

HORIZON POWER CONSUMERS - what you should know about your RIGHTS

WACOSS
Utilities Hotline
Information & Advice
9420 7217

Horizon Power Customer Charter

*What are my rights as a
Horizon Power
Customer?*

*What are Horizon
Powers obligations to
customers?*

*How can I contact
Horizon Power about
customer concerns?*

Horizon Power Billing & Payments Code of Practice

*How does Horizon
Power's policy on billing affect
me and my payments?*

WACOSS CUP CONTACTS

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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.

A copy of the Customer Charter is available on the WACOSS CUP website.

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

- You need to notify Horizon Power 3 business days before vacating or moving into an existing house.
- 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.

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.

A copy of the Code of Practice is available on the WACOSS CUP website.

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 customers rights and how to negotiate with your electricity provider about your issues or complaints from the other CUP Electricity Information Sheets.

Ways to make a difference

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