



## Frequently Asked Questions

**Q** Why do we need underground power?

**A** Underground power is proven to be safer, more reliable and more aesthetically pleasing than overhead power lines. This is particularly relevant to the Pilbara given the extreme weather conditions experienced in the region.

Much of the power supply network in the Pilbara has reached, or is nearing, the end of its useful life. Rather than replacing with overhead network, it is timely to install underground power.

**Q** What happens if you damage my yard or verge?

**A** Skilled contractors will be engaged to carry out the works however, occasional damage may occur. If that happens, your property will be reinstated to a standard similar to what existed prior to the works taking place. The program will include photography of the property prior to site works commencing and again on completion of the works to verify the contractors take every care with your property, and reinstate it back to its original condition.

**Q** Will you be digging up the roads?

**A** When there is a requirement to run cable across a road, an underground directional drill will be used, as far as possible, to reduce any damage to roads.

**Q** Will my power be switched off because of the project?

**A** Yes, there will be a requirement to turn the power off to your property to undertake the consumer installation work. Horizon Power will endeavour to plan the outage time and duration so as to cause the least possible disturbance to householders. You will be provided with written notification in advance of your power supply being interrupted. It will detail when your power will be turned off and for approximately how long.

**Q** Who do I call if I have any problems?

**A** You will receive a pamphlet in your letterbox when the project commences in your immediate area, which will provide you more specific information about who to talk to if you have any issues.

As the operator of the project, Horizon Power will always take your calls. If necessary, Horizon Power will refer you to the contractor undertaking the works for the project.

**Q** How will public safety be ensured throughout the life of the project?

**A** Horizon Power will ensure that highest level of safety is demanded of its contractors and effectively monitored. If you observe any safety risks or unsafe work practises, please notify us immediately by contacting 9159 7250 or email [pupp@horizonpower.com.au](mailto:pupp@horizonpower.com.au).

**Q** How long will it take to complete the project?

**A** The project is scheduled for completion by end of 2012.

For further information please visit [www.horizonpower.com.au](http://www.horizonpower.com.au), email [pupp@horizonpower.com.au](mailto:pupp@horizonpower.com.au) or call us on 9159 7250