



# Notice

3 October 2017

## Type 1 licence contravention

### REGIONAL POWER CORPORATION (T/A HORIZON POWER)

Horizon Power has contravened its electricity licence by disconnecting a customer outside the Code's allowed timeframes for non-payment of a bill.

On 22 September 2017, Horizon Power notified the Economic Regulation Authority (**ERA**) that it breached clause 7.6(2)(b) of the *Code of Conduct for the Supply of Electricity to Small Use Customers 2016* (**Code**) when it disconnected a customer after 3pm on a Wednesday. The clause requires that electricity distributors not disconnect customers from supply after 3pm Monday to Thursday.

The ERA has classified this clause as a Type 1 licence obligation, as disconnection under these circumstances can cause major disruption to a customer. Type 1 breaches are reportable by the licensee to the ERA as soon as they become known.

#### Details of the contravention

On 20 September 2017, a Horizon Power crew left Esperance to carry out a disconnection in Condingup as the customer's account was overdue. On the way to Condingup, the crew were required to attend to a fault and arrived at the customer premise after 4pm. The property was disconnected at 4.24pm, which is later than the time prescribed in the Code.

The customer's property was reconnected at 11am on 21 September when the occupants of the house opened a new account.<sup>1</sup>

#### Remedial and preventative action taken by Horizon Power

Horizon Power advised the ERA that the entire crew will be addressed at the next toolbox meeting to remind them of the prohibition on disconnections after 3pm Monday to Thursday. The crew will be advised that if, in future, a crew arrives too late to perform a disconnection within the allowed timeframes, they will have to return to the depot and reschedule the disconnection.

#### The ERA's response to the contravention

Horizon Power has recently deployed its Advanced Metering Infrastructure, which includes the capability to remotely disconnect and re-connect premises. The premise in Condingup has an advanced meter fitted, but it was not communicating with the Horizon Power network.

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<sup>1</sup> Horizon Power were unable to contact the business that owned the property to arrange payment of the outstanding amount. In order to restore supply to the premises a new account was established with the occupants.

The ERA considers that this incident highlights the importance of retaining processes to manually disconnect and re-connect meters in circumstances where remote access to the meter is not available. Also, field staff that may be required to manually perform disconnections and reconnections need to be provided with appropriate training.

After considering the cause of this contravention, and the actions taken by Horizon Power to address it, the ERA has decided not to take any further action on this matter.

For further information contact:

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