

OUR SERVICE TO YOU

Horizon Power's objective is to provide its customers with a safe, reliable and high quality electricity supply, within the following limits.

Frequency

Nominal frequency of supply is 50Hz with a tolerance limit of plus or minus 1.25Hz. However under normal operating conditions Horizon Power endeavours to maintain a frequency tolerance limit of 50Hz, plus or minus 0.5Hz.

Voltage Levels

Horizon Power provides its customers with a range of supply voltage options, dependent on the customer's load demand, geographic location and the required reliability of supply.

Low Voltage

Residential and smaller commercial and industrial customers are normally supplied at 240 volts phase to neutral or 415 volts phase to phase. In some rural areas, only a single phase 240/480 volt supply may be available.

The low voltage supply provided by Horizon Power has a five minute average value tolerance limit of plus or minus six percent, measured at the customer's point of supply.

High Voltage

Large load customers may be supplied at high voltage with a nominal value of 6.6kV, 11kV, 22kV, 33kV, 66kV, 132kV or 220kV. The actual supply voltage being determined by the local network. (1kV = 1 kilovolt = 1,000 volts)

The high voltage supply provided by Horizon Power has a five minute average value tolerance limit of plus or minus 10 percent, measured at the customer's point of supply.

Horizon Power makes every effort to provide its customers with an electricity supply within the above frequency and voltage limits. However, the limits cannot be guaranteed as customers' supplies can be affected by a number of factors outside Horizon Power's control. Examples of these factors are lightning strikes to electrical infrastructure, bushfires, equipment failure and vandalism. Departures from the expressed limits may occur from day to day.