



**Esperance Energy  
Transition Plan:  
Frequently asked questions**

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people of WA*

**HORIZON**  
POWER

# 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 of appliances
- 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

There are four simple steps for a smooth energy transition.



## Step 1. Choose a registered tradesperson

Visit [www.horizonpower.com.au/energypackage](http://www.horizonpower.com.au/energypackage) to select from an approved list of tradespeople. They will visit your property and provide a quote 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(s) 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 have not already registered your details with us, please email [Esperance-etp@horizonpower.com.au](mailto:Esperance-etp@horizonpower.com.au) or call **(08) 9072 3470** as soon as possible. This will ensure that you receive all important communications going forwards.

## When will the transition program end?

All impacted customers will need to transition to a new energy source by 31 March 2023. You will need to obtain quotes from your registered tradesperson **before 31 October 2022** to ensure that you meet this deadline.

We recommend that you take early action to secure your preferred tradesperson. To request a quote visit [www.horizonpower.com.au/energypackage](http://www.horizonpower.com.au/energypackage).

If you need support, please call **(08) 9072 3470**.

## How does the residential financial support work?

Horizon Power will pay tradespeople directly for approved transition works. To view a directory of participating tradespeople visit [www.horizonpower.com.au/energypackage](http://www.horizonpower.com.au/energypackage).

The website also includes 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.

## We're here to help

The Horizon Power team is here to help you through this process. Call **(08) 9072 3470** or email [Esperance-etp@horizonpower.com.au](mailto:Esperance-etp@horizonpower.com.au) for support or advice.



# 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 has created 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](mailto:Esperance-etp@horizonpower.com.au) or call Esperance Horizon Power office on **(08) 9072 3470**.

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

Horizon Power covers 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.

## 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?**

To qualify for the Horizon Power financial support, you must use a Horizon Power approved and registered tradesperson who has completed our standard onboarding and Safety Induction Program. If there is a tradesperson you specifically 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.

### **What if my home cannot transition to electricity prior to 31 March 2023?**

We will be supporting you throughout this process and will frequently check-in with both customers and tradespeople, to ensure all transition work is completed on time and in accordance with Horizon Power safety and installation standards.

## For more information

For more information on the Esperance Energy Transition Plan, please send an email to [Esperance-etp@horizonpower.com.au](mailto:Esperance-etp@horizonpower.com.au) or call (08) 9072 3470.

