Esperance Energy Transition Plan: Frequently asked questions

Background

What is happening with the Esperance Gas Distribution Network?

The Esperance Gas Distribution Company (EGDC) provides reticulated gas to 379 customers in Esperance (41 businesses and 338 residential customers). On 30 September 2021, the EGDC announced it would cease supplying reticulated gas to the Esperance community effective 31 March 2022.

Following this announcement, Horizon Power, on behalf of the State Government, executed an agreement with EGDC to secure a 12-month extension on the reticulated gas supply.

This means customers with appliances that use reticulated gas will need to transition to another energy source before 31 March 2023.

Depending on your energy needs, you may be able to choose between bottled gas, electrification, or a combination of both.

Why can't reticulated gas supply continue past 31 March 2023?

EGDC has indicated it cannot commercially continue to supply gas and operate the reticulated gas network beyond that date.

Horizon Power has worked with the EGDC to investigate different options to ensure customers would continue to have access to the energy they need.

Transitioning from reticulated gas was found to provide the greatest benefits for customers and the broader community, with the least risks.

How will affected customers be supported through this process?

Horizon Power will deliver the Esperance Energy Transition Plan, to support customers with this transition. The program includes:

- · Financial assistance for 'like for like' replacement.
- · Guidance from energy efficiency experts.
- · Connection with local tradespeople.
- Dedicated phone line and email support.



Four simple steps to make the transition from reticulated gas

When the applications open on 26 April 2022 we'll send you an invitation to participate in the program. This will outline how to apply and the information you need to get started.



Step 1. Choose a registered tradesperson

You'll get access to the Esperance reticulated gas transition hub web page to select from an approved list of tradespeople. They will then need to visit your property to assess the number of gas appliances and effort required for your new energy solution.



Step 2. Apply for financial assistance

Once you have a quote from the selected tradesperson, you'll then be able to submit an application online with Horizon Power.



Step 3. We'll assess your application

It will take around 5-10 days to review your application. We'll then confirm the amount of financial support provided by us, so you can choose your own appliance and arrange for the work to get started.



Step 4. Arrange for installation

You can then get in touch with your registered tradesperson to confirm a time and date for installation. They'll take care of ordering and installing the appliances at your property.



That's it!

Your tradesperson will then submit an invoice to Horizon Power to cover the cost of the confirmed financial support.

Getting started

What do impacted customers need to do first?

If you use reticulated gas in your home or commercial premises, you will need to complete the transition plan survey on the Esperance gas reticulation transition hub page on the Horizon Power website.

Horizon Power can then add you to its transition program plan, and you will receive an update after the program launches on 26 April 2022.

If you're unable to access the survey online, please email Esperance-etp@horizonpower.com.au or call Esperance Horizon Power office on (08) 9072 3400.

When will the transition program begin?

Horizon Power will launch its Esperance Energy Transition Plan for residential customers on 26 April 2022.

Installation and/or conversion work is planned for May to December 2022.

We encourage you to complete the transition plan survey before the program launch, to ensure you are included in all planning and communications.

How does the financial support work for households?

From 26 April 2022, you will be able to view a directory of participating tradespeople on Horizon Power's website.

The website will also include information on choosing your energy solution - electrification or bottled gas conversion, or a combination.

You will need to arrange quotes for your chosen solution and submit these via the application form available on the website.

Once Horizon Power has approved your application, contact your tradesperson to arrange a date for the works which suits you.

When work is complete, Horizon Power will pay tradespeople directly for approved transition works.

If you have any difficulty with the online directory or form after it launches, please email Esperance-etp@horizonpower.com.au or call Esperance Horizon Power office on (08) 9072 3400.

Choosing your energy solution

What is electrification?

Electrification is the process of converting an appliance or equipment to run on electricity.

Electric appliances have become more popular in recent years, removing the need for separate gas supplies for most household cooking, water and space heating needs.

What are the benefits of electric appliances in homes?

- Lower utility bills by choosing an energy efficient electric appliance, and no longer paying a gas network supply charge.
- Avoid unregulated gas price rises experience has shown that bottled gas prices, especially in regional areas, can increase steeply.
- Decrease your carbon footprint since a large portion of Esperance's electricity comes from renewable sources, electric appliances create less greenhouse gas emissions than gas counterparts.
- Safe and healthy homes as safe as modern gas appliances are, you can avoid possible risks by switching to electricity.

What does 'like for like' mean?

It means Horizon Power will cover the cost to replace a similar appliance.

Horizon Power will provide appliance fact sheets to help you and your selected tradesperson to understand what financial support you can access.

If you would like to take this opportunity to upgrade an appliance above the 'like for like' standard, you will need to pay the gap between the appliance cost and 'like for like' financial support.

How were the lists of 'like for like' appliances determined?

An independent energy efficiency specialist provided advice regarding technology, appliance options and reasonable costs. This process included consultation with local Esperance trades.

What if electrification is not an option for my home?

If electrification is not feasible, Horizon Power will provide you with financial support to convert your existing appliances to bottled liquefied petroleum gas (LPG).

If you believe your home cannot be transitioned to bottled LPG or electric appliances, please send a brief description of your energy needs to **Esperance-etp@horizonpower.com.au** or call Esperance Horizon Power office on **(08) 9072 3400**.

What happens to my old appliances if I replace them with electric options?

Horizon Power will cover the cost to remove your existing appliances, however, if you would like to keep your appliances or sell them to a third party, you are welcome to do so.

How do renters apply for this program?

If you are renting your home, we recommend you speak directly to your property manager or the property owner, to ensure they are aware of the Esperance Energy Transition Plan. The application will need to be completed by the person listed on the property Rates Notice (available from the Esperance Shire).

Is solar PV installation a part of this transition?

No. The program's priority is to ensure affected customers transition off the gas network prior to 31 March 2023. However, Horizon Power is working on future solar releases across regional WA, including Esperance.



Program delivery May I use my own tradesperson? What if my home cannot transition to electricity prior to 31 March 2023? To qualify for financial support, you must use We will be supporting you throughout this process a Horizon Power approved and registered and will frequently check in with both customers tradesperson who has completed our standard onboarding and Safety Induction Program. and tradespeople, to ensure all transition work is completed on time and in accordance with If there is a tradesperson you specifically Horizon Power safety and installation standards. wish to use, they can simply complete the Horizon Power registration process. How can a tradesperson be included on the Horizon Power list of registered trades? Horizon Power will conduct a contractor registration and approval process requiring evidence of licences and certificate of insurance for any supplier participating in the program. All participating suppliers will be required to complete the Horizon Power Safety Induction program and agree to perform the works in accordance with industry practices and appropriate standard of work. For more information For more information on the Esperance Energy Transition Project, please send an email to esperance-etp@horizonpower.com.au or call 08 9072 3400

