

WORKING WITH THE RURAL COMMUNITY TO ACHIEVE SAFE AND RELIABLE POWER SUPPLIES

Horizon Power is committed to providing safe and reliable power supplies to all our customers. We appreciate the support of the Esperance district farming community and welcome the opportunity to share our program of works and areas where you can assist us in achieving our goal.

Who we are

Horizon Power is the pre-eminent supplier of energy solutions to regional and remote Western Australia.

We are a State Government owned, commercially focused power company providing quality, safe and reliable power supplies to more than 100,000 residents of regional towns and remote communities and more than 9,000 businesses across regional Western Australia.

Horizon Power is a unique energy utility in Western Australia because it is responsible for the full range of service provision - the generation, procurement, distribution and retailing of electricity.

Horizon Power manages one major interconnected system, the North West Interconnected System (NWIS), and 36 non-interconnected or islanded systems in regional towns and remote communities; including Esperance, Norseman and Hopetoun.

What sets us apart is our passion and ability to provide safe and reliable power supplies in the most challenging of environments. The energy systems we operate are exposed to intense heat and cyclonic conditions in the north and ravaging storms in the south.

The Esperance district

Horizon Power's Esperance district is made up of three isolated networks - Esperance, Hopetoun and Norseman which service customers over an area of more than 20,000 square kilometres.



The sheer length of the Esperance district network poses many challenges in terms of reliability to our customers. Equipment failure and adverse weather conditions are magnified in comparison to those experienced on a smaller network.

Horizon Power is committed to providing a safe and reliable power supply to all our customers and has made significant improvements to the reliability of customers in the district.

We are proud that rural reliability has improved by 58 per cent between January 2009 and April 2011 and are confident that through our ongoing program of works, reliability will continue to improve into the future.

About us

- 32 Horizon Power employees based in Esperance;
- 2 Horizon Power employees based in Hopetoun;
- 22 contractors based in Esperance; and
- 11 partnerships with local businesses.

Quick facts about the Esperance district

Number of networks	3 – Esperance, Hopetoun and Norseman
Length of network	3,015 km
Service area	20,206 km ²
Number of poles	25,595
Number of customers	2.4 per km ²

How Horizon Power is improving reliability

Over the past five years, our rural program of works has focused on upgrades to existing infrastructure on the three-phase network.

At a cost of nearly \$30m, Horizon Power has:

- Replaced over 2,500 wooden poles with steel poles and upgraded over 4,500 insulators. Steel poles offer many benefits in terms of safety and reliability; reducing the risk of bushfires and eliminating the risk of power poles becoming weakened.
- Installed additional power poles on our long stretches of network to reduce 'long bays'. Additional poles reduce the number of power interruptions and the risk of bushfires caused by powerlines clashing in high winds. A total of 615 long bays have now been reduced in length to mitigate the risk.

- Installed eleven additional reclosers on the Gibson, Dalyup and Condingup feeders to reduce the number of customers whose power supplies are affected by momentary interruptions. Reclosers act as safety protection devices, momentarily interrupting power supplies if a fault is detected and restoring power if the fault is cleared without Horizon Power intervention.
- Installed an isolation transformer which has enabled the separation of the Condingup and Gibson feeders. Customers on the Condingup feeder will no longer be affected by a power interruption on the Gibson feeder and vice versa.
- Upgraded the low voltage network on Norseman Road to improve power quality for customers serviced by the Gibson feeder.

Current and future works

Work on the three-phase network has been completed and our priority is now the single-phase network, with a focus again on upgrading existing infrastructure.

Our program of works until June 2012 includes:

- the replacement or reinforcement of power poles;
- fuse replacements in high fire risk areas;
- the replacement of overhead system conductor in rural areas; and
- the installation of additional reclosers on the single-phase network.





What you can do to help us improve reliability

Shutdowns and access issues

Horizon Power's planned power interruption notifications now include questions regarding access issues that our staff may encounter when entering properties. You can assist us in scheduling our program of works by letting us know if there are any access issues relating to your property.

Please let us know if you have:

- sheep/cows in paddocks;
- double gee and weeds;
- locked gates; and
- boggy tracks in winter.

Canola swathing

When canola has been swathed, there is a risk of dry canola blowing onto overhead powerlines which may lead to unplanned power interruptions.

Sometimes the canola can clear itself off the powerlines, but if not, it will need to be physically removed by our crews.

If you see canola in the powerlines, please report this to Horizon Power on 13 23 51.

Stubble burning

Stubble burning requires careful planning and constant monitoring as it can cause widespread damage and power interruptions if allowed to get out of control.

Horizon Power recommends that farmers:

- check for overhead powerlines before starting work;
- clear vegetation from around the base of power poles to at least 1.5 metres;
- dampen poles (especially steel reinforced poles) before and after stubble burning;
- do not rake wind-rows beneath or next to powerlines or poles;
- have mobile fire units that are easily accessible should a stubble fire get out of control; and
- do not burn stubble when weather conditions are not suitable (check fire warnings).

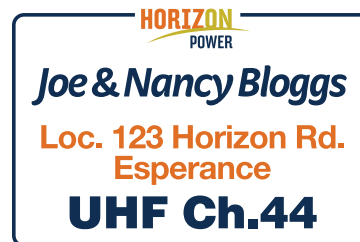
Horizon Power asks for farmers to remain vigilant and to check power poles before, during and after stubble burning.

Should any damage occur to the electrical infrastructure, please report it immediately to Horizon Power on 13 23 51. Remember in an emergency to telephone 000.

UHF signs

Horizon Power provides rural property owners in the Esperance and Hopetoun regions the opportunity to receive free signage displaying their UHF details. By displaying one of these signs, Horizon Power staff and other members of the community have the ability to contact you via UHF prior to entering your property if needed.

Horizon Power takes responsibility for professionally manufacturing the signage for entrances of a property, including boundary gates between neighbouring properties. The sign displays the property owner's name, address and UHF number.



An application form can be obtained from the local office.

Account Enquiries

Residential: 9072 3400

Business: 9072 3401

Faults

Emergency or supply interruptions: 132 351

Faulty streetlights and poles: 1800 264 914

Horizon Power supply areas



For further information

If you would like further information, please contact our local Esperance office.

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