



Summer energy efficiency tips



Being bushfire aware

# On the horizon

## Roy Hill and Horizon Power partner to create jobs in the Pilbara

Horizon Power has been awarded the contract to provide world-class iron ore producer Roy Hill with energy to its Port Hedland port facility.

The State Government approved the Power Purchase Agreement between Horizon Power and Roy Hill on 31 October 2016.

The Roy Hill Transmission Project will deliver transmission connection infrastructure to facilitate delivery of up to 25 megawatts of electricity to the port by early 2018.

Horizon Power Managing Director Frank Tudor said the signing of the contract with Roy Hill is a significant milestone for Horizon Power and marked the continued improvement in the coordination and efficiency of the North West Interconnected System which powers the Pilbara.

"This is an important step in our commitment to provide improved energy

management and the best possible service to our customers on our North West Interconnected System," Mr Tudor said.

Early design and procurement work on the project has already begun. Up to 50 new jobs are expected to be created during the construction phase which involves the completion of two express feeders or cables which will connect our South West Creek substation to the Roy Hill substation, a distance of five kilometres.

Site works will begin in the first quarter of 2017 and are due to be completed by December 2017.

The Roy Hill operation will be powered by the Pilbara's most energy efficient 150 megawatt power station being constructed by TransAlta which is scheduled for completion by mid-2017.

*Roy Hill's port operation, courtesy Roy Hill*



## Power Ahead PV and battery storage winner announced

Galvins Plumbing Supplies Manager Stuart Ramsay was thrilled to hear the business had been selected as the winner of a PV system with battery storage, courtesy of Horizon Power.

As part of the *Power Ahead* research, we want to get a better understanding of the savings a customer with PV and battery could make under our proposed new way of charging for electricity.

To be eligible to win the system, businesses had to apply to take part in *Power Ahead* in September 2016.

"The shed was built without sky lights to keep the heat from entering down, leaving no choice but to run high bay lights. So having a chance and winning the system is a tremendous bonus to help reduce our power consumption," said Stuart.

You can learn more about *Power Ahead* at [www.horizonpower.com.au](http://www.horizonpower.com.au)



## Being bushfire aware this summer

As part of our commitment to safety and reducing fire risk during bushfire season, we undertake work on and around powerlines with extreme caution.

You can help us limit the risk of bushfires caused by electricity faults by keeping trees and branches away from powerlines on your property. This will help prevent power interruptions and reduce the possibility of

fire, electric shock or electrocution. If you see a fallen or damaged powerline, stay clear and call us immediately on **13 23 51**. If you experience an outage in bushfire season, please be patient. We will restore power as soon as it is safe to do so.

If you have private powerlines or a private power pole on your property, it is your responsibility to inspect and maintain them.

If you are unsure about whether you are responsible for the powerlines or poles on your property, please contact your local Horizon Power office.

For advice on how to prepare your property and to stay up to date with emergency situations, visit the Emergency WA website at [emergency.wa.gov.au](http://emergency.wa.gov.au)

## My Account competition winners announced

Congratulations to the Diocese of Broome and Mr Robert Patterson from Sandstone who were the lucky winners of our *My Account* competition.

More than 1000 customers entered to go in the draw to win a share of \$5,000 cash by simply telling us how *My Account* made their lives just that little bit easier.

Diocese of Broome Finance Officer Therese Rogers looks after 20 different accounts and said having all the accounts emailed to her made her job much easier.

"I don't have to wait on the regional post which can take up to four weeks meaning I was late with payments," Ms Rogers said. "Now that I can pay directly, it makes my life so much easier."

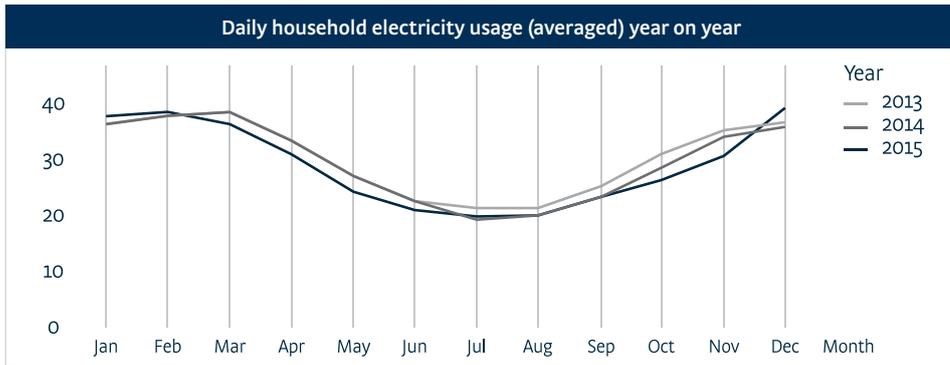
Sandstone resident and keen prospector Robert 'Banjo' Patterson always misses the local post office opening hours due to being out in the bush. The post office is only open on Tuesday, Thursday and Saturday mornings for three hours.

"In summer, I'm out prospecting by 6 am and return at 11 am therefore missing the postal service," Mr Patterson said. "As you can imagine this is a hardship that we have gotten used to, but now being able to pay bills and get reminders online makes my life just a little bit less complicated."

Mr Patterson and the Diocese of Broome will receive \$2,500 each for their honest and practical answers to the competition.

To learn more and sign up to *My Account* visit [horizonpower.com.au](http://horizonpower.com.au)





## Summer energy efficiency tips

Air-conditioner usage often accounts for two thirds or more of our average customer’s electricity usage.

Simple actions such as setting the temperature to no lower than 24 degrees and ensuring the filters are cleaned regularly can make a big difference to the amount of energy air-conditioning systems use.

For general advice on energy efficient appliances visit [http://reg.energyrating.gov.au/comparator/product\\_types/](http://reg.energyrating.gov.au/comparator/product_types/)

We’ve put together the following tips for using your air-conditioning unit more effectively during the summer months;

- Set your air conditioner to no lower than 24 degrees in summer
- Only use one air conditioner
- Clean air conditioner filter regularly
- Make sure there are no gaps around the inside unit and that it is sealed
- Keep windows and doors closed when using the air conditioner
- Clean the outside unit free of dirt and dust



## Let us know how we can improve

We are always working to improve our service to you and we appreciate your feedback. If you are unsatisfied with our service or would like to provide a complaint or compliment, let us know. Customer complaint forms are available on our website, from your local office or by calling us on **1800 267 926**.

Our complaints and dispute resolution procedures are designed to ensure we handle your concerns in a courteous and efficient manner. All formal complaints are acknowledged and responded to within regulated timelines.

We will use any information you may provide, together with our customer records, to assist in resolving your complaint. We will also provide you with a detailed explanation of the reasons behind any decision we have made in relation to your complaint.

If you have lodged a previous complaint with us and are not satisfied with the outcome, you may wish to contact the Energy Ombudsman on **(08) 9220 7588** or **1800 754 004** (free call outside of the metropolitan area), by email [energy@ombudsman.wa.gov.au](mailto:energy@ombudsman.wa.gov.au) or visit the website [www.ombudsman.wa.gov.au/energy](http://www.ombudsman.wa.gov.au/energy)



## Staying safe around electrical assets

During the past 12 months, we have recorded over 70 incidents in which a third party has damaged assets through vehicles driving into mini pillars or damaging underground cables through digging.

We would like to provide our communities with a reminder to be careful around electrical infrastructure after significant damage was caused to a mini pillar (green dome) exposing live electrical wires to the public.

The incident occurred when rubbish, placed on the verge for collection, was left too close to the mini pillar concealing it from the view of the rubbish truck. The truck then accidentally picked up the green dome along with the rubbish.

Horizon Power General Manager Pilbara Grid Ziggy Wilk said mini pillars were designed to be unobtrusive; however, this could often result in people accidentally damaging them by hitting them with their vehicles or machinery.

“These mini pillars contain live wires which when exposed can cause electric shock or electrocution,” Mr Wilk said.

“The safety of the community is our number one priority, people should make sure vegetation and items such as rubbish bins are at least one and a half metres away from mini pillars, check where pillars are on a site before starting any work, and ensure children don’t play on or around electrical equipment.”

If you see any damage to electrical infrastructure or want to report a fault, please call us on **13 23 51**. Stay well clear of fallen powerlines or any other damaged infrastructure.

# In the community



## 2016 Western Australian Regional Achievement and Community Awards

The Western Australian Regional Achievement and Community Awards highlight and reward the valuable contribution of businesses, young people, leaders, towns, environmental and sustainability initiatives, individuals and communities involved in the development of regional and rural WA.

The winner of the Horizon Power Leadership and Innovation Award was Andrew Outhwaite from Geraldton, pictured here with Horizon Power's General Manager Microgrids Craig Julian.

### Goldfields/Esperance

#### Esperance Angling Classic 12 March

The Esperance Deep Sea Angling Club is hosting the 24<sup>th</sup> annual Esperance Archipelago Offshore Angling Classic on 12 March 2017.

Established in 1995, the Classic draws competitors and spectators from all over the State. More than 119 boats and 379 crew competed last year and this year's event is gearing up to be just as successful.

For more information contact Murray Johnson at [murray@southernsports.net.au](mailto:murray@southernsports.net.au)



### West Kimberley

#### Horizon Power Broome Sports Awards December

The Broome Sports Association celebrated the West Kimberley sporting community at the annual Horizon Power Broome Sports Awards on 3 December 2016 at the Broome Civic Centre.

Congratulations to all winners, in particular Volunteer of the Year Tash Arstei, Horizon Power Sports Star Kodee Brown, Rising Sports Star Seth Lovell, Club of the Year Broome Speedway and Team of the Year Bidyadanga Emus. Full results can be obtained by visiting our website at [www.horizonpower.com.au](http://www.horizonpower.com.au)



### East Pilbara

#### Port Hedland Community Awards

Each year the Port Hedland Community Awards recognises the contributions made by individuals, groups and organisations. These Awards celebrate the generous contributions, time and energy made by community members in making Port Hedland a place to call home. The awards night was held on 9 December 2016. Congratulations to everyone who was nominated and to the winners of each category.

For more information about future Awards, email [agroch@porthedland.wa.gov.au](mailto:agroch@porthedland.wa.gov.au)

### West Pilbara

#### City of Karratha Australia Day Awards 26 January

The City of Karratha Australia Day Awards recognise individuals and groups who have made an outstanding contribution to the Karratha community and exceptional achievement in sporting, environment or cultural endeavours.

We are proud to sponsor the Citizen of the Year award category which recognises an individual who has made a significant contribution to the community within the last 12 months and/or given an outstanding service over a number of years.

For further information contact the City of Karratha on **08 9186 8555** or email [events@karratha.wa.gov.au](mailto:events@karratha.wa.gov.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)

### 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

**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

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