

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*

Contacting Horizon Power

*How do I get in touch with
Horizon Power about a
problem or complaint?*

Complaints Policy

*What is the process for
dealing with a complaint
about Horizon Power?*

WACOSS CUP CONTACTS

Post: 2 Delhi St
West Perth 6005

Phone: 9420 7222

Fax: 9486 7966

Email:

consumers@wacoss.org.au

Website:

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



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.

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:

Telephone	1800 267 926
Fax	(08) 9159 7288
Email	service@horizonpower.com.au
Website	www.horizonpower.com.au
Post	Customer Services Branch, Horizon Power PO Box 817, Karratha WA 6714
In person	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. Please see the CUP Utility Information Sheet #1 for more information about how to advocate your rights.

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. Please see the CUP Utility Information Sheet #2 for information about how to lodge a complaint with the Energy Ombudsman office.

Ways to make a difference

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