

HORIZON POWER CONSUMERS - what you should know about your RIGHTS

WACOSS
Utilities Hotline
Information & Advice
9420 7217



Horizon Power customers' rights and obligations are set out in the Horizon Power **Customer Charter**. The Customer Charter also explains how Horizon Power handles complaints and the service standards Horizon Power is committed to providing to customers.

Some important elements of Horizon Power's Customer Charter include:

- You need to notify Horizon Power at least 3 business days before vacating your property
- Horizon Power will acknowledge your written query within 10 business days and provide a response within 20 business days
- Horizon Power has specified timeframes in which it aims to respond to electrical problems and power outages
- Horizon Power will not disconnect you on a weekend or public holiday, the business day prior to a public holiday, after 3:00pm Monday to Thursday, or after 12:00noon on a Friday

Residential customers can phone Horizon Power on 1800 267 926 from 9am-5pm Monday – Friday regarding any inquiries about their power service.

Other Horizon Power customer rights are set out in the Horizon Power **Billing and Payments Code of Practice**. The Code of Practice explains how billing and payments inquiries and difficulties are handled.

Some important elements of the Code of Practice include:

- Flexible arrangements for customers having payment difficulties,
- Responsibilities of owners and tenants towards billing, payments and notification of occupancy or vacancy, and
- Residential customer rebates and concessions.

You can get more information about customer's rights and how to negotiate with your electricity provider about your issues or complaints from the other CEP Electricity Information Sheets.

A copy of the **Horizon Power Customer Charter** is available at:

http://www.horizonpower.com.au/downloads/residential/Sept_09_Customer_Cha.pdf

The **Horizon Power Billing and Payments Code of Practice** is available at:

http://www.horizonpower.com.au/residential/about_account/code_of_practice.html

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Ways to make a difference

WACOSS Consumer Utilities Project is funded by the
WA Department of Consumer & Employment Protection

