



Notice

18 June 2021

Approval of amendments to standard form contract Regional Power Corporation (trading as Horizon Power)

The Economic Regulation Authority has approved amendments to Horizon Power's standard form contract.

Horizon Power holds electricity integrated regional licence EIRL2, which authorises it to supply transmission, distribution and retail electricity services in areas of Western Australia not supplied by the South West Interconnected System. It is a condition of EIRL2 that Horizon Power has an ERA-approved standard form contract.

On 8 April 2021, Horizon Power submitted an amended standard form contract to the ERA for its approval. The amendments to the standard form contract include:

- Additional customer rights and responsibilities on:
 - Undercharging and overcharging
 - The use of estimated bills
 - Electricity supply equipment, meters and customers' equipment
 - Paying a bill if the customer is experiencing financial difficulties.
- Additional information to clarify:
 - That the customer can request reasonable information on available tariffs.
 - That prices and fees are subject to unilateral change and customers may terminate the contract if they disagree with those changes.
 - Horizon Power's ability to recover a debt from the customer.

The remaining changes are administrative amendments intended to make the contract easier to read.

Under the *Electricity Industry Act 2004*, the ERA must not approve a standard form contract if it considers that the contract does not meet the relevant regulations, the Act, any other written law, or any term, condition or provision of the gas licence. The ERA is satisfied that the amended standard form contract meets these requirements.

Horizon Power's amended standard form contract is available on the ERA's [website](#).



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Further information

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