

# HOW TO handle a problem with HORIZON POWER

**WACOSS**  
Utilities Hotline  
Information & Advice  
9420 7217

**Horizon Power**  
**customer rights**  
are protected by the Code of  
Conduct for the Supply of  
Electricity to Small Use  
Customers

For information about how to  
lodge a complaint with the  
**Energy Ombudsman** see  
WACOSS Essential Services  
Information Sheet #2

For more information about  
**your rights as a Horizon**  
**Power customer** see  
WACOSS Electricity  
Information Sheet #1

**WACOSS CUP CONTACTS**  
Post 2 Delhi St West Perth  
6005

**Phone** 9420 7222

**Fax** 9486 7966

**Email**

[consumers@wacoss.org.au](mailto:consumers@wacoss.org.au)

**Website**

[www.wacoss.org.au/utilities](http://www.wacoss.org.au/utilities)



If you have a problem with **Horizon Power** regarding billing payments or a complaint about their service or electricity supply, it is best to make direct contact with Horizon Power as soon as possible.

Horizon Power is required to respond to customers' needs and complaints under a range of different policies and regulations that protect their customers from unfair conduct.

If you are having trouble paying your bill, it is important you contact Horizon Power to let them know. Horizon is then required to assist you in various ways in order to help you stay connected.

You can contact Horizon Power to make an inquiry, set up an alternative payment plan or make a complaint by any of the means below:

<b>Telephone</b>	1800 267 926
<b>Fax</b>	(08) 9159 7288
<b>Email</b>	<a href="mailto:service@horizonpower.com.au">service@horizonpower.com.au</a>
<b>Website</b>	<a href="http://www.horizonpower.com.au">www.horizonpower.com.au</a>
<b>Post</b>	Customer Services Branch, Horizon Power PO Box 817, Karratha WA 6714
<b>In person</b>	Stovehill Road Karratha WA 6714

It is important to have as much information available as possible about your bill or complaint issue before you contact Horizon Power. Keep a record of your dealings with Horizon Power, including the dates you contacted them and how they responded.

If you have not been able to resolve your complaint through Horizon Power's complaints processes, you can contact the Energy Ombudsman. The Energy Ombudsman can investigate a range of customer complaints related to Horizon Power.

*Ways to make a difference*

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