



Power lines come down in Exmouth



Preparing for storm season

On the horizon

Community partnership improving remote and rural education

Teach Learn Grow representatives were sponsored by Horizon Power to visit Cue Primary School, Meekatharra District High School and Mount Magnet District High School last year.

Alarming statistics reveal that students in remote and rural areas are 12 times more likely to be below the national minimum standard in mathematics. Furthermore, three in five Indigenous students living in remote areas will never finish school. Educational disadvantage is an unfortunate reality that exists between metropolitan and regional students.

Horizon Power has partnered with Teach Learn Grow to help the organisation achieve their mission of empowering rural and remote students to reach their educational goals and their full potential.

Visiting regional schools, representatives provide one-on-one tutoring and mentoring. Since their inception in 2011, Teach Learn Grow has offered more than 60,000 hours of free tuition to 2,600 students across 42 rural and remote schools.

To learn more about the organisation and its mission, visit www.teachlearngrow.org.au



“Remove all teenagers from the house, send them to the park.”

Susie McGough

Winning \$1,000 has never been easier

Congratulations to the five winners of our competition An Easy Way to Win, who have each taken home \$1,000 cash!

Michelle Le Clercq and Susie McGough from Broome, Renee Haysey from Kununurra, Kirsten Boardman from Karratha and Liz Ellett from Esperance were announced live on Facebook and Instagram as the lucky winners.

The Facebook competition ran over summer and challenged customers to get thinking about the easy ways they could save energy around their homes to help reduce power bills.

Thank you to those who entered. We loved sharing everyone's tips on our social media platforms.

If you don't already, follow Horizon Power on Facebook, Instagram, LinkedIn and Twitter to stay on top of the latest community news and events, and electricity faults and outages.



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Claiming compensation for power interruptions

We are committed to providing a safe and reliable power supply to you, but if for any reason your power supply is interrupted and the interruption is caused by us, you may be able to make a claim

for compensation. See the below table for payments you may be entitled to or visit www.horizonpower.com.au/for-home/existing-customers/make-a-claim for further information.

Claim	Compensation
Your power supply is interrupted continuously for more than 12 hours	As per the Extended Outage Payment Scheme, you could receive \$80 if your power supply is interrupted continuously for more than 12 hours from the time you report the outage to our faults line on 13 23 51.
Horizon Power fails to provide adequate notification of a planned power interruption for maintenance	You could receive \$20 if less than three days notification is received about a planned power interruption. Notification should be received via a letter, SMS, notification card, phone call, and/or newspaper or radio advertising.
Your property is disconnected in error	Your property will be reconnected as a priority and \$100 credit will be added to your electricity account for each day you were disconnected.
Reconnection of your property occurs outside of the timeframe specified in the Customer Charter	You could receive \$60 credit to your electricity account for each day the reconnection is late (maximum of \$300).
Loss or damage to your property and belongings caused by Horizon Power	Each claim and associated compensation is assessed individually.

Power lines removed in Exmouth

With the Exmouth Golf Club's Stand-alone Power System (SPS) now successfully up and running for more than six months, the aging overhead power lines and poles have been removed from the area.

Since September 2017, the club's SPS has been generating and storing its own electricity through solar panels, a battery and back-up diesel generator. The system supplies continuous power 24 hours a day, regardless of the weather, effectively removing the club from the electricity grid.

Exmouth Golf Club President Neil Haywood said the removal of power lines and poles enhanced the look of the facility, making it more attractive for members and visitors.





Preparing for storm season

Storms can cause extensive damage to homes, cars and can even cause injury or loss of life. By following some simple steps before, during and after a storm, you can prepare your family and home and stay safe this winter.



Prepare

- Clear your property of unsecured objects and rubbish that could blow around and cause damage during a storm
- Make sure gutters and downpipes are clear of leaves and blockages
- Have a professional contractor trim trees around your property
- Prepare an emergency kit with essential items in case you lose power or need to leave home in an emergency.



Leading up to and during

- Charge your mobile phone
- Close curtains and blinds, and stay away from doors and windows
- Unplug all electrical appliances and turn off the gas supply
- Report electrical faults and outages to our faults line on **13 23 51** so our crews are aware that there is an issue
- Follow us on social media for updates on major outages. We are committed to restoring power as safely and quickly as possible, so please be patient if your power is interrupted.



After a storm

- Have a licensed electrician check any appliances that may have been damaged by power failure or water. Do not use appliances that have been submerged or damaged by water without getting them checked by a licensed electrician
- Do not go near a fallen powerline. Always assume it is live, stay well clear, warn others and call us immediately on **13 23 51**
- Take care when cleaning up as fallen powerlines hidden by branches, debris or water can be extremely dangerous.

For more information or to download our *Stay safe this storm season* pack, visit www.horizonpower.com.au/our-community

In the community

West Kimberley

ClimateClever Initiative

We are proud to announce a new partnership with Curtin University's Dr Vanessa Rauland and Low Carbon Living, to deliver the ClimateClever Initiative. This initiative helps schools measure, monitor and reduce their carbon footprint. For more information about the program email info@climateclever.org, call 0422 865 776 or visit www.climateclever.org



Gilbert and friends at the public information session about the ClimateClever Initiative at the Broome Public Library

The Gibb Challenge 11 to 18 May

The Gibb Challenge is a socially competitive, 660km mountain bike relay, which raises community awareness and funds for the Royal Flying Doctor Service. Horizon Power is a proud partner of the event and a team of Horizon Power employees took part in the event last year, raising more than \$7,000 on their epic ride. Horizon Power employees from across the State will be donning the lycra again this year. For more information about the event visit www.thegibbchallenge.com.au

Kyle's Cable Beach Walk 27 May

Horizon Power is privileged to once again support the Kyle Andrews Foundation through Kyle's Cable Beach Walk. This charitable foundation supports children with serious and life threatening illnesses, providing short breaks and accommodation for them and their families. For more information visit www.kyleandrewsfoundation.com.au

East Kimberley

Lake Argyle Swim 5 May

Horizon Power is again sponsoring the Lake Argyle Swim, situated 75km from Kununurra. Clean freshwater and an unsurpassed outback adventure await a record 510 swimmers who have registered for this year's event, with 67% of participants travelling from outside the East Kimberley to take part. Visit www.lakeargyleswim.com for further information.



Ord Valley Muster 11 to 20 May

With thirty events over ten days, the multi-award winning Ord Valley Muster is a bucket list 'must-er' for every Australian. The event's calendar is packed with exciting experiences, from rodeo and dining under the stars, to music, yoga boats and comedy. Visit www.ordvalleymuster.com.au for more information.

Kununurra Agricultural Show 13 and 14 July

The Kununurra Agricultural Society is run by a committee of volunteers who are dedicated to encouraging the development of the agricultural, horticultural and pastoral industries. One of the ways they achieve this is by hosting the annual Kununurra Agricultural Show. Visit www.kas.org.au for more information about the activities, competitions and events on offer this year.



Goldfields-Esperance

Leonora Golden Gift Carnival 2 to 4 June

The Leonora Golden Gift Carnival is an elite athletic carnival now in its sixteenth year. With \$50,000 up for grabs, a major musical act, horse racing, fireworks, children's entertainment and market stalls, this is an athletics carnival that brings the community together like no other. Visit www.leonoragoldengift.com or further information.

Great Southern Carnival 6 to 8 July

The Esperance Hockey Association is this year hosting the Great Southern Carnival, consisting of two days of spirited but friendly competition on the hockey field. The carnival began in the 1920s and is always well attended by men's and women's teams from both regional and metropolitan WA. For more information, email Ryan Norris at ryan.norris6@bigpond.com

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