

Esperance Energy Transition Plan – Information for Customers

Congratulations on completing your energy transition

Horizon Power was delighted to play our part in facilitating the energy transition process and as our role is now complete, here is some useful information to assist you.

1. Complete your warranty cards

It is important to complete your warranty cards for any new appliances. The appliance information can be found on the invoice from your trades.

2. Check your product manual

If you have any issues with operating your appliances, check your product manual first for troubleshooting information. Manufacturer websites are also useful sources of information.

3. Contact your trade

If you're unable to resolve the issue yourself, contact the tradesperson who installed or converted your appliances.

For plumbing and electrical issues, please contact the tradesperson who carried out the works.

4. Contact Horizon Power for electricity supply queries

If you are a Horizon Power account holder and have questions regarding your power supply, you can contact the Esperance Depot on 08 9072 3400 and they will be happy to assist you.

Our Residential Account Enquiries Team is also available on 1800 267 926. All faults or emergencies should be directed to 13 23 51.



Esperance Energy Transition Plan – Trade contact details for Customers

Trade	Contact	Phone
Absolute Hot Water and Gas	Kyle	0487 956 546
B&H Electrical	Ben	0407 089 477
BCL Electrical	Brandon	0438 841 308
Coastal Climate Choice Air Conditioning	Jason	0488 573 095
Esperance Plumbing	Karl	0429 996 577
GForce Plumbing & Gas	Troy	0491 462 310
Le Grande Plumbing & Gas	Pete	0417 996 044
	Sully	0417 938 159
Mackenzies Electrical Service	Scott	0427 720 243
Mackenzies Refrigeration & Air Conditioning	Andrew & David	0427 716 174
O'Brien Plumbing & Gas	Steve	0419 905 080
Smartfix Plumbing & Gas	Kane	0408 924 789
TGSM Plumbing & Gas	Tory	0408 950 748

