjusted in the next bill, providing the meter can be read.

For information about different types of meters and their availability, please visit **www.horizonpower.com.au** *(search: reading your meter).*

Does Horizon Power protect my privacy?

We respect your personal information and are therefore committed to keeping your personal information confidential.

We only disclose your personal information to another party if you have given your consent, or if the disclosure is required by law, for a legal investigation or for legal proceedings.

Our Privacy Policy can be viewed at: **www.horizonpower.com.au** *(search: privacy).*

What if I have a complaint?

We have a detailed complaints handling process which includes guidelines to ensure that all complaints and enquiries are handled professionally, and in a courteous and efficient manner.

Our customer service representatives are available to help you with any general questions or concerns that you may have and can be contacted on **1800 267 926** (residential) or **1800 737 036** (business).

If you're not satisfied with the resolution provided by our customer service representative, please request that it be escalated and a member of our retail operations team will contact you.

If you believe that we have been unable to resolve your complaint satisfactorily, you may contact the Energy and Water Ombudsman:

Phone

08 9220 7588 or **1800 754 004**

Email

energyandwater@ombudsman.wa.gov.au

Website

energyandwater.ombudsman.wa.gov.au ;or

Fax

08 9220 7599 or **1800 611 279**

If we fail to respond and address a written complaint within 20 business days, you can apply for a $28 service standard payment, within three months of the written complaint being made.

What do I do if I have a faulty appliance?

Sometimes a faulty connection or a faulty appliance can result in the loss of power to a property. Two of the more common indicators that there is a faulty connection or faulty appliance at your property are:

- a fuse at your property is failing repeatedly; or
- a circuit breaker or safety switch is 'tripping off' the power.

If you receive an electric shock from your taps, including 'tingles', this may indicate a faulty connection and you should call us immediately on **13 23 51**.

If you have any concerns about electrical safety refer to page 27.

Where can I get more information about my electricity supply?

Relevant information regarding the supply of electricity to your property is contained in *The Code of Conduct for the Supply of Electricity to Small Use Customers.*

This is available on the Economic Regulation Authority website *(see page 34)*. *The Code* regulates the conduct of people who market, sell or transport electricity. It specifies what is acceptable behaviour when dealing with customers.

The Standard Form Contract

Our standard form contract contains the terms and conditions relating to the supply of electricity to your premise.

This standard form contract is published on our website at **www.horizonpower.com.au** *(search: standard form contract).*

Useful Contacts

Economic Regulation Authority

GPO Box 8469

Perth Business Centre

T: 08 6557 7900

E: info@erawa.com.au

W: erawa.com.au

Building and Energy

T: 08 9422 5200

W: commerce.wa.gov.au/building-and-energy

What happens if I have a poor quality power supply?

You have a right to a supply of electricity. However, no electricity system is one hundred per cent reliable and interruptions are sometimes unavoidable.

The *Electricity Industry (Network Quality and Reliability of Supply) Code 2005* recognises that regional and remote areas may experience a lower level of reliability because of the vast distances the network covers, in some areas of our State.

Each customer must assess how critical his or her reliance on a continuous supply of electricity is. If this need is critical, you should consider installing an uninterruptible power supply (UPS) or back-up generating equipment.

Please be aware that many common causes of disturbances may be beyond our direct control such as storms, high winds, lightning strikes, extended long periods of high demand caused by hot weather, damage to equipment caused by wildlife, trees, vandalism and motor vehicles impacting power poles.

There are also a number of things that you must do to help protect the reliability and safety of your electricity supply and the electrical network, which are explained in other parts of this Customer Charter.

Horizon Power customers without power for more than 12 continuous hours may be eligible to receive a $120 service standard payment. Claims must be received within three months of the date that the outage occurred.

Thank you

Thank you for reading Horizon Power's Customer Charter. We trust it provides you with all the information you need with regard to your rights, obligations and expectations as a valued Horizon Power customer.

In keeping with the spirit of our Charter, please be assured of our commitment to provide you with the highest standard of customer service at all times.

Notes

Queries

If you have any questions regarding connecting to Horizon power's network, please call us on **1800 267 926** (residential) or **1800 737 036** (business).

18 Brodie Hall Dr, Bentley WA 6102
1800 267 926

This document is available in alternate formats on request



Interpreter service: 13 14 50



TTY: 133 677

Email
info@horizonpower.com.au

Web
horizonpower.com.au

For emergencies and supply faults/interruptions please call **13 23 51.**

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HORIZON POWER