

## WESTERN AUSTRALIAN GOVERNMENT HOUSEHOLD ELECTRICITY CREDIT 2022

### HORIZON POWER

The Western Australian Government announced the Household Electricity Credit 2022 (**HEC 2022**) on 12 May 2022. The purpose of the HEC 2022 is to assist eligible residential electricity customers with the rising cost of living by providing a one-off non-refundable account offset that is to be applied to an eligible residential electricity account.

These Terms and Conditions have been determined by the Western Australian Government to enable Horizon Power to determine eligibility and distribute the HEC 2022.

### TERMS AND CONDITIONS

1. The value of the HEC 2022 is \$400 (GST free).
2. For the purposes of the HEC 2022, a Horizon Power customer will be assessed as having an **Eligible Residential Account** if:
  - a. they are a residential customer supplied with electricity under a Horizon Power electricity contract as of 12 May 2022 (**Eligibility Date**); and
  - b. the supply of electricity is made under one of the residential electricity retail tariffs that are (**Eligibility Criteria**):
    - i. Tariff A2 (residential tariff) as specified in the *Energy Operators (Regional Power Corporation) (Charges) By-laws 2006*; or
    - ii. Tariff K2 (general supply with residential tariff) as specified in the *Energy Operators (Regional Power Corporation) (Charges) By-laws 2006*; or
    - iii. MyPower residential tariffs as specified in the *Energy Operators (Regional Power Corporation) (Charges) By-laws 2006*; or
    - iv. a tariff charged to a residential pre-payment meter customer as specified in the *Code of Conduct for the Supply of Electricity to Small Use Customers 2018 (WA)*; or
    - v. published by Horizon Power.
3. Even if the Eligibility Criteria is met, each of the following accounts are not Eligible Residential Accounts (**Excluded Accounts**):
  - a. an account held by a local government authority, council or entity created pursuant to the *Local Government Act 1995 (WA)*; or
  - b. an account held by a Western Australian or Commonwealth Government statutory authority, trading enterprise, department or agency; or
  - c. an account held by a telecommunication company that is, for example part of the corporate group of, Telstra, Vodafone, Optus or the National Broadband Network; or

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- d. an account held by an authorised deposit-taking institution that is, for example part of the corporate group of, Westpac, Australian and New Zealand Banking Group, Commonwealth Bank or National Australia Bank; or
  - e. an account held by a major mining or resources operator, that is, for example part of the corporate group of, BHP, Rio Tinto, FMG, Chevron and Woodside; or
  - f. an account for temporary electricity supply for the purposes of constructing premises.
4. Horizon Power customers who have an Eligible Residential Account are not required to apply for the HEC 2022 and will receive it as a one-off non-refundable offset that is:
- a. for a residential pre-payment meter customer, applied to the pre-payment meter balance from 2 July 2022; or
  - b. for all other customers, applied to the account balance from the first subsequently issued bill from 2 July 2022 and displayed on the bill as an offset on a separate line item with the description "*Household Electricity Credit Offset 2022*".
5. Before 31 October 2022, a Horizon Power customer may apply to Horizon Power to have an account, which is not an Eligible Residential Account or an Excluded Account, to be considered as an **Otherwise Eligible Account**, where it would have been an Eligible Residential Account except that:
- a. the customer failed to meet the Eligibility Date due to accommodation issues, including but not limited to moving houses, homelessness, temporary accommodation or building a new dwelling; or
  - b. there was an error in the tariff applied to an account, where a residential customer was on an incorrect tariff that would not meet the requirements set out in clause 2(b) of these Terms and Conditions.
6. Once Horizon Power has applied the HEC 2022 it will remain on an Eligible Residential Account or an Otherwise Eligible Account, until the earlier of:
- a. the termination of the contract under which the account is supplied, in which case any remaining amount of the HEC 2022 will be forfeited, unless clause 10 of these Term and Conditions applies;
  - b. a change in tariff occurs that is not a tariff specified in clause 2(b), in which case any remaining amount of the HEC 2022 will be forfeited; or
  - c. the utilisation of the full amount of the HEC 2022 with respect to charges incurred and billed for the supply of electricity for that account (including historical debt).
7. Provided a customer applies to Horizon Power before 31 October 2022, Horizon Power retains the discretion to apply the HEC 2022 offset to that customer's account, despite that account not having otherwise met the requirements set out in these Terms and Conditions (**Special Circumstances**). If Horizon Power, in their discretion, makes such a determination, then all other clauses of these Terms and Conditions apply.

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8. Subject to clauses 7, 10 and 11 of these Terms and Conditions, the HEC 2022 can only otherwise be applied against amounts owed to Horizon Power in respect of the supply of electricity for an Eligible Residential Account or an Otherwise Eligible Account.
9. Except in circumstances where clauses 10 and 11 of these Terms and Conditions may apply, where the HEC 2022 is applied to an Eligible Residential Account or an Otherwise Eligible Account, no customer or their authorised representative is entitled to:
  - a. a refund or cash-out any amounts from Horizon Power in respect of the HEC 2022; or
  - b. any other application, payment, or transfer of the HEC 2022.
10. A customer may apply for any unutilised balance of the HEC 2022 offset that remains on an Eligible Residential Account or an Otherwise Eligible Account to be transferred if:
  - a. the customer has moved to a new premises supplied by Horizon Power:
    - i. the customer has entered into a new contract with Horizon Power before 31 December 2022; and
    - ii. the new account meets the Eligibility Criteria and is not an Excluded Account, or
  - b. the customer has moved to a new premises supplied by Synergy:
    - i. the customer has entered into a new contract with Synergy before 31 December 2022; and
    - ii. the new account and contract meets any eligibility criteria, with respect to residential tariffs, set out in the Synergy Western Australian Government Household Electricity Credit 2022 Terms and Conditions.
11. Provided a customer applies to Horizon Power before 31 December 2022 for the unutilised balance of the HEC 2022 offset to be transferred to a new Horizon Power or Synergy account and the customer has entered into a new contract by that date, Horizon Power retains discretion to transfer any unutilised HEC 2022 funds when a customer does not meet the requirements in clause 10 of these Terms and Conditions (**Compassionate Circumstances**). Compassionate Circumstances can include consideration of issues including but not limited to the account holder having passed away, power of attorney being established or a change of contract holder due to a deceased estate.
12. In assessing whether to provide HEC 2022 or to arrange a transfer of unutilised HEC 2022 offset, Horizon Power will consider:
  - a. all factual circumstances of the customer; and
  - b. the Government's policy intent behind the HEC 2022.