



# Notice

3 June 2021

## Type 1 licence contravention

### Horizon Power

The Regional Power Corporation (trading as Horizon Power) has contravened its electricity integrated regional licence EIRL2 by failing to use best endeavours to obtain acknowledgment from a registered life support equipment customer that notice of a planned interruption had been received, in accordance with the *Code of Conduct for the Supply of Electricity to Small Use Customers 2018*.

The Code requires a retailer, prior to a planned interruption, to provide a registered life support equipment customer with written notice of the interruption and to use best endeavours to obtain the customer's acknowledgment that the notice has been received.<sup>1</sup>

On 24 May 2021, Horizon Power notified the Economic Regulation Authority that it had contravened clause 7.7(4)(b) of the Code, which is classified as a Type 1 licence obligation. A licensee must report Type 1 contraventions to the ERA as soon as they become known.

#### *Details of the contravention*

On 19 May 2021, Horizon Power undertook a planned interruption in Port Hedland to carry out maintenance on its network. As part of the planned interruption, Horizon Power disconnected the electricity supply to a registered life support equipment customer address. Horizon Power had provided written notification of the planned interruption to the customer but failed to use best endeavours to obtain the customer's acknowledgment that they had received notice of the planned interruption.

Horizon Power became aware of the issue when the customer contacted them after the interruption commenced to advise that they were unaware of the planned interruption.

#### *Reasons for the contravention*

Due to human error, the incorrect location was selected in Horizon Power's Outage Capture System, which stores details of the customers to be contacted for each location. Because the wrong location was selected, it did not trigger a system notification that a registered life support equipment customer was located within the area of the planned interruption.

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

After being contacted by the customer, Horizon Power restored supply to the customer's property to enable the customer's back-up power supplies to be activated. After the back-up

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<sup>1</sup> Clause 7.7(4)(b)

became active, Horizon Power remained in contact with the customer during the remainder of the interruption. The customer's property was the first to have its power restored.

Horizon Power has formed an internal review team to investigate the incident. It is likely that the review will result in a change to its planned interruption process.

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

Horizon Power took steps to restore supply to the customer as soon as it was contacted by the customer and remained in contact with the customer throughout the planned interruption.

After considering the reasons for the contravention, the ERA is satisfied that the actions Horizon Power has taken, and intends to take, are an appropriate response to address the cause of the contravention. The ERA has requested that Horizon Power provide an update to the ERA on its process review when it is concluded.

#### **Further information**

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