



Advanced metering project wins award



Power Ahead research pilot

On the horizon



Fortunately for RMH, Gus didn't quite make the cut to be a guide dog and now has the very important job of greeting all RMH visitors – including Horizon Power Managing Director Frank Tudor!

Horizon Power boosts support for Ronald McDonald House

We are pleased to announce more support for Ronald McDonald House (RMH) this year, with our sponsorship providing educational support for three regional children.

We have supported the RMH Learning Program since 2012. It offers free school tuition for children recovering from serious illnesses, allowing them to catch up on their missed education.

Our Learning Program sponsorship funded the placement of two children from Karratha and Esperance in 2016 and this will increase to three for 2017.

Last year, we also donated an interactive learning table, which is similar to a giant iPad, to RMH for the children to use.

Managing Director Frank Tudor said he looked forward to continuing to support RMH into the future.

“As Western Australia’s regional energy providers, we understand the importance of having organisations such as the Ronald McDonald House assisting our families in times of need, and we are thrilled to be involved in contributing to its success,” Mr Tudor said.

RMH provides a home away from home for regional families who have a sick child receiving hospital treatment in Perth. It is located at QEII adjacent to the new Perth Children’s Hospital in Nedlands.

To find out more about how RMH is helping regional families in need visit www.rmhc.org.au/our-programs/houses/perth



Horizon Power Commercial Services and Finance General Manager Mike Houlahan (left) accepted the award on behalf of Horizon Power from Event Director Rod McLauchlan

Power Ahead Research Pilot

Over 400 residents and businesses in Port Hedland have taken part in the *Power Ahead* Research Pilot which wraps up on 31 March 2017. During the pilot, participants were encouraged to keep their electricity use under a set allowance during the peak period of 1 pm to 8 pm.

Pilot participant Kelly-Anne Insull said she had made a lot of changes to the way her family used power and tried to spread her electricity use over a longer period to reduce usage during the peak period.

"I used to do my clothes washing while I was cooking dinner but now I do it at 8 pm after the peak is over," Ms Insull said. "I found out the wall air conditioners use a lot of power so I turned them off in the kids' rooms and make them all sit in the lounge room to share the big split system."

As part of the pilot, a free *Power Ahead* app was created to help participants earn their incentive for reducing peak usage, providing them with real time visibility of their electricity use. The app sends alerts and notifications throughout the peak to help participants' stay within their peak use allowance and sends them personalised energy efficiency tips.

"I've made a lot of changes and looking at the graph I can see that they're working. It's really great to know that what you're doing works," Ms Insull said.

This research and the input from participants will help us shape the future of electricity pricing.

If you're interested in finding out more visit www.horizonpower.com.au/power-ahead-research-pilot



National award acknowledges advanced metering project

Australia's energy industry has acknowledged our Advanced Metering Infrastructure (AMI) project, which was completed in October 2016, with a national innovation award for best customer value.

Managing Director Frank Tudor said the 'The Best Value AMI' award, presented at the Australian Utility Week conference in Sydney recently, was an acknowledgement of two

years of intensive work by Horizon Power for its customers.

"AMI not only means an end to estimated bills for most customers, it is an important technology which will allow more customer choice in the future, including allowing higher levels of renewables and other pricing products," Mr Tudor said.

Pilbara Underground Power Project starts in Onslow

Onslow can soon look forward to a future with fewer power outages during cyclones and improved streetscapes thanks to community support for the Pilbara Underground Power Project (PUPP).

A community survey undertaken in late 2016 showed overwhelming support from Onslow residents, with 86 per cent of private landowners in favour of undergrounding their electricity network through the PUPP.

Civil works for the project began in March.

Manager Pilbara Grid James Carney said it was a great result to be able to include Onslow in the project alongside South Hedland, Wedgefield, Roebourne and Karratha.

"We are currently working in the final suburb of Karratha, Nickol, and it's great to be able to add Onslow to the project, which is due to wrap up in mid-2018," Mr Carney said.

Shire of Ashburton ratepayers voted unanimously in December to contribute approximately \$2 million to the project to help bring the new infrastructure to the town.

Shire President Kerry White says that moving to underground power is a positive step for the town which is prone to cyclones and severe tropical storms.

"Given our location and history the majority of Onslow has, over the years, been transformed to meet high cyclone standards," said Ms White. "An underground power network is an important step in minimising the damage and disruption, ensuring everyone's safety and well-being."

Works for the underground project are due to be completed by mid-2018.



Broome local identity stars in *Be Aware of Electricity* campaign

Local Broome identity Michael Albert is the new face of our *Be Aware of Electricity* campaign, promoting safety around electricity, which is being aired across the State's regional networks.

Mr Albert, Chief Executive Officer at Garnduwa Amboorny Wirnan, a former Shire Councillor and youth worker, was selected for the starring role in all three commercials for the campaign – electrical safety at home, outside and around worksites.

Broome Retail and Community Manager Jodie Lynch said the goal is to keep

customers, staff and the public safe by raising awareness about electrical safety, including the use of oversized or heavy equipment.

“The campaign also reminds you to be safe when enjoying the outdoors, taking particular care around the green domes which are now prevalent given the shift to underground power,” she said.

For more information visit our website: horizonpower.com.au/our-commitments/overview/safety/

Do you rely on life support equipment at home?

If so, make sure you register with us as a Life Support Customer. By knowing that you require life-support equipment at your premises, we will give you advance notice of any planned outages and your needs will also be considered as a priority during an unplanned power interruption.

To register, you and a medical professional need to complete an application form. Application forms are available on our website or from your local Horizon Power office. You can also phone us on **1800 267 926** and request an application form be sent to you.

If your situation changes and life support is no longer required, please call our contact centre on 1800 267 926 or email enquiries@horizonpower-reply.com.au

A Life Support Equipment Electricity Subsidy Scheme is also operated through the Department of Finance. For more information please visit http://www.finance.wa.gov.au/cms/State_Revenue/ECES/Energy_Subsidy_Schemes.aspx

Onslow power infrastructure upgrades underway

Work on the construction of a new modular power station in Onslow began in March, marking the start of the first stage of a project which will result in Onslow having much higher levels of distributed renewable energy providing its power.

The contract for the construction of the power station was awarded to Downer EDI Engineering and Power Pty Ltd in January following a competitive open tender process.

Manager Midwest Business Joe Griessmann said final commissioning and handover of the new power station is scheduled for January 2018.

In the community

West Pilbara

City of Karratha Australia Day Awards

Congratulations to the City of Karratha Australia Day Award winners and in particular, the Horizon Power Citizen of the Year Joanne Waterstrom-Muller.

Joanne was recognised for her long history of contributing to the community including her voluntary work with the State Emergency Service, Pilbara Wildlife Carers and the Baynton West Canteen.



Horizon Power Manager Pilbara Retail & Generation Evette Smeathers presents the award to the 2017 Citizen of the Year, Joanne Waterstrom-Muller.

Esperance

Norseman Gold Fever Festival

11 - 12 March 2017

The festival incorporates the Horizon Power Gold Run, now in its third year, which is a fun run for the whole family with a 5 km or 10 km option. It takes place through the main streets of the town and there are prizes and giveaways on offer.

Other festival events include the Norseman Cup, the ever popular rock drilling contest, live bands and street entertainment. For more information, contact Sandra Murphy on **0409 375 946** or visit www.norsemangoldfever.com.au

East Kimberley

Horizon Power Float Parade

Back by popular demand, the Horizon Power Float Parade is returning to this year's Ord Valley Muster line-up of events. The parade will make its way through town before wrapping up at the Moon Fair – a free event where there will be food, music, workshops and rides for all the family to enjoy.

The Ord Valley Muster runs from 19-28 May 2017. For more information call the Kununurra Visitor Centre on **9168 1177** or email info@ordvalleymuster.com.au



The Gibb Challenge

Now in its 11th year, the Gibb Challenge is a mountain bike adventure following iconic Kimberley stock route of the Gibb River Road from Derby to Kununurra – a distance of 660 km. Be sure to keep an eye out for our Horizon Power team – 'Spinning Reserve' – at this year's event!

The event will be held from 21-25 May 2017, aligning with key events from the Ord Valley Muster. For more information, contact Event Director Simon Rimmer on **0439 063 441** or karunjie@westnet.com.au



State

Fair Game

The weekend of 21-22 January saw Fair Game deliver its first road trip for 2017 with three volunteers travelling to Yalgoo to engage the local kids during the long school holidays. They brought with them a raft of experience and energy, and were keen to kick off what is promising to be an exciting year ahead for Fair Game.

Horizon Power is proud to be a major sponsor of Fair Game since their inception. To learn more about Fair Game visit fairgame.org.au

Difficulty paying your bill?

If you need more time to pay your bill then we can help. Contact us as soon as you begin to experience any difficulty with making your bill payments.

If you're finding it hard to pay your bill, we can tailor a suitable payment arrangement to give you a little more time to pay. You may also qualify for a Hardship Utility Grant Scheme (HUGS). To see if you're eligible for assistance call **1800 267 926**.

Helping you budget

If you receive Centrelink payments you can make smaller and more regular payments towards your Horizon Power bill with Centrepay.

To find out more information visit your nearest Centrelink Office.

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

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Regional offices

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

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