

How do I submit a claim, complaint or provide feedback to Horizon Power?



Horizon Power is committed to providing a safe and reliable power supply to all our customers.

If for any reason your power supply is interrupted, and the interruption is caused by Horizon Power, you may be able to make a claim for compensation.

Extended Outage Payment Scheme

Under the Extended Outage Payment Scheme, you may qualify to receive compensation of \$80 if your power supply is interrupted continuously for more than 12 hours from the time it is reported to Horizon Power. You may be eligible for this payment if:

- the power interruption was not caused by or attributable to you or equipment under your control;
- you consume less than 50 MW of electricity a year (this threshold includes the majority of residential customers and small to medium use businesses);
- the power interruption is not a result of an emergency action taken by an authority such as the police or fire services;
- you did not request the power interruption to occur; and
- you have not previously been paid for the same interruption at the same address.

Planned Power Interruptions

Horizon Power will provide customers with a minimum of three days notification prior to interrupting power supplies in order to carry out essential maintenance work at power stations and on the distribution network.

You may be eligible to receive compensation of \$20 if:

- Horizon Power failed to provide you with at least three days' notice of when planned work was due to be carried out. (This notice may be a letter, notification card, telephone call, newspaper or radio advertising);
- the power interruption was not caused by or attributable to you or equipment under your control;
- you consume less than 50 MW of electricity a year (this threshold includes the majority of residential customers and small to medium use businesses);
- the power interruption was not as a result of an emergency action taken by an authority such as the police or fire services;
- you did not request the power interruption; and
- you have not previously been paid for the same outage at the same address.

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Incorrect Disconnection or Reconnection outside of timeframe

If Horizon Power disconnects your electricity supply incorrectly, we will organise a priority reconnection and will also pay you \$100 for each day you are disconnected. This will be credited to your Horizon Power Account.

If you have been disconnected by Horizon Power, once you meet the requirements to be reconnected, Horizon Power must reconnect your electricity supply within the timeframes specified in our Customer Charter. If we do not meet these requirements, we will pay you \$60 for each day the reconnection is late up to a maximum of \$300. This will be credited to your Horizon Power account.

For a copy of our Customer Charter or for more information please visit our website or call us on **1800 267 926**.

Claim for loss or damage to property and belongings

If you experience loss or damage resulting from an outage or fault in your electricity supply caused by Horizon Power's negligence, you can complete a Customer Damage Claim Form and submit this to us for assessment. Horizon Power is unable to compensate for any damage if the power interruption was attributed to events beyond our control, such as adverse weather conditions, vandalism, motor vehicle collisions with power poles and other such events.

Please provide as much supporting information as possible when completing the form to assist us with your claim.

Submitting a claim

More information and claim forms are available on our website www.horizonpower.com.au or by telephoning us on **1800 267 926**.

Claim forms for the Extended Outage Payment Scheme and Planned Power Interruption payment must be submitted to Horizon Power within two months of the power interruption.

Completed forms can be posted to:

Horizon Power
PO Box 1066
Bentley DC
WA 6983

Please provide as much supporting information as possible to assist us with any claim.

How Horizon Power will assess your claim

When we have received your completed form, we will complete assessment of your claim within 30 days, verifying the information you provide with our records.

During this time, we may request additional information or evidence from you to assist in our assessment.

If your claim for an Extended Outage Payment Scheme or Planned Power Interruption payment is successful, we will apply the payment as a credit to your account.

Horizon Power may authorise and cover costs to repair damage to property and belongings and/or may provide financial compensation for this, dependent on an individual assessment of each claim.

Remember, it is important to report all power interruptions to Horizon Power on **13 23 51**. Not only will this ensure your power is restored as quickly as possible, it will give us a record of the duration and areas affected by any power outage.

Feedback

Horizon Power appreciates all customer feedback and strives to improve your customer service experience. If you would like to provide feedback to us, please use one of the following options:

Telephone: **1800 552 016**

Email: enquiries@horizonpower-reply.com.au

Post:

Feedback
GPO Box P1145
Perth
WA 6843

Online:

www.horizonpower.com.au/general/contact_us/feedback.html

Complaints

If you feel that your enquiry has not been dealt with in a satisfactory manner, we urge you to call us on **1800 552 016** so that we can discuss your concerns and find a suitable resolution. Alternatively, you can complete a Customer Complaint Form, which is available from our website at www.horizonpower.com.au

Completed forms should be posted to:

Complaints
GPO Box P1145
Perth
WA 6843

Horizon Power will acknowledge all complaints within two business days, and come to an acceptable resolution within ten business days.

If your complaint is not responded to within 20 business days, we will make a \$20 payment to your Horizon Power account.

If you are not happy with our response at this point you may also contact the Electricity Ombudsman on **1800 754 004**. Further information on the Ombudsman's office is available at www.ombudsman.wa.gov.au/energy