



Horizon Power Customer Council

Expression of Interest

21/02/2023

HORIZON
POWER

Customer Council Expression of Interest

1. The Opportunity

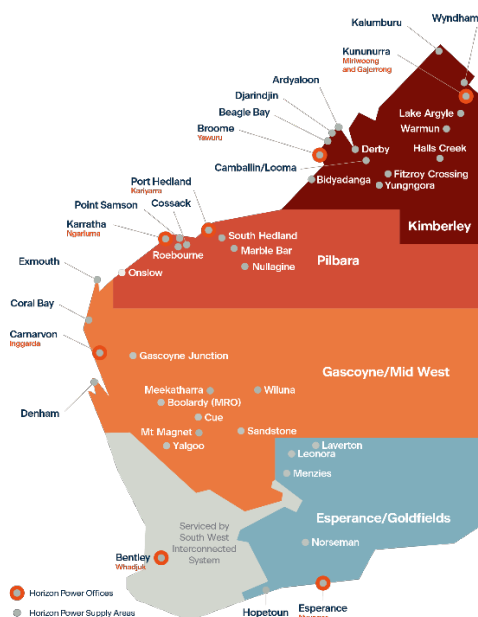
This is an exciting opportunity for interested customer and community stakeholders to submit a nomination to become part of Horizon Power’s Customer and Community Council (**Council**) – our key advocacy forum.

With a demonstrated commitment over the past three years to evolve into a mature customer-centric business, we have worked diligently at the Executive and Board level to embed a customer-focused culture at Horizon Power. We are pleased to take the next step in this progression and now establish the first Horizon Power Customer Council. The Council will comprise membership that ensures its relevance, representation of our diverse regional WA customer base and to ensure it delivers maximum value for our customers and communities, our stakeholders, and Horizon Power.

All nominating organisations and nominees are requested to familiarise themselves with the attached **Terms of Reference** to ensure they are aware of, and committed to, the Purpose and Obligations associated with being a member of the Council. Members of the Council will be required to agree to be bound by the Terms of Reference.

2. About Us

Horizon Power is a WA State Government trading enterprise operating across the full energy supply chain with generation, transmission, distribution, and retail service provision to regional and remote WA. Our customers live and work across 2.3 million square kilometres, extending from Kununurra in the north to Esperance in the south. These essential energy services are deployed through 38 systems across the state via 36 microgrids and two connected systems - the North West Interconnected System (NWIS) and the Northern Interconnected System (NIS). These systems are supported by six regional depot locations with local operations, stakeholder engagement and customer and community service teams.



Horizon Power is a purpose led business with a passion to *deliver energy solutions for regional growth and vibrant communities*. We recently refreshed our corporate strategy to keep pace with the accelerating demand for cleaner energy solutions. Our focus is on solving complex technical challenges within the regional WA context, to lead the energy transition and remain at the forefront of adopting renewable energy technologies that improve energy affordability for households and businesses.

To achieve our goals, we are focused on three key strategic priorities:

- **Energy affordability** – enabling all customers to reduce their energy bills
- **Customer choice** – zero refusals, enabling all customers to connect to rooftop solar by 2025
- **Decarbonisation** – 80% carbon emissions reduction by 2030.

Our commitment to safeguard what is unique to regional WA extends to our guiding principles that shape our decision making across the entire business. These guiding principles promote customer and community collaboration, support for local businesses and communities, respecting the landscape and maintaining our commitment to our Aboriginal and Torres Strait Islander peoples.

3. About the Customer Council

The Council provides a forum through which Horizon Power can work together with customers and stakeholder organisations that represent our customers and communities to explore 'strategic issues' relating to customer and community needs and expectations, emerging customer and community issues and initiatives in energy infrastructure and services, and the provision of energy solutions across regional and remote WA.

4. Evaluation Criteria

Nominations will be assessed, and individual members selected based on the following evaluation criteria:

1. Nominating organisation's membership and representation base
2. Nominee's skills and experience
3. Nominee and organisational fit and good character, and
4. Representation diversity requirements (ensure membership reflects diversity of our customers and communities)

7. Nominating Organisation’s Membership and Representation

Please provide details on your organisation’s membership and representation including, number of registered members, customer and/or community sectors represented, areas of focus including any specific demographic or geographic coverage.

Membership and Representation:

8. Supporting Documentation

Please provide any supporting documentation you feel may be relevant to support your application and evidencing of your membership/customer base. This may include, for example, Resume/CV, Organisation Overview/Mission Statement, Recent Submissions, References, Constitution/Structure of Organisation, National Police Check, National Insolvency Check etc.

Supporting Documentation (List and Attach relevant files):

9. Information Privacy

To understand how Horizon Power will hold, use, or disclose your personal information, please follow the link to view our Privacy Statement: <https://www.horizonpower.com.au/utilities/privacy/>

10. Completing and Submitting your Expression of Interest

For completed Expression of Interest applications and any queries about this Expression of Interest please email: insights@horizonpower.com.au

The Expression of Interest application period closes at 5pm on **Friday, 10th March 2023**.

Horizon Power reserves the right to extend the Expression of Interest application period and/or to accept applications following the closure time/date set out above.

11. Assessment of Expressions of Interest

Following closure of the Expression of Interest application period, Horizon Power will evaluate applications and endeavour to notify nominees if their application has been successful within 14 days.

In order to be appointed as a member of the Council, it will be necessary for nominating organisations and nominees to agree to be bound by the Terms of Reference.

END.