

FCAWA Miriwoong Forum

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The Cambridge, Kununurra WA



FINANCIAL COUNSELLORS' ASSOCIATION
OF WESTERN AUSTRALIA

The logo for Horizon Power. The word 'HORIZON' is in a bold, white, sans-serif font. Below it, the word 'POWER' is also in a bold, white, sans-serif font. A white curved line underlines the word 'HORIZON' and extends to the right.

HORIZON
POWER

Acknowledgement of Country

Binarritha-yarr, gawooleng thoon jawaleng ngenayi-ngarnang Miriwoontha. Yirradayin dawanga-woorr.

~

We would like to acknowledge the Traditional Custodians of this land, the Miriwoong people. We recognise and appreciate a continued connection through stories, traditions and living cultures and commit to building a brighter future together.

Service area

OUR SERVICE AREA

- Offices
- Current supply areas



HARDSHIP IN THE KIMBERLEY

488

Current
Hardship
Accounts

4.77%

Residential
Customers in
Hardship Status

>30%

Incl. 'Hidden Hardship'

49

Hardship Entries

76

Hardship Exits

*Average Per Month

\$403k

Total
Balance Owing
Hardship

61

Customers on Life
Support

1242

Customers on
Prepayment

6

'Harboured'
Customers
(FDV)

29 Disconnections

24 Reconnections

0.9 Days to
Reconnect

*Average Per Month

18.18%

Claiming
Concessions or
Rebates








10,212

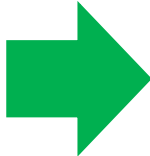
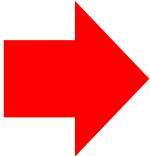
Residential Customers in the Kimberley


Hardship and Vulnerability Management

Common Referral Pathways and Outcomes

All Customers requiring assistance are case managed on an individual basis by a dedicated Horizon Power Customer Relationship Officer (CRO)

-  Customer engages direct
-  Financial Counsellor/Customer Advocate
-  Warm Transfer from Contact Centre after prelim. assessment
-  Hardship Probability Algorithm*
-  Community Engagement



-  Payment Extension/Time to Pay
-  Payment Arrangement
-  HUGS Application
-  Debt Waiver/Debt Matching
-  Prepayment
-  HEES Referral **

Customer Relationship Officer (CRO)
Based locally in the regions (Kimberley, Pilbara and Gascoyne/Midwest)

*Currently being updated/re-engineered

** In Trial Phase only

INCREASING CUSTOMER AWARENESS AND ASSISTANCE AVAILABILITY



Horizon Power coming to you

Visiting:

When:

Where:

Our team can assist you with the following:

- Billing enquiries
- Horizon Power App
- Move In / Move Out
- Concessions
- Local Projects
- Energy Efficiency Tips
- Updating details
- Community Partnerships

No appointments required, however if you wish to schedule one please contact:

For any urgent account enquires please contact: 1800 267 926
 Prepaid Power: 1800 447 707
 Report a fault or outage: 13 23 51
 Report a faulty streetlight: 1800 264 914

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ECTED

CUSTOMER SERVICE ON THE MOVE



CONCESSION CAMPAIGNS

Here's some cool news.

Save an average \$60 per month on an A2 tariff.*

On behalf of the State Government, Horizon Power is pleased to offer eligible customers a rebate to help offset some of the electricity costs associated with running an air conditioner.

This rebate is only available to customers living in areas of WA that experience prolonged periods of heat and discomfort.

It also applies for a specific number of months each year, depending on where you live.

For more information, and to see if you qualify, visit horizonpower.com.au or call 1800 267 926 to register your concession card details.

Am I eligible?

You are if you live north of the 26th Parallel and have:

Minimum of one dependent child and at least one of the following concession cards:

- Centlink Health Care Card
- Centlink Pensioner Concessions Card
- Veterans Affairs Gold Card
- OR
- A WA Seniors Card and at least one of the following concession cards:
- Centlink Pensioner Concessions Card
- Commonwealth Seniors Health Card

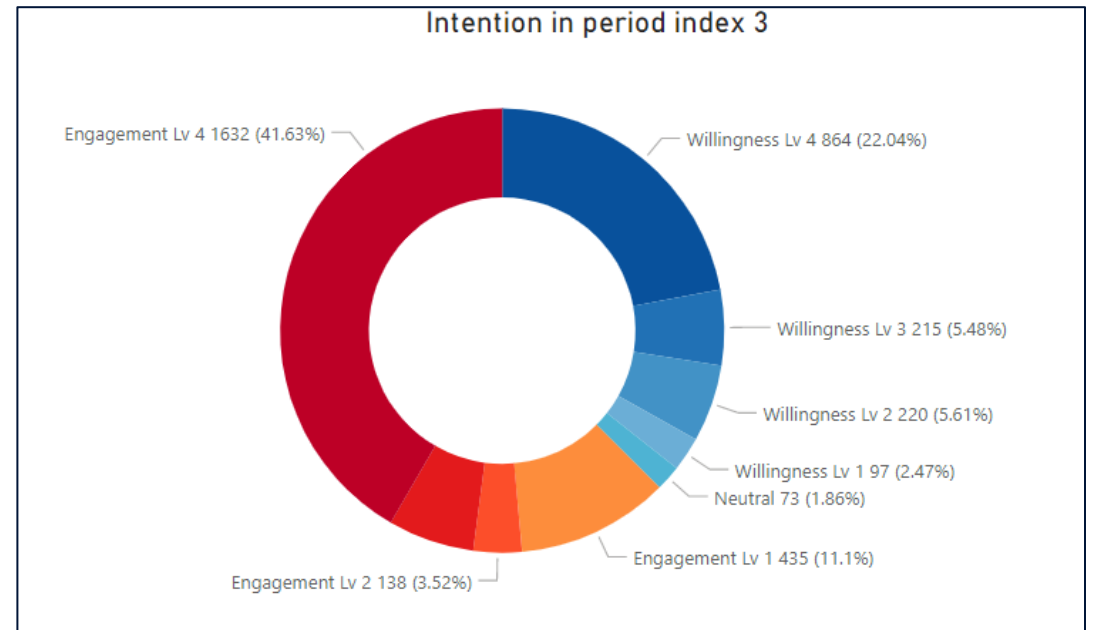
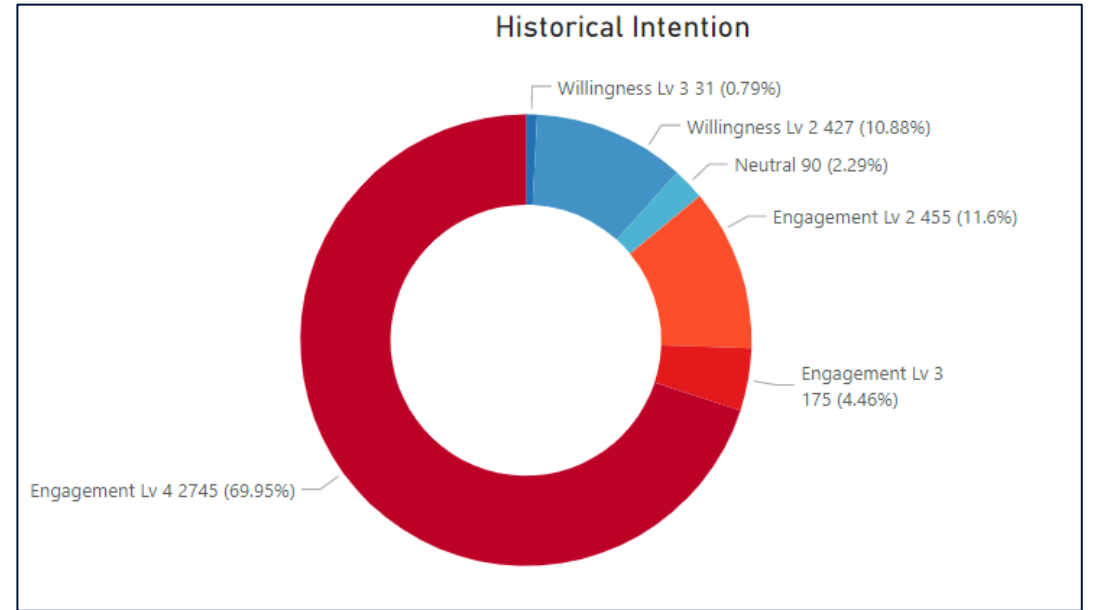


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*Savings and rebate months subject to location. Visit Horizon Power website for more information.

HARDSHIP PROBABILITY ALGORITHM - WILLINGNESS AND ABILITY TO MAKE PAYMENT



PREPAID POWER



ECTED



Avoid bill shock

Have greater control of your energy costs by paying for your power in advance, then adjusting your electricity use to fit your budget.



Buy power from your phone

Top up your credit through our app and receive notifications when you are running low on credit.



No fees or lock in contracts

Switch back to other payment methods if you want to - there's no lock-in contract or extra cost to switch services.



Share your power costs

Anybody with your account number can add credit through our app. It's a great way for everyone to contribute.

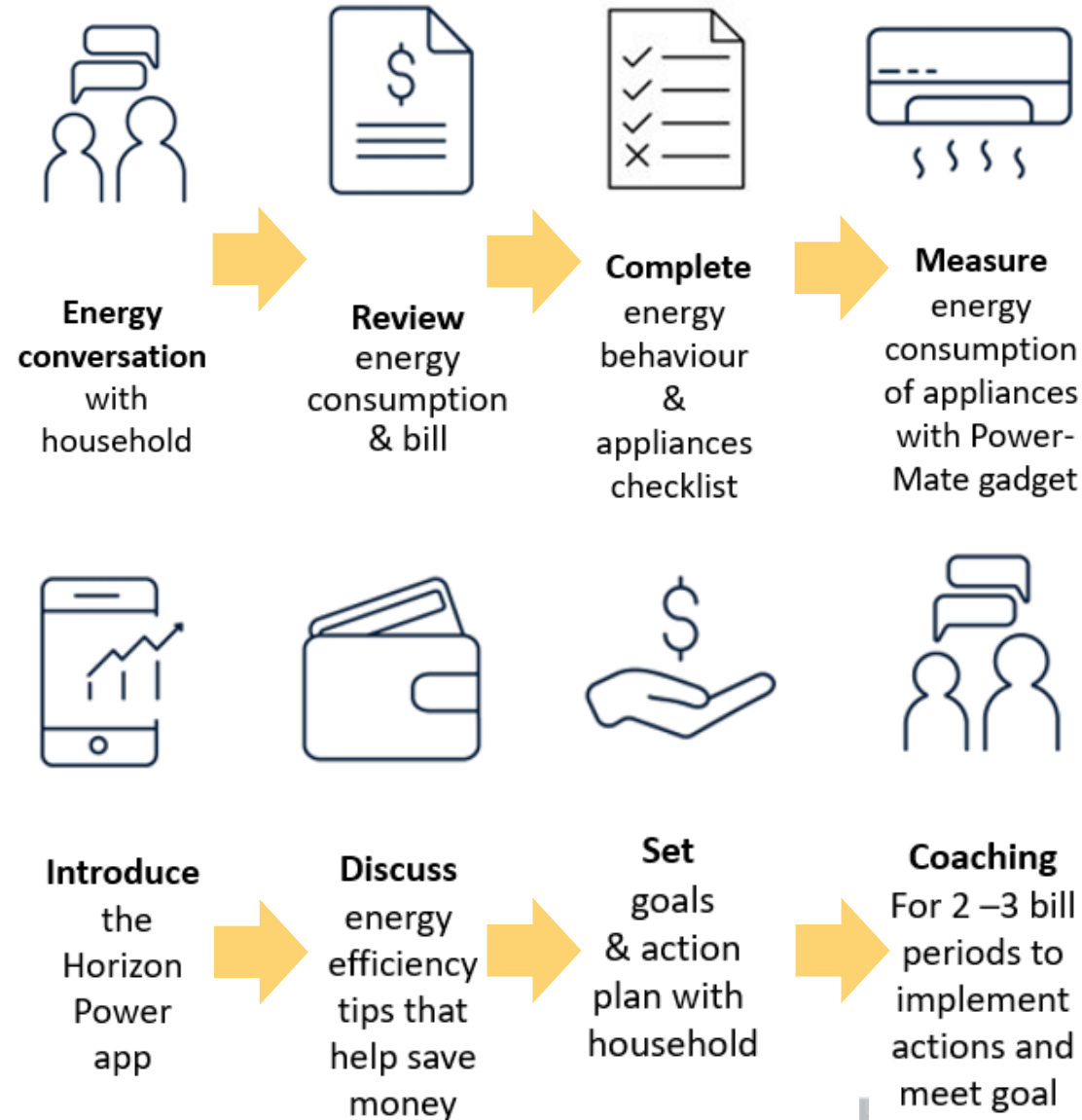
FAMILY VIOLENCE

1800RESPECT

NATIONAL DOMESTIC FAMILY AND
SEXUAL VIOLENCE COUNSELLING SERVICE

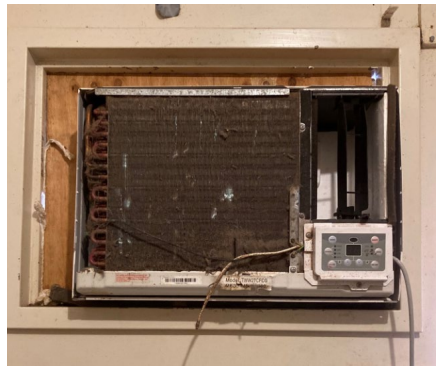
 Lifeline

HOUSEHOLD ENERGY EFFICIENCY SCHEME (HEES)

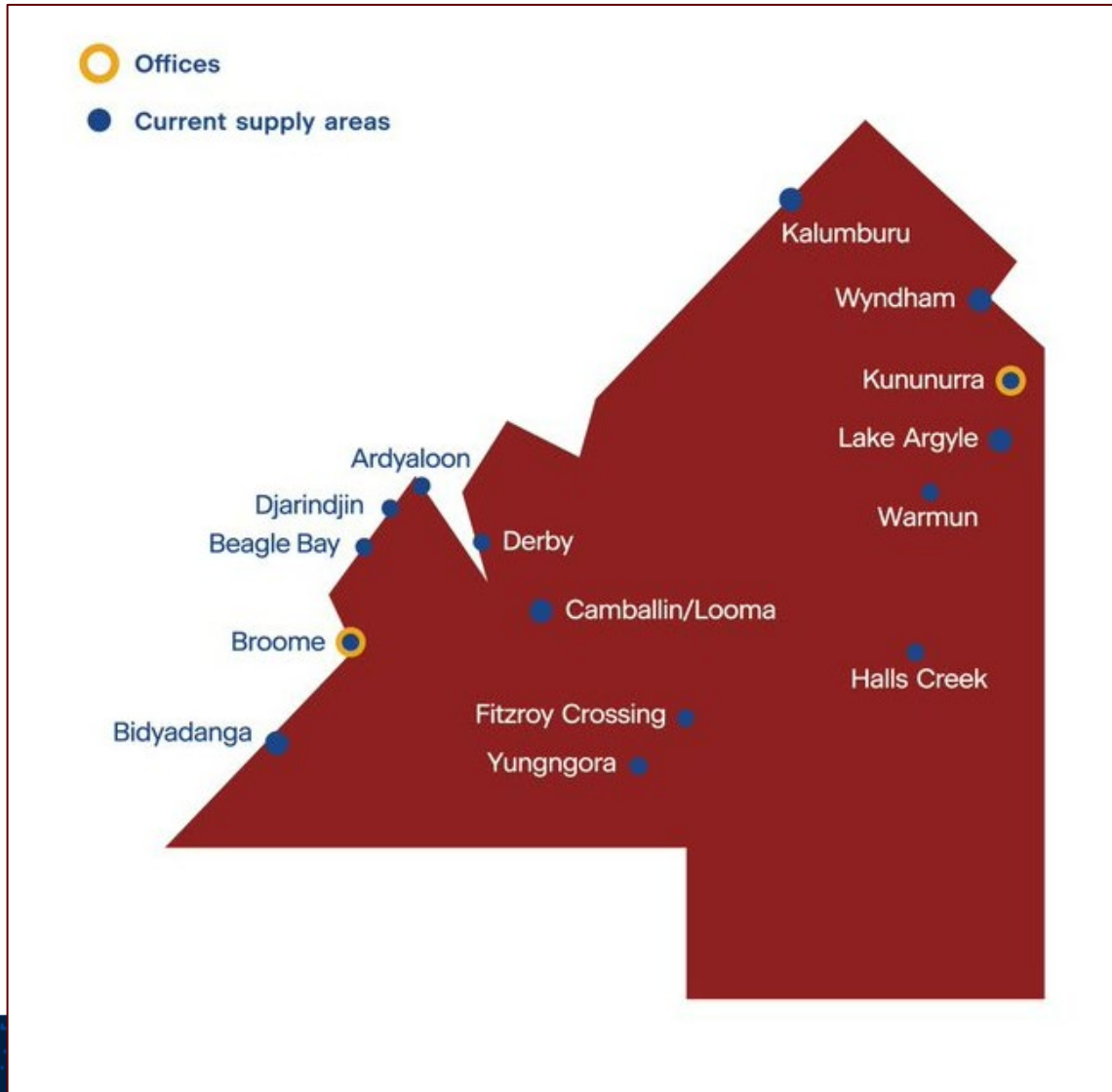


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IMPACT OF 'BOX' AIR CONDITIONERS ON ENERGY CONSUMPTION



Kimberley Flood Support and Relief



Existing charges cancelled



Outstanding debt forgiven



Daily supply charges waived



Prepaid emergency credit forgiven



Disconnection moratoriums (Post Paid and Prepaid in impacted areas)



Dedicated customer support Line and team



Standard fees and charges waived for recovery works



Case by case assistance – temp. accommodation impacts

Questions?

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