

HOW TO USE the Horizon Power **HARDSHIP** POLICY

WACOSS
Utilities Hotline
Information & Advice
9420 7217



A copy of the **Horizon Power Hardship Policy** is available at:

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

If you are having difficulty paying a Horizon Power bill or have accumulated large bills over time, the **Horizon Power Hardship Policy** may help you.

The Hardship Policy outlines the minimum standards Horizon Power will adopt in relation to dealing with residential customers who lack the capacity to pay a bill due to financial hardship or payment difficulties.

The Hardship Policy includes information about:

- **Identification of 'hardship':** a customer may be identified as experiencing financial hardship either by Horizon Power, self-assessment or by an independent financial counsellor
- **Payment arrangement options:** such as additional time to pay a bill, interest-free and fee-free instalment plans, bill smoothing, and referral to support agencies and schemes when appropriate
- **Payment incentives and debt waivers**
- **Customer rights and responsibilities**
- **The requirement for Horizon Power to adequately train staff in relation to financial hardship**

Customers experiencing payment difficulties or financial hardship who call the customer service line, **1800 267 926**, should be transferred through to the trained staff in the Credit Management Centre.

The Hardship Policy should be considered along with other customer rights and obligations. These rights are explained in the Horizon Power Customer Charter and the *Code of Conduct for the Supply of Electricity to Small Use Customers* (the Code), both are available online.

If seeking more information through **The Code**, refer to **Part 6**, which lays out the regulatory obligations of electricity retailers in relation to payment difficulties and financial hardship.

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Ways to make a difference

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