



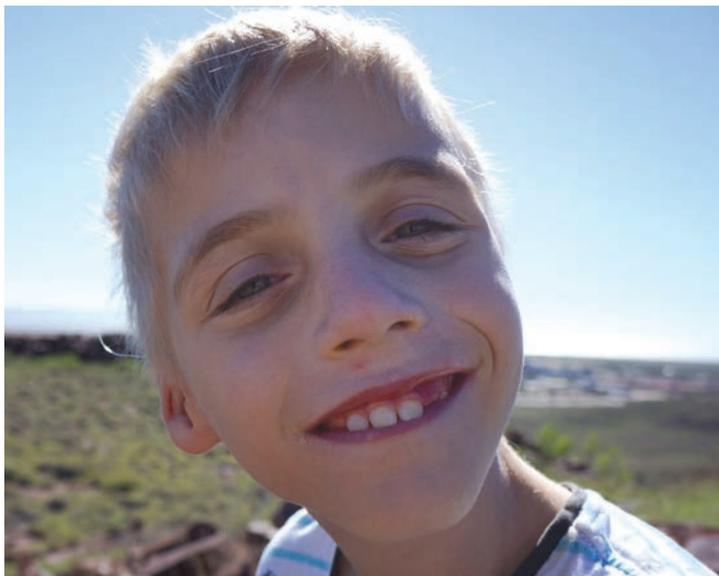
*Power Ahead  
and earn*



Reporting faulty  
streetlights

# On the horizon

## Supporting seriously ill children in regional WA



Luke is a seven year old boy living in Karratha who has been plagued with illness since birth due to chronic lung disease.

Horizon Power supports Luke and other regional children with serious and often terminal illnesses through an ongoing partnership with Ronald McDonald House Learning Program which provides children, like Luke, with educational support in their homes.

Luke said: "I was born early at 27 weeks (just after my twin Brother Henry) and was in hospital for 10 months - my right lung has 10 per cent function so I was on oxygen for many years and missed a lot of school between kindy and year 1 due to viral illness.

"I had my hearing aid implant when I was six and that made it a lot easier to hear everyone in the classroom. I'd like to say thank you Horizon Power for sponsoring me on the Learning Program and helping me catch up on school – you're very special people!"

If you would like to learn more about RMH and their programs visit [www.rmhc.org.au/our-programs/houses/perth](http://www.rmhc.org.au/our-programs/houses/perth).

## Sign up to *My Account* for your chance to win!



*My Account* allows you to perform a number of simple self-service functions online at your own convenience by accessing your account 24 hours a day, 7 days a week. *My Account* is a free online portal enabling you to access your bill history, update account details, change address and pay your bill.

Visit our website, answer a simple question and register for *My Account*, before October 31, to go into the draw for your chance to win in a share of \$5,000 cash – one residential customer prize of \$2,500 and one business customer prize of \$2,500.

Visit [horizonpower.com.au](http://horizonpower.com.au) and enter now!  
Terms and Conditions apply.

## Port Hedland *Power Ahead* – take part and earn!

We're looking for 400 Port Hedland residents and 100 businesses to take part in *Power Ahead*. Sign up and you'll receive \$100 just for taking part, plus a financial incentive of between \$300 and \$3,200 to stay within your allocated peak allowance (most residents will be offered \$800 and most businesses \$1200).

Find out more about *Power Ahead* in the article below. Terms and Conditions apply.



## More control over your electricity costs

We're working with you to develop a new way of charging for electricity that embraces new technology to give you more control than ever before.

The new way is similar to a mobile phone plan. It provides more bill predictability and the opportunity to switch to a lower cost plan, by shifting some of your electricity use to times when demand on the network is low.

This may mean changing the way you use electricity, so that you use high energy use

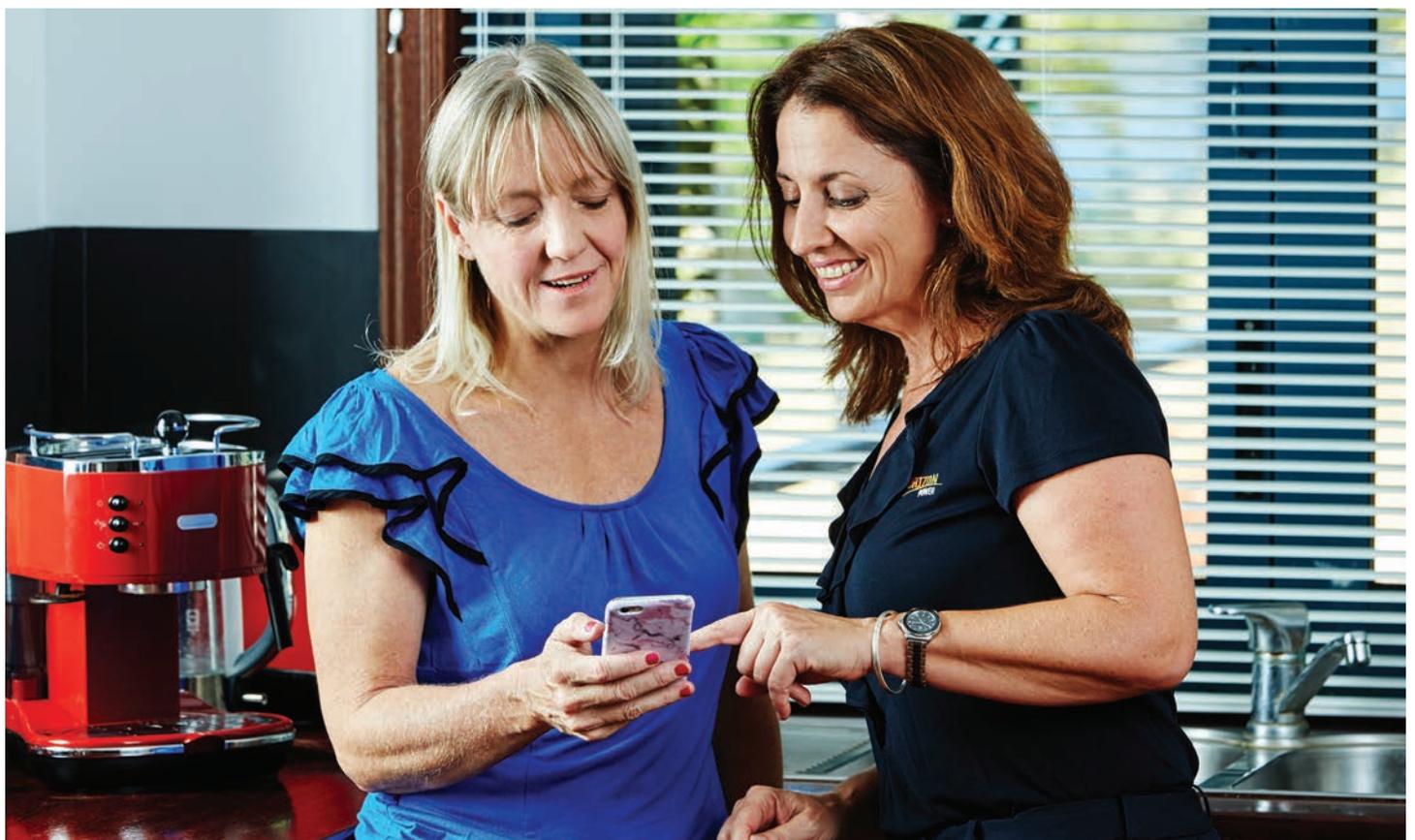
appliances such as pool pumps, dishwashers and tumble dryers in this off peak period.

A research pilot program is about to kick off and we are asking up to 500 Port Hedland businesses and residents to help us shape this pricing product by taking part in our pilot, *Power Ahead*, which will run from December 2016 to the end of March 2017.

Participants in *Power Ahead* will be challenged to keep their electricity use within a set unit allowance during the

peak period when demand on the network is highest (between 1 pm and 8 pm) and offered a financial reward as an incentive to meet this challenge. If you take part, you can make the most of our free smart phone app to give you more visibility about when and where you use electricity to keep within the allowance.

To learn more about this future of electricity pricing, visit our website at [www.horizonpower.com.au](http://www.horizonpower.com.au) and search *Power Ahead*.



## Changes to tariffs

The State Government announced changes to electricity tariffs which took effect in July which covered most customers, including residential and small business customers. However, some tariffs were still under review.

The latest changes to tariffs, due to take effect in September, are:

Customers on the L4 tariff, which are medium to large businesses, will have a 2.85 per cent increase per unit in their electricity price.

The other changes are to streetlights tariffs, which are decreasing by 5.36 per cent, and the tariff applying to railway crossings and phone boxes.

Your electricity bill details the tariff(s) applied to your account. If you have any concerns about your electricity bill, please call our Customer Contact Centre on 1800 267 926. More information about the tariff changes is available on our website at [horizonpower.com.au](http://horizonpower.com.au)

## Paperless billing

Enjoy the convenience of having your electricity bill sent directly to your inbox. Paperless billing is a huge success, with more than 6,000 customers registering in less than six months.

To sign up today, all you need to do is logon or register for *My Account* by going to [www.myaccount.horizonpower.com.au](http://www.myaccount.horizonpower.com.au) and go to update details > change statement delivery and then say goodbye to paper bills! *My Account* helps you to conveniently manage your account information and perform a range of self-serve functions.



## Report a faulty streetlight

Information you provide about faulty streetlights can help us fix the problem sooner.

As our crews carry out repairs during the day, the more accurately you can describe the fault, the faster it can be fixed. For example, you can provide nearby landmarks, such as cross streets or the streetlight number, if it's visible.

In providing this service, we depend on community members to inform us about faulty streetlights. Everyone plays a role in ensuring the streetlights stay on.

Once you have reported a streetlight fault, it will be addressed within nine working days.

To report a non-urgent streetlight fault, call our fault line on 1800 264 914 or visit our website at [www.horizonpower.com.au](http://www.horizonpower.com.au) to log a fault using our online form. Please remember to stay well clear of any fallen powerlines and report any emergencies to 13 23 51.

# In the community

## West Kimberley

### Salt Water Country Inc's Rhythm and Ride: Rodeo and Country Music Showcase 23-24 September

This showcase of the magnificent town of Broome will be held at the Broome Horse Riding Club and Speedway grounds. There is something for everyone including rodeo events and live music performances.

For more information contact Adele Peek 0400 146 910 or email [secretary@saltwatercountry.com.au](mailto:secretary@saltwatercountry.com.au)

### Kimberley Girl September-October

Kimberley Girl will again be supported by Horizon Power with community and heat workshops commencing 12 September, culminating in the final events on Friday, 7 October. For more information visit [www.goolarri.com](http://www.goolarri.com)



## Gascoyne Mid West

### Meeka Outback Festival 23-25 September

The annual outback festival takes place over the Queen's Birthday long weekend. There are three days of non-stop entertainment including fireworks, street festivals, thoroughbred horse racing, live music and the annual Outback Ball. The Meeka Festival offers a true outback experience.

For more event info visit [www.meekafestival.com.au](http://www.meekafestival.com.au)

# 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](mailto:enquiries@horizonpower-reply.com.au)  
[www.horizonpower.com.au](http://www.horizonpower.com.au)

## East Pilbara

### Christmas Lights Competition November-December

Celebrate the festive season by decorating your home or business with Christmas lights and have the chance to win the Town of Port Hedland Christmas Lights competition. Visit the Town of Port Hedland website [www.porthedland.wa.gov.au](http://www.porthedland.wa.gov.au) for competition details.



### Port Hedland Community Awards 1 December

Nominations for the 2016 Port Hedland Community Awards are now open. The Awards help to build a unified town by giving the community the opportunity to formally recognise the significant contribution of volunteers and sporting excellence within the town of Port Hedland.

For more information, or if you would like to nominate someone visit [www.porthedland.wa.gov.au](http://www.porthedland.wa.gov.au) or email [recofficer@porthedland.wa.gov.au](mailto:recofficer@porthedland.wa.gov.au)

## Goldfields / Esperance

### Laverton Christmas Lights Competition

Horizon Power is once again sponsoring the annual Laverton Christmas Lights Competition starting 1 December 2016. Judging takes place on Wednesday 7 December at a community barbecue. A number of cash prizes are on offer including first, second, third and highly commended, as well as best business.

To enter, or for more information, contact Laverton Community Resource Centre Coordinator Johanna McGuire on 9031 1800 or email [laverton@crc.net.au](mailto:laverton@crc.net.au)

## Regional offices

You can visit or contact one of Horizon Power's regional offices.

**Broome**  
Lot 1050 McDaniel Road  
BROOME WA 6725  
Ph: (08) 9192 9900

**Esperance**  
143 Sims Street  
ESPERANCE WA 6450  
Ph: (08) 9072 3400

### Find us on



**Gascoyne and Mid West**  
Corner Iles Road & Robinson Street  
CARNARVON WA 6701  
Ph: (08) 9941 6299

**Karratha**  
Stovehill Road  
KARRATHA WA 6714  
Ph: (08) 9159 7250

**Kununurra**  
Lot 228 Messmate Way  
KUNUNURRA WA 6743  
Ph: (08) 9166 4700

**Port Hedland**  
18 Anderson Street  
PORT HEDLAND WA 6721  
Ph: (08) 9173 8281

## Horizon Power Esperance Sports Star of the Year Awards 12 November

This annual event at the Esperance Civic Centre is a highlight on the regional sporting calendar, and recognises achievements of players, coaches, teams and volunteers across all sporting codes. Finalists are nominated by the community and/or their clubs in the categories of: Sports Star of the Year; Junior Sports Star of the Year; Volunteer Service to Sport Award and Sports Team of the Year. Nominations close 3 October 2016. Visit [www.esperance.wa.gov.au](http://www.esperance.wa.gov.au) to nominate. Contact David Rigney on 9071 1411 or Shane Tobin on 0418 557 397, [shane.tobin@esperance.wa.gov.au](mailto:shane.tobin@esperance.wa.gov.au)



## Hedland Economic Forum

Horizon Power was a proud sponsor of the 2016 Hedland Economic Forum hosted by the Port Hedland Chamber of Commerce and Industry.

The forum brought together business, community and government representatives to discuss future opportunities in Port Hedland and how to embrace change to build a sustainable community.

Horizon Power was delighted to support this beneficial event and participate as a valued member of the community.

