Going above and beyond

The General Manager of NWIS Operations at Horizon Power, Ziggy Wilk, has been acknowledged with one of the highest honours – the Australian Public Service Medal – for his contribution to the WA electricity industry over the past 30 years.

Ziggy has been at the forefront of regional electricity reform since the early 1980s and was the main driver of the business model that became Horizon Power in 2006.

Horizon Power has improved the way in which we manage wood and steel poles in an effort to prevent falling powerlines which can create fires and pose a danger to the public.

In the wake of the 2010 Toodyay fires caused by a fallen power pole, WA regulator EnergySafety asked electricity utilities in WA to improve the way they manage pole assets to prevent them falling.

Before that request, Horizon Power had already begun work on a new pole testing process to improve the accuracy of determining a pole’s condition.

We ran a series of comprehensive tests in consultation with a number of companies and research groups to understand the science behind the timber and steel structure used in poles.

Field trials were completed, along with forensic analysis of section samples, fibre strength analysis, load testing 40 year old Jarrah poles and onsite load testing of reinforced wood poles and steel poles.

A new inspection process has been developed that will give more accurate information about the strength of poles in our network. Under the new system, more than 6,000 poles have been inspected.

The August 2014 pole failure rate was 1.64 in 10,000 poles, down from approximately seven in 10,000 in 2010.

Horizon Power has also developed a specific national training course – a Certificate II ESI - Asset Inspection course for wood and steel poles which is ready to be piloted.

Ziggy Wilk presented with his medal by Wayne Martin QC, Administrator of the State.
South Hedland generation installed

Electricity has been produced from the Hedland Precinct Power Station (HPPS) with full commissioning expected to be completed in November.

After the financial collapse of the major contractor on the project earlier this year, Horizon Power signed a contract with APR Energy in late August to provide generation for the new station.

Already two of the four state-of-the-art dual-fuel gas turbines supplied by APR, which run on clean-burning natural gas, have provided power to the Pilbara community.

The new station is situated in the Boodarie Industrial Estate, South Hedland, and will be capable of providing more than 60 megawatts of electricity to Horizon Power customers.

The first turbine was fired up in early October and exported 20 megawatts of power to the North West Interconnected System during testing. The second turbine was being run through commissioning tests late last week when generation providing electricity to the Pilbara community by a private company failed.

Horizon Power was asked for help and turbine two swung into action and prevented a power outage.

The remaining tests are underway on the other two turbines and full commissioning is on schedule for late November.

The Hedland power station will operate until at least 2017 when the longer-term Pilbara power station, which will be constructed, owned and operated by TransAlta Energy, will provide power to the Pilbara.

Horizon Power and Fortescue Metals Group are the foundation customers of the long-term station which will produce 150 megawatts of power to the Pilbara.

The TransAlta station will use much of the infrastructure already in place at the site which means most of the money invested in the Hedland Precinct Power Project will be recovered.

Help us help you

Horizon Power is introducing a new survey to help us help you.

We are always looking for better ways to serve you and we do not want customers’ issues to ever go unresolved. One way we can prevent this is to ask you – via email, SMS or direct phone call – after your contact with our call centre.

A new survey being introduced to our call centre in October will ask whether or not you are happy with the service and whether your query or issue has been resolved.

Carbon tax update

Carbon tax refunds will be credited to your bills in November and December.

You will be refunded all of the carbon tax you paid between 1 July and September. The new tariff which took effect on 1 September has had the carbon tax removed.

If you do not receive a refund, please contact Horizon Power on 1800 267 926 for residential accounts or 1800 737 036 for business accounts.
Owners responsible for poles on their property

EnergySafety has launched a public awareness campaign to remind owners of private power poles and overhead lines on their properties that they are responsible for them. This includes maintenance of poles and lines, conversion or undergrounding.

Commerce Minister Michael Mischin and Energy Minister Dr Mike Nahan said late last month that privately owned power poles and lines located on private properties were the responsibility of the homeowner.

“Property owners have always had a common law duty of care to maintain their assets and ensure they do not pose a danger to themselves or the community,” Mr Mischin said.

“The State Government is now alerting people to this responsibility to give them the opportunity to have their privately owned power poles and lines inspected by a licensed electrical contractor.

“Remember, if you ever see a fallen powerline, always assume it is live, stay well clear and immediately call Horizon Power on 13 23 51.”

New power stations for the Mid West

Six new power stations will be built in the Mid West region which will result in millions of dollars in savings to taxpayers.

The existing power purchase agreement that Horizon Power had with an independent power provider is coming to an end and the new agreement will result in millions being saved.

“This agreement will ensure a safe and reliable power supply for the Mid West as well as providing savings for the State Government through a more flexible supply arrangement,” Energy Minister Dr Mike Nahan said.

Five new diesel fired power stations and one gas fired power station will be funded and built by Contract Power Australia on land owned by Horizon Power. The existing stations will be decommissioned within six months.

“Horizon Power is currently exploring a number of options to enable more households to connect solar energy to our network and we hope to give more information on this new development in the coming months,” Dr Nahan said.

Look out for new cyclone and storm campaign

Horizon Power has produced a new cyclone and storm campaign that focuses on the dangers of fallen powerlines which are often brought down during cyclones and storms.

The campaign also highlights the importance of Horizon Power’s work to underground powerlines, with a focus on the Pilbara, to reduce the risk of fallen powerlines and the danger this poses to the public.

The campaign will run from December to February and will be aired on television and published online and in regional newspapers.

Remember, if you ever see a fallen powerline, always assume it is live, stay well clear and immediately call Horizon Power on 13 23 51.

Stay well clear of fallen powerlines.

Call Horizon Power on 13 23 51
In the community

Support for Aboriginal girls in Kununurra
Horizon Power has entered into partnership with Role Models & Leaders Australia (RM&LA) to support the Kununurra Girls Academy and help local Aboriginal girls further their education goals.

The Kununurra Girls Academy supports more than 90 girls aged 12 to 17 years from across Western Australia's remote Kimberley community in Kununurra and Wyndham and aims to increase their participation and interest in school, sporting, training and extra-curricular programs.

RM&LA Chief Executive Officer Ricky Grace said the girls became more actively involved and committed in their culture and future and could further their education goals through one of their favourite mediums — sport.

Museum in Marble Bar
Horizon Power is an inaugural ‘Silver’ sponsor of the new Marble Bar Museum – a project of the Marble Bar Tourist Association, which is to be opened in 2015.

The Museum, to be located within the National Trust-listed building on General Street will showcase the unique mining, transport, pastoral and indigenous history of the region.

Awards in the Pilbara
Jason Green, Port Hedland business leader, was the winner of the Horizon Power sponsored Best Business 20+ employees award at the recent 2014 PHCCI Business of the Year Awards.

Rachel Clarke, Horizon Power’s Retail Manager for the East Pilbara, presented the award last month. Congratulations to all of the winners of the awards which recognise and celebrate the achievements of local small businesses and individuals who demonstrate a high standard in business in the Port Hedland Community.

And REFAP, an organisation that assists Aboriginal people in gaining skilled long-term employment within the Australian workplace based in Karratha, won the Horizon Power sponsored Industry Development and Innovation Award and the esteemed People’s Choice Award at the Karratha and Districts Chamber of Commerce and Industry Business Excellence Awards in October.

For more information, go to the Port Hedland Chamber of Commerce and Industry website or Facebook page.

The Smith Family Christmas Appeal
Ryan can’t read the words, and he never puts his hand up in class. He never reads aloud. He never wants to be noticed.

At just eight years old, his family’s financial hardship has affected every day of his life. Right now, his reading is two years behind his classmates, and he’s afraid he’ll never catch up. Children who can’t read can turn into adults who can’t read.

Please support The Smith Family’s Christmas Appeal today and unlock a better future for Ryan. You can fund out-of-school reading programs that give him the extra help he needs. Horizon Power is a proud supporter of The Smith Family - to donate call 1800 024 069 or visit thesmithfamily.com.au

One and all in Esperance
Participants in the One And All Community Inclusion Project, run by Escare in Esperance, thoroughly enjoyed some dance lessons during the recent school holidays. Horizon Power was the sponsor of the One And All holiday program which gave local people with disabilities the opportunity to learn ballroom dancing and to try their luck with a fishing rod at Bandy Creek, assisted by volunteers from the Lions Club. Visit escare.org.au to learn more about Escare.

Contact us

Account and general enquiries
Residential account enquiries
1800 267 926
Business account enquiries
1800 737 036
Emergency or supply interruptions
13 23 51
Faulty streetlights and poles
1800 264 914
TTY
1800 461 499
Interpreter service
13 14 50
enquiries@horizonpower-reply.com.au
www.horizonpower.com.au

Regional offices
You can visit or contact one of Horizon Power’s regional offices regarding local supply issues.

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Gascoyne and Mid West
Corner Iles Road & Robinson Street
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