

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

WACOSS
Utilities Hotline
Information & Advice
9420 7217

What is the Horizon Power Hardship Policy & how can it help a customer in financial hardship?

What information is included in the policy?

Who can I talk to at Horizon Power about the policy?

How can I get a copy of the policy?

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



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:

- **Factors for Consideration in Negotiating Payment Plans:** such as what a customer can afford to pay, whether they have faulted on payment plans in the past, and advice given by a consumer representative or financial counsellor,
- **Rights of Consumers Experiencing Financial Hardship:** such as information about eligible concessions and rebates and information on how to conserve energy,
- **Horizon Powers Credit Collection Approach:** the ten (10) day moratorium on disconnection or debt collection which is given to customers with an appointment to see a customer representative, and
- **Bankrupt Customers:** who will have the same rights as other customers and are not liable for any debt prior to their bankruptcy. However, customers with repeated bankruptcy may be placed on a shorter billing cycle.

The Hardship Policy requires Horizon Power staff to be aware of the conditions of the Hardship Policy, and trained in issues relating to customer financial hardship. The credit management staff have been trained specifically to apply the Hardship Policy to all eligible customers. It is likely that customers who call the customer service line, **1800 267 926**, will need to be transferred through to the trained staff in the Credit Management Centre.

A complete copy of the Hardship Policy and other documents relating to the rights of Horizon Power Customers are available on the WACOSS CUP website. 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 which are also available on the website.

Ways to make a difference

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