



Customer Charter

HORIZON
POWER

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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:

By phone

- Residential customers 1800 267 926
- Business customers 1800 737 036
- TTY (for customers with hearing or speech difficulties) 1800 461 499
- TIS (translating service for customers who don't speak English) 13 14 50

By mail

Horizon Power
PO Box 1066
BENTLEY DC WA 6983

By email

Our email address is enquiries@horizonpower-reply.com.au
www.horizonpower.com.au

By fax

1800 420 998

Other useful numbers

Emergency or supply faults/interruptions
(24 hours a day) 13 23 51

Faulty streetlights (24 hours a day) 1800 264 914

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.

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 Australia must comply with The Code when conducting business with customers who consume less than 160MWh per year.

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

Who this Charter applies to

Our Customer Charter relates to residential and small-use business customers located in the Western Australian North West Interconnected System (NWIS), an area that extends from Karratha to Port Hedland, and also Regional Non-Interconnected Systems (RNIS). These are the parts of the State outside the South West Interconnected System (SWIS), the area that 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 160 megawatt hours (MWh) of electricity per year, or an average of 440 units per day.

Our service area

The legend below indicates the towns serviced by our six district offices.

- District offices
- East Kimberley
- West Kimberley
- East Pilbara
- West Pilbara
- Gascoyne/Mid West
- Esperance



Understanding the roles of generation, distribution and retail

Within the energy market in Western Australia the role 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 premises. In Western Australia, Horizon Power is responsible for managing and maintaining the electricity network within the NWIS and RNIS areas, consisting of powerlines, substations, metering equipment, control centres and meters.
- 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, a distributor and a retailer and therefore may perform all of these functions for you.

New connections

What you need to do

If you are planning on building a new premise 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 download an application form by visiting www.horizonpower.com.au

We will advise you in writing of your Customer Reference Number. You will need to provide this number to your builder at the pre-start meeting. Your builder will use this number when they communicate with us to establish the connection at your property.

Once you have moved into your property you will need to contact us if the mailing address for your accounts has changed.

What Horizon Power does

We confirm your billing details and establish your new electricity account.

If you wish to change your details please call Horizon Power during business hours.

Moving premises

What you need to do

- To ensure that you will not be charged for electricity consumption once the property has been vacated, please provide Horizon Power with at least three business days' notice; and
- Provide a forwarding address for your final bill.

If you are moving into premises where electricity is already connected or where the supply has been disconnected*, 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.

* See Page 8 for reconnection time frames.

What Horizon Power does

- We read the meter at the premises you are vacating; and
- Energise the meter at your new premises.

We also establish a new account for your new address and provide you with a final bill for the premise you are vacating.

This information relating to disconnection does not apply in the event of an unplanned outage (fault).

In the event that disconnection of electricity may be necessary:

- We will send you a disconnection warning letter no less than 18 business days from the billing date; and
- We can offer alternative payment arrangements and, where appropriate, concessions and hardship grants if you are experiencing difficulty paying your bill.

Please call us on 1800 267 926 (or 1800 737 036 for business customers) if you are experiencing payment difficulties.

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; or
- You have obtained electricity illegally; or
- You have denied us access to the meter at your premises for more than 12 consecutive months.

We will not disconnect your supply:

- If a person residing at your premises relies on life support equipment (subject to us receiving verification about such equipment);
- After 3pm Monday to Thursday, after 12 noon on a Friday or on a Saturday, Sunday, public holiday or on a business day prior to a public holiday; or
- When a customer has 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 or if you requested the disconnection.

If we do not follow required procedures (prescribed in The Code) prior to disconnecting you for failure to pay your bill, you may be eligible to apply for a service standard payment.

A payment of \$50 per day will apply for the period that your electricity remains disconnected (up to a maximum of \$250). Customers must submit their request for payment 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 Horizon Power on 1800 267 926 (or 1800 737 036 for business customers) to reconnect your supply. In this instance you are required to pay a reconnection fee and this will be itemised on your next bill.

What Horizon Power does

When your reason for disconnection no longer exists and you have contacted us to organise reconnection, we will organise your reconnection:

1. If your supply address is located in Karratha or Port Hedland areas, we will organise your reconnection:
 - Within one business day of receiving your reconnection request; 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.
2. If your electricity supply address is outside the above centres, we will organise your reconnection within:
 - five business days of receiving the reconnection request; or
 - within six 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.

You may be eligible to apply for a service standard payment if we are unable to arrange reconnection of your supply within the above timeframes.

A payment of \$50 per day would apply for the period that your electricity remains disconnected beyond the standard number of service days stated above (up to a maximum of \$250).

Customers must submit their request for payment within three months of initially contacting us for reconnection.

Your electricity bill

What you need to do

Bills should be paid by the due date specified on your bill. If, at any stage, you are having difficulty paying your bill by the due date, please call us on 1800 267 926 (or 1800 737 036 for business customers) to discuss how we can help you.

What Horizon Power does

We organise for your meter to be read at prescribed intervals so that we can produce your bill.

We offer a range of bill payment options for your convenience. These options are shown on your bill and can also be viewed on our website at www.horizonpower.com.au/billing

If you are experiencing financial hardship, we will do all we can to assist you.

We also have a hardship policy for customers who need help meeting their financial obligations. To find out more, visit www.horizonpower.com.au/billing or call us on 1800 267 926 (or 1800 737 036 for business customers).

Special needs for life support

What you need to do

If you or someone living at your premises relies on electrical life support equipment, we will not disconnect your supply. You must provide us with a letter from a qualified medical practitioner so that we can register your premises.

Should you no longer have special supply needs, it is your responsibility to advise us that your situation has changed.

What Horizon Power does

We register your nominated home or business premises as a life support equipment address. This ensures you receive priority restoration service during an unexpected fault and no less than three days written notice of an intended planned outage.

Billing concessions

What you need to do

If you hold a valid concession card you may be eligible for a rebate off your bill. Centrelink, the Department of Veterans' Affairs and the Department for Communities issue eligible concession cards.

To apply for a rebate on your electricity bill, please complete an application form by visiting our website at www.horizonpower.com.au/rebates, or by calling us on 1800 267 926.

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

What Horizon Power does

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

Outages (electrical power interruptions)

What you need to do

To report a loss of power, other faults or to get information on when supply will be restored, please call our 24 hour faults number on 13 23 51.

What Horizon Power does

We will always endeavour to undertake necessary maintenance without interrupting your electrical supply. However, on occasions, we may need to interrupt your supply to perform planned maintenance on the network, respond to an emergency, or in very rare instances shed electrical load on the network when electricity demand exceeds generated supply.

Unless it is an emergency, we will give at least three working days' notice before such planned interruptions. Notice will be either through newspaper advertisements or individual notices placed in letterboxes/mail boxes, telephone or facsimile and we will provide an estimate of when the power supply will be returned to normal. If we fail to provide you with this notice we commit to paying \$20 to the customer involved, as long as the request for payment occurs within two months of the planned

outage occurring. You can obtain an application form by calling Horizon Power on 1800 267 926 or by visiting our website at www.horizonpower.com.au

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

- Storms, lightning strikes, falling trees, birds striking lines, motor vehicle accidents;
- Equipment failure or vandalism;
- Failure by customers to observe their obligations (such as a failure to clear trees on their property); or
- Emergency network repairs.

We will endeavour 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.

Our faults reporting line uses a messaging system that draws up-to-the minute updates from the fault control centre. Often this system can provide customers with information quicker than waiting to speak to a Customer Service Representative (particularly in peak times). In emergencies, or if you choose to, you will still be able to speak to a representative.

Extend 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 an \$80 payment (Extended Outage Payment Scheme EOPS).

If you think you are eligible for payment under EOPS, you can download a claim form from: www.horizonpower.com.au/residential/claims or call us on 1800 267 926 (residential customers) or 1800 737 036 (business customers).

Momentary interruptions

What you need to do

If you are experiencing a situation where your lights have suddenly gone dim, please turn off all motor driven appliances and report the fault to us by calling 13 23 51.

What Horizon Power does

Many faults clear themselves automatically. The electricity network system has a number of automatic devices strategically placed within the network to minimise the duration of outages.

Sometimes bad weather, strong winds or 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) and then, if conditions permit, automatically switch back on so that electricity supply is restored.

Although it can be frustrating, it does mean that you have not lost electricity supply for an extended period of time.

Sometimes, particularly in rural areas, these corrections will restore electricity supply to the majority of customers affected with only the problem area staying off. We then need to send a service crew to repair the cause of the problem although the majority of customers have experienced only a minor interruption.

Electrical safety

What you should do

For personal protection, we strongly recommend that all our customers have safety switches installed to reduce the risk of electrical shock. These safety switches, which have been compulsory in all new homes and home extensions since 1992, are able to turn off the electricity supply within 30 milliseconds if any leakage of electric current is detected.

To ensure your own safety and the safety of others, 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 any other person;
- Interfere with, or allow anyone else to interfere with, the meter or any other equipment;
- Use electricity supplied to another address at your premises;
- Let anyone who is not a qualified electrician work on electrical wiring and associated equipment at your premises; 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.

Tree clearing and vegetation

What you need to do

Property occupiers are responsible for maintaining a 'Power Safe Space' of 3.0 metres between trees and powerlines. If you are a tenant and not permitted to prune trees under your rental agreement, it is your responsibility to inform your landlord if clearing is required. Local councils are responsible for trimming cultivated trees on street verges.

Trimming your own trees can be extremely dangerous. We strongly recommend that you hire a professional tree contractor to do the job. You will find a listing in the Yellow Pages under "Tree". Make sure any contractor has public liability insurance and a Power Line Safety Course certificate and the contractor uses natural pruning techniques that will minimise your on-going pruning costs. Your local council may be able to offer you advice.

What Horizon Power does

Under an Act of Parliament, we are authorised to trim trees growing too close to power lines if, after notification from us, the land occupier has failed to prune their trees. This Act also allows us 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.

However, even with safety switches you must still take extreme care with electricity and only have licensed electricians perform electrical work on your home or business. While safety switches are designed to save lives, they cannot do so in all cases.

If you have any concerns about electrical safety or wish to know more about safety switches please email us at enquiries@horizonpower-reply.com.au

Electrical safety issues, including the licensing of electricians are the responsibility of Energy Safety (contact details on page 25).

Extensions of the network

What you need to do

You will be required to pay all costs related to any request from you 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 at www.horizonpower.com.au or by calling 1800 267 926.

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

What Horizon Power does

Should you require an extension to the network, we will prepare a free of charge estimate, so you may decide whether you would like to proceed. Should you choose to proceed, we will require a 30 per cent deposit in order to proceed with the work.

Once payment has been received, we will prepare a full design and a final quotation. If this quotation is within 30 per cent of the estimate, then you are obliged to proceed with the quoted works. However, if the quotation is greater than 30 per cent of the estimate, you may decide not to proceed and will receive a full refund of the deposit paid.

Once the quotation process has been completed and we have received payment in full, we will begin to procure the materials required and start field work preparations. Please allow up to 12 weeks for construction to commence.

Underground connection in an overhead area

Horizon Power no longer provides overhead connections to newly built premises or a premise that is undertaking a major renovation or electrical upgrade. All connections must be underground, and in an area where there is an existing overhead network this type of connection will apply.

An underground connection in an overhead area does not require a quotation and is charged at the standard fee of \$750. Further information and the appropriate application forms relating to this type of work can be found at www.horizonpower.com.au or by calling 1800 267 926.

Damage to customer equipment

What you should know

Industry standards, electricity regulation and legislation regulate the way we provide our services. If you suffer losses, you may be entitled to claim compensation from us for events where our actions have caused you a loss.

In general, we are not liable for any damage to customers' equipment or consequential loss, if there has been no negligence on our part, or the damage or loss was caused by events or circumstances which are beyond our control (for example storms, vandalism, industrial disputes and other such events).

We are also not liable if the damaged equipment itself was defective, or was not fit for purpose with respect to generally expected performance and safety, or for any misuse of the equipment, wear and tear, or improper installation.

What Horizon Power does

If we have been negligent, then we will assist customers to meet the costs of repairs, on a 'without prejudice' basis.

Please call us on 1800 267 926 for any further information or copies of the claim form and guidelines.

There are power protection devices available that you may wish to investigate to improve protection for your equipment. We suggest that you contact suppliers or manufacturers for further information and suitability.

Street lighting

What you should do

We ask you for your help in informing us of faulty streetlights. To report faulty streetlights please call 1800 264 914 (free call).

If possible please provide the pole number of the faulty streetlight.

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 Western Australia.

Where Horizon Power is responsible for the repair of faulty streetlights, we will repair the light within five working days of the problem being reported in the NWIS and within nine working days of the problem being reported in the RNIS areas.

In cases where you report a light maintained by other parties, we would pass that information on as soon as possible to those organisations for their action.

Your role in ensuring a safe and reliable supply of electricity

What you should do

You are obliged to cooperate with us if we make any reasonable request to do something related to your electricity supply.

You play an important role in ensuring the safety of your electricity supply. You must:

- Do your best to ensure your electrical installation complies with regulations and codes and the wiring and equipment at your premises is in a safe condition;
- Tell us if you are planning to change the wiring or equipment at your premises 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 premises, any major change in the amount of electricity used or any change affecting access to metering equipment;
- Provide reasonable protection for any equipment at your premises that belongs to us (for example your meter);
- Let us know if you have any special supply needs at your premises (a life support system for example), and also let us know when such a need no longer exists; and
- Keep all vegetation, structures and vehicles at your premises well clear of all electrical lines.

Access to Horizon Power equipment on your premises

What you should know

We need to have safe, convenient and unhindered access to your premises and electrical installations to:

- Read or inspect the meter;
- Connect or disconnect the electricity supply;
- Inspect and/or test the electrical installation;
- Prune or clear vegetation from electric lines; 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 premises or property (such as safety or security) we will endeavour to abide by them.

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

Underground Power Program

What you should know

The Government of Western Australia has a long term goal of converting overhead power lines to underground mains in regional areas of the State. In Western Australia all new developments are required to have underground power.

In 1996 the State Government embarked on a program to convert older residential areas to underground power.

The Government recognised that placing power cables underground (as opposed to on top of power poles) gave improved security of supply and safety in severe weather conditions following the May 1994 storms.

What Horizon Power does

The budget for the State Underground Power Program is \$5 million per year from the State. Horizon Power will provide funding for successful applications in our area.

Customers enquiring about underground power for their area should contact their local council who can advise what the Council's plans are for your area. Further information can be found at the Office of Energy website at www.energy.wa.gov.au

Questions and answers

How often will you send me a bill?

Our residential customers and small-use business customers are sent a bill approximately once every two months. Some business customers receive a bill every month.

Will you need to access my property?

There may be times when we need to enter your property. Should this be necessary, we will respect your property and be there for the minimum time necessary.

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

If something at your premises (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?

The amount we bill you is based on a reading of the electricity meter at your premises. 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 your premises are located outside a meter reading area, you may be sent a self-read card to record the amount of energy you have used. This consumption data is then shown on the bill you receive from us.

If a meter cannot be read, or if your self-read card has not been received, we will provide an estimate of your electricity consumption to determine the amount on your bill. We will notify you on your bill if this has occurred and the difference will be adjusted in the next account, provided the meter can be read.

For information about different types of meters and their availability, please visit www.horizonpower.com.au/metering

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 person if you have given your valid 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/privacy_policy

What if I have a complaint?

We are committed to handling your complaints and enquiries in a courteous and efficient manner.

We have a detailed complaints handling process which includes guidelines to ensure that all complaints are handled professionally.

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 (or 1800 737 036 for business customers).

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

- Telephone (08) 9220 7588, or 1800 754 004 (free call for callers outside of the metropolitan area);
- Email energy@ombudsman.wa.gov.au;
- Visit the Energy Ombudsman website at www.ombudsman.wa.gov.au/energy; or
- Fax: (08) 9220 7599 or 1800 611 279 (free fax).

Service standard payments

You may be eligible to apply for a service standard payment of \$20, on request, if we fail to acknowledge your complaint within five business days, or fail to respond or resolve the complaint within 20 business days. Customers must submit their request for payment within three months of your initial contact.

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

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 premises. Two of the more common indicators that there is a faulty connection or faulty appliances at your premises are:

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

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

Where can I get more information about my electricity supply?

Relevant information regarding the supply of electricity to your premises is contained in the following.

The Code of Conduct for the Supply of Electricity to Small Use Customers

This is available on the Economic Regulation Authority website (see below). 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

This will apply to tariff customers and contains the terms and conditions relating to the supply of electricity.

As part of the reform in the electricity industry, a standard form contract has been developed by Horizon Power and the Government. This standard form contract is published on our website at www.horizonpower.com.au/standard_contract

Economic Regulation Authority

GPO Box 8469
Perth Business Centre
Perth WA 6849
T: 08 9213 1900
www.era.wa.gov.au

Energy Safety

T: 08 9422 5200
energysafety@commerce.wa.gov.au
www.energysafety.wa.gov.au

As your electricity retailer, we have a range of information regarding your electricity supply and our products and services. One of the best sources of information about Horizon Power is our website where you can find advice and information about the following:

- Electricity connection
(www.horizonpower.com.au/residential/network_connections/application_forms.html)
- Billing information
(www.horizonpower.com.au/billing)
- Tariffs, charges and fees
(www.horizonpower.com.au/residentialprices)
(www.horizonpower.com.au/businessprices)
- Rebates
(www.horizonpower.com.au/rebates)
- Energy efficiency advice
(www.horizonpower.com.au/environment/energySavingWays)
- Electricity safety information
(www.horizonpower.com.au/safety)
- Helping the environment
(www.horizonpower.com.au/environment)
- Making an enquiry or complaint
(www.horizonpower.com.au/complaints)

Our Customer Service Representatives are happy to answer your questions and can be contacted on 1800 267 926 (or 1800 737 036 for business customers).

What happens if I have a poor quality power supply?

You have a right to a supply of electricity, which is safe, and of a satisfactory quality. However, no electricity system is 100 per cent reliable and some interruptions are unavoidable. The cost to make a network 100 per cent reliable is far beyond what would be reasonable for you to be expected to pay.

The Electricity (Supply Standards and System Safety) Regulation 2001 also recognises that areas in the country 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 the criticality of his or her reliance on a continuous supply of electricity. If this need is critical the customer needs to consider providing 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 with 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 an \$80 payment. Claims must be received within two months of the date that the outage occurred.

Thank you

Thank you for reading through 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.

Queries

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

If you don't speak English we will arrange an interpreter service. Please ring 13 14 50 (TIS).

If you have hearing or speech difficulties please ring 1800 461 499 (TTY).

Email: enquiries@horizonpower-reply.com.au
www.horizonpower.com.au

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

