

Standalone Power System Engagement Strategy

Safe and reliable energy for rural and remote families and businesses

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HORIZON
POWER

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1. Context and Purpose

1.1 Context

Horizon Power operates under an integrated regional licence that requires it to comply with various State Government regulations, This includes amendments to regulations which are introduced from time to time, one of which is [Electricity Industry Regulations Amendment \(Stand-Alone Power Systems\) Regulations 2021](#) (the Regulation Amendment).

This Regulation Amendment requires Horizon Power to:

1. have a Standalone Power System (SPS) engagement strategy that complies with requirements outlined in the regulation (the SPS Engagement Strategy);
2. comply with the SPS Engagement Strategy in relation to the provision of SPS to eligible customers;
3. have the initial SPS Engagement Strategy endorsed by the Minister for Energy;
4. review the SPS Engagement Strategy at least every two years; and
5. ensure that the current version of the SPS Engagement Strategy is publicly available on its website.

1.2 Purpose

The purpose of this document is to formalise the SPS Engagement Strategy and provide content for producing a strategy publication which will meet the requirements of the Regulation Amendment, which includes:

1. set out protocols for engagement with customers and potential customers;
2. set out protocols for engagement and coordination with retailers who sell, or propose to sell, electricity through SPS;
3. set out the following information for customers and potential customers in relation to the provision of SPS:
 - a. the basic specifications of the SPS available;
 - b. a description of the process of installing an SPS and of the services to be provided by it;
 - c. a description of a customer's obligations in relation to an installed SPS; and
 - d. a description of a customer's consumer rights in relation to the provision of an SPS and the services provided by it.
4. set out indicative costs for upgrading an installed SPS;
5. set out the contact details of the following:
 - a. the corporation's customer and fault services;
 - b. the electricity ombudsman (as defined in section 92(1) of the *Electricity Corporations Act 2005* (the Act); and
 - c. the corporation.

2. Acknowledgement To Country

We acknowledge and pay our respect to Aboriginal and Torres Strait Islander peoples as the First Peoples of Australia. We are privileged to share their lands, throughout 2.3 million square kilometres of regional and remote Western Australia and Perth, where our administration centre is based, and we honour and pay respect to the past, present and emerging Traditional Owners and Custodians of these lands.

We acknowledge Aboriginal and Torres Strait Islander peoples continued cultural and spiritual connection to the seas and the lands on which we operate on. We acknowledge their ancestors who have walked this land and travelled the seas and their unique place in our nation’s historical, cultural and linguistic history. Horizon Power uses the term Aboriginal and Torres Strait Islander (and Aboriginal on future references) instead of Indigenous. Therefore, within all Horizon Power documents the term Aboriginal, is inclusive of Torres Strait Islanders who live in Western Australia.

3. Your Property could Transition to a SPS solution.

Living in rural and WA, customers are faced with unique challenges. Horizon Power is making sure that customers have access to safe and reliable power.

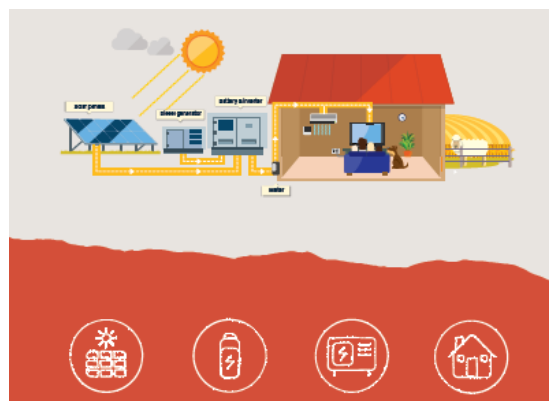
Horizon Power is offering selected customers a safe and more reliable source of electricity. SPS are the next generation of advanced technology specially designed for Horizon Power. SPS units provide rural and remote customers with much more reliable electricity than old power lines, which run through bushland and are easily damaged by storms, floods and wildlife.

SPS units use solar and battery technology to generate and store electricity without the need to be connected to the overhead electricity network. Using solar panels, batteries, inverters and a back-up diesel generator, the system supplies continuous power 24 hours a day, regardless of the weather.

Horizon Power has identified sections of its network where, using this SPS technology, the enterprise can provide customers with safer and more reliable power than the traditional poles and wires network. In addition to the many benefits to customers, Horizon Power will also be able to reduce its need for land access to customer property, reduce the enterprise’s overall environmental impact due to the use of renewable energy, reduce the risk associated with pole top fires and other poles and wires faults – all positive benefits of SPS installations.

4. The Solution

The SPS energy management system is configured to maximise energy utilisation from renewable sources.



4.1 Solar

Solar panels are the main source of power. They generate electricity when the sun is out. The SPS will include enough solar panels to service the energy requirements of your connection. During the day and when more energy is produced than is used by customers, the extra energy will be stored in batteries. These panels will be converted to usable electricity by solar inverters.

4.1.1 Batteries

Batteries provide power at night and when the sun is not shining for long periods of time by storing energy generated by the Solar. The SPS will include enough batteries to ensure the backup generator only runs when absolutely required, like solar panels, these batteries will be converted to usable electricity by battery inverters.

4.1.2 Back-up

The low noise back-up generator will run on occasions when more power is needed than what the solar panels and batteries can provide, typically during periods of cloudy weather or high load. The back-up generator will also be able to deal with a customer's entire load should there be an issue with the SPS.

4.1.3 Result

Delivering reliable clean power to customers.

5. How to Benefit from a Standalone Power System

5.1 There is no additional cost to you

Customers will pay the same unit price for electricity as they would if they remained connected to the overhead power network.

5.1.1 Maintenance is taken care of

Management of the system including all maintenance services is fully provided by Horizon Power at no cost to customer.

5.1.2 Designed for you

The SPS is designed specifically to meet individual customer energy requirements. Should energy needs change into the future the SPS can be modified to ensure it continues to meet customer demands.

5.1.3 Safe, reliable power

The SPS provides more reliable power supply because it is less affected by outages caused by line maintenance and weather events such as floods, wildlife and bushfires.

5.1.4 Reduced risk with no poles and wires

The removal of poles and wires eliminates the risk of injury and damage to people, network and property caused by farming activities and reduces bushfire risk. There will be no need for Horizon Power crews to patrol power lines that may currently traverse a customer's property.

5.1.5 Benefit from clean energy

The SPS offers an energy-efficient solution harnessing the latest renewable energy technology and reduces greenhouse gas emissions.

5.1.6 Long-term peace of mind

The SPS is designed and installed to the latest standards. When components need replacing, Horizon Power will undertake this at no cost to customers.

6. The Process

Starts when a property has been identified as a property that could transition to a SPS solution. Horizon Power identifies this through detailed asset management planning.

When all customers in a certain area are supplied with a SPS the enterprise can then remove the poles and long wires that connect them and their neighbours' properties to power. Horizon Power encourages customers to discuss this opportunity with Horizon Power's local Customer and Community Manager.

Horizon Power will work with customers every step of the way. The enterprise's goal is to make this process as easy as possible so a customer's transition to a SPS is seamless.



6.1.1 Step 1 – Identification of SPS opportunities

Horizon Power performs routine and regular asset management planning and through this process it determines which areas makes sense to progress SPS solutions. The enterprise then identifies who is in the area and notifies all customers who are impacted. Typically SPS solutions become a viable option when a section of line is either too costly to install, upgrade, replace, or maintain. The purpose being to remove sections of spurs that would reduce our maintenance and replacement requirements, while providing a higher level of service to our customers.

6.1.2 Step 2 - Energy audit

Horizon Power will then conduct an energy audit, using data gathered from the advanced meter at the customers property, combined with the information provided to us (via written questionnaire, phone calls, and during site visits), to better understand their power usage to design a SPS solution that is tailored to their specific requirements.

Standard SPS solutions for customer connections range from 3 kVA for a small connection like a bore pump, up to 24 kVa for a large house and shed. Horizon Power also install some larger SPS solutions in the vicinity of 60 kVA for more complex connections. Its important to note, the SPS size will be tailored to suit the connection requirements.

A customer can request to upgrade the system to meet their future plans, by seeking a quote from Horizon Power who will prepare a quotation for consideration. The quotation will cover any additional equipment like solar panels, batteries, inverters and other equipment, as well as any additional time to construct and commission the upgrade. The best time to enquire about an upgrade is when Horizon Power undertakes the energy audit, but an enquiry can also be made after the system is operational, it will cost more if Horizon Power cannot complete the upgrade at the time of initial installation of the SPS.

6.1.3 Step 3 - Site inspection

With a customer's permission Horizon Power will conduct a site inspection at their property to identify potential locations for the SPS and gather information to finalise a design and layout that meets a customer's needs.

6.1.4 Step 4 - Sign up

Horizon Power will provide a customer agreement which guarantees the same level of service, reliability and the same tariff customers previously received while connected to the overhead network. Customers will need to sign this agreement for Horizon Power to progress with the SPS.

6.1.5 Step 5 - Site Layout

Horizon Power will be provided with the final location, layout, and confirmation of specific customer requirements for final approval.

6.1.6 Step 6 - Access

Once approved, Horizon Power will work with customers to arrange access to their property for installation and to connect the power supply to the home. The installation process includes clearing the area, installing the concrete pad, installing the electrical equipment and fencing, commissioning ahead of preparing your installation for connection to the new SPS. A final cutover to the new SPS will take place only once everything else is completed. The overall installation works will be staged over a number of months so it can be coordinated with other SPS sites being constructed in the area.

6.1.7 Step 7 - Removal of redundant poles

Removal of the poles and wires will allow a safer, more productive use of your property. This will happen once all properties on that section of poles and wires have completed their transition to SPS. The removal of the redundant poles will occur at a time that is acceptable to both the customer and Horizon Power.

6.1.8 Step 8 - Ongoing care and maintenance

After installation, everything is monitored remotely, including the diesel required for the back-up generator, by the Horizon Power team. The SPS customer is provided the same level of service as a customer on the overhead network.

7. Obligations, Agreements and Easements

7.1 Consumer Protection

A key principle underpinning the deployment of SPS is that SPS customers should not be disadvantaged compared to grid-connected customers. A thorough assessment found that customer protections that apply to grid-connected customers are equally applicable to SPS customers. These include:

- Electricity licensing regime, administered by the Economic Regulation Authority (ERA);
- *Code of Conduct for the Supply of Electricity to Small Use Customers 2018*;
- *Electricity Industry (Network Quality and Reliability of Supply) Code 2005* (NQRS Code);
- *Electricity Industry (Metering) Code 2012*;
- *Electricity Industry (Ombudsman Scheme) Regulations 2005*; and
- *Electricity Industry (Customer Contracts) Regulations 2005*

7.2 SPS Agreement

Obligations for both Horizon Power and the SPS customer are formally captured in the Horizon Power Standalone Power Systems Tenant and Owner Agreement Terms and Conditions. This agreement is available on request from Horizon Power and covers the detailed obligations for each party. It is based on the [Horizon Power - Standard Form Contract](#) used for normal residential and light commercial customers which is available on the electricity Regulating Authorities website.

The key difference between our Standard Form Contract and our SPS Electricity Contract is that electricity under the Standard Form Contract is supplied to customers via the enterprises distribution system, being poles and wires that connect a customer's premises to Horizon Power's centralised generators.

High level obligations for each party covered in the agreement are summarised below.

7.2.1 Horizon Power Obligations

Horizon Power obligations include:

1. being responsible for the costs of installing, operating, maintaining and inspecting the SPS;
2. do as little damage to the site as is reasonably possible;
3. make good or otherwise pay adequate compensation for all physical damage caused by Horizon Power to the site or premises; and
4. provide an ongoing safe and reliable supply of electricity.

7.2.2 SPS Customers and Property Owners Obligations

SPS Customers and Property Owners obligations include:

1. providing Horizon Power with all necessary access to the premise;
2. not interfere with the SPS;
3. reasonably maintain the area around the SPS;
4. keeping the SPS area free from all structures, buildings and improvements that may impede the performance of the SPS;
5. not install any generation (renewable or otherwise) on the premise without Horizon Power written consent; and
6. pay for the electricity consumed.

As an SPS customer you will continue to receive electricity accounts from Horizon Power and pay for the electricity consumed at the same rate as customers connected to the network under the Uniform Tariff Policy. Horizon Power SPS customers are not contestable and as such there is not an option for the customer to buy electricity from someone other than Horizon Power, they can however elect to install their own system (off grid) and operate independently. For further information on the pricing and billing process for the supply of electricity, please visit <http://horizonpower.com.au/> or ask Horizon Power for a pricing guide.

The enterprise may disconnect a customer's electricity supply in certain circumstances, including failure to pay a bill when due or for refusing to give Horizon Power access to the meter or SPS.

Horizon Power can end the SPS supply arrangement at any time by giving Horizon Power five days' notice. Horizon Power can end our arrangement in certain circumstances, including where a SPS customer breaches their obligations under the contract. The arrangement may also end if both the customer and Horizon Power agree. The SPS can be removed if no longer required to supply energy to the property.

7.3 Easement Access

To ensure Horizon Power carry out routine maintenance of the SPS, the enterprise will require the creation of an easement in gross. This will allow Horizon Power and its accredited contractors to access, install and make use of the parcel of land on which the SPS unit is located.

The easement area is restricted to the footprint of the SPS unit (an estimated area of 300 square metres) and does not extend to any other area of your property.

This agreement is similar to the rights Horizon Power has in relation to overhead powerlines and poles on private land.

7.3.1 What is an easement in gross?

An easement in gross provides the right to use land for a particular purpose.

The easement will be granted by the customer, as the landowner, for the sole purpose of granting Horizon Power access to the SPS to install, maintain and operate it.

This type of easement is commonly granted to statutory authorities, such as local councils, the Water Corporation and electricity utilities for purposes such as vehicle access, pathways, walkways or the supply of services such as water, electricity, gas and parking.

7.3.2 What does the easement grant Horizon Power?

The easement gives Horizon Power the right to construct, install, operate, maintain, repair, replace, disconnect, inspect and alter the SPS equipment on the customer property.

Horizon Power will not be entitled to use the easement area for anything other than the agreed purpose.

The easement will be an annexure to an SPS customer agreement.

The easement will run with the land so that if it is sold, leased or transferred, the easement will remain with the land despite the sale, lease or transfer. Customers are not required to seek Horizon Power's consent prior to transferring, selling or leasing the land.

The easement would be removed should the SPS be removed from the property at any time.

The SPS (and therefore the easement) would only be removed at the request of the landowner in the event that the landowner no longer wished power to the property be supplied by Horizon Power.

7.3.3 How is the easement created?

7.3.3.1 Site plan and survey

A site plan will be presented to you by Horizon Power, documenting the proposed location of the SPS on the customer property. Once the site plan is approved and signed, Horizon Power will send a surveyor out to mark up the area of the easement on the customer property, which will correspond with the footprint of the SPS.

7.3.3.2 Easement deed

Once the survey has been completed, Horizon Power will prepare an easement deed for customer approval and execution and will contact the SPS customer to arrange for this to be executed. This deed will need to be executed by all registered owners of the property on which the SPS will be located.

If the property is owned by a registered business with multiple directors, the signature of one company director and one other director or company secretary will suffice.

7.3.3.3 Registration of easement

Once executed by both the customer and Horizon Power, the enterprise will lodge the easement for registration with Landgate.

Horizon Power will cover the costs of preparing the easement deed, including survey costs and Landgate registration fees.

7.4 Making a complaint

Horizon Power strives to always provide the best possible customer service. However, if a customer feels the enterprise has not managed their concerns adequately or met the service standards outlined in the Customer Charter. Further, customers may lodge a formal complaint through Horizon Power's website [here](#).

Complaints can be raised with the Energy and Water Ombudsman, which is a free and independent service. Refer to section 10.8.

8. What do our SPS customer say

"We were one of the first customers in Western Australia to be connected to a Standalone Power System and we have no regrets about our decision. We have been supplied with a state of the art system, made up of a bank of solar panels, lithium batteries stored in an air-conditioned pod, and a back-up diesel generator. We are no longer affected by power outages from storms or lightening that affect other farmers from time to time. Throughout the very long and cold winter in Esperance, the solar panels and batteries have supplied sufficient power for our home and farm.

We are now completely self-sufficient, but with the advantage of having Horizon Power on hand to maintain and service our system.

Horizon Power worked closely with us to ensure we were consulted every step of the way and if we needed, were just a phone call away. It is very comforting to have a local office for support and know that someone will be dispatched immediately if there is a problem. I have no hesitation in recommending a Standalone Power System to my fellow farmers in the region."



John and Val Locke, Beef Farmers

Merivale, east of Esperance in Western
Australia

9. Frequently Asked Questions

9.1 The System

9.1.1 How does it work

The solar panels create electricity during daylight hours. If not as much electricity is used as the solar cells are generating, the excess electricity will charge the battery until it is full. When the sun goes down and the solar panels can't generate electricity, the battery provides power to the customer's home. The diesel generator will provide back-up power if more energy than what is generated by the solar panels and stored by the batteries is needed. This combination ensures a customer's power is uninterrupted rain, hail or shine.

9.1.2 Who can get a SPS?

At this point in time, only selected properties will be given the opportunity to have a SPS installed. Other properties may be considered where it makes economic sense for Horizon Power to install a SPS and remove the overhead connection.

9.1.3 What's the cost?

Horizon Power will cover the cost of upgrading the installation, if required, to ensure it is compliant.

9.1.4 Who owns the SPS?

The SPS is owned and operated by Horizon Power.

9.1.5 Does installation of a SPS require participation from all customers on the line?

For the most part, yes. However, this really depends on a customer's location along the power line. If the customer is at the end of the line, they should be able to transition to a SPS regardless of whether other customers on the line wish to participate. However, if there are other customers between you and the end of the line who do not wish to participate, it is unlikely you will be able to transition to a SPS.

9.1.6 Is the SPS safe?

The SPS will meet the relevant Australian Standards for its components and installation (for example, AS 3000, AS 4509.1: 2009), including environmental regulations for diesel storage. These systems do not emit any higher electric and magnetic fields (EMF) than common household appliances such as microwave ovens and any EMF emissions will be undetectable within the home.

9.1.7 What happens to my meter?

In most instances, the SPS will come with a new main switchboard including a new meter. The old meter will be removed as part of the connection works. You will have access to this meter and it will form part of the SPS upgrade works.

9.2 The Location

9.2.1 What will my SPS consist of and how big is it?

The SPS is modular and can be sized to suit customer requirements. Horizon Power will work with SPS customers to determine the optimal configuration of the SPS to maximise solar and battery storage and minimise generator run times. Horizon Power has four main types of SPS that can be installed depending on a customer's requirements:

Generation 0 – suitable for small uses like: bore/dam pumps, electric fences, and lighting and power of small sheds. The Gen 0 is capable of providing 3 kW of power and has 10 kWh of energy storage via batteries.

Generation 1 – suitable for a wide variety of uses and is considered a like for like network replacement. The Gen 1 is capable of providing between 16-24 kW of power and has between 16.8-67.2 kWh of energy storage via batteries.

Generation 2 - suitable for a use like a single house or a shed where the load is more than 3 kW but does not need a full connection. The Gen 2 is capable of providing 7.5 kW of power and has between 14 kWh of energy storage via batteries.

Generation 3 – suitable for a large installations. The Gen 3 is capable of providing between 20-60 kW of power and has between 25.2-200 kWh of energy storage via batteries.

9.2.2 How much area will it take up on my property?

The fenced area required for the SPS will be approximately 165-230 square metres. The solar panels are ground-mounted and the batteries will be located inside a cabinet to protect them from weather. The average number of panels is 32 and they are usually stacked in two rows, with 16 per row. However, different configurations can be applied. Horizon Power will consult with customers as to the most suitable arrangements for their property.

9.2.3 Where will the SPS be situated on my property? How close will it be to my house?

Horizon Power will work with SPS customers to identify the most suitable location for the SPS, taking into consideration several factors. Most importantly, Horizon Power should avoid any shady areas to ensure the best operation of the solar panels. Horizon Power also ensure customer amenity is not disturbed by the location of the SPS and that Horizon Power can service the SPS.

9.2.4 Who is responsible for any land clearing needs?

It is essential that only authorised Horizon Power contractors undertake any clearing required for the SPS. Horizon Power have strict guidelines that align with its commitment to recognising the connections Traditional Land Owners have to Country and have responsibility to minimise the enterprises impact on the environment. Customer support to ensure only authorised contactors complete this component of the project is greatly appreciated.

9.2.5 How does access to the SPS work? Will Horizon Power own that part of my property?

To ensure Horizon Power can carry out routine maintenance of the SPS, the enterprise will require the creation of an easement in gross to allow access and use of the parcel of land on which the unit is located. This agreement is similar to the rights Horizon Power has in relation to overhead powerlines and poles on private land.

9.2.6 Can my livestock graze around the SPS or does it need to be fenced?

For safety, all Horizon Power SPS units will be fenced to keep livestock out.

9.3 The operations

9.3.1 Is the reliability of the electricity expected to improve with the SPS compared with the overhead network connection?

Yes. SPS is not affected by severe weather or wildlife in the same way the overhead network is.

9.3.2 How often will the back-up generator run?

The back-up generator will run automatically when required, based on your energy usage and the availability of solar and battery energy. Some people will rarely need to use their back-up generators. For others, the generator may kick in a few times a week and run for up to a few hours to recharge the batteries, if you need more energy than what is generated by the solar panels and stored by the batteries.

9.3.3 Will I be able to hear it, or smell the back-up generator?

The back-up generator will emit audible noise when operating, but this will be lower than the relevant State regulations for the intended use. It will produce emissions at levels similar to diesel vehicles on the road. In order to comply with noise and emission regulations, the back-up generator is manufactured with a low-noise enclosure and it will be installed at the required minimum distance from the customer's home.

9.3.4 What if it's overcast for long periods of time?

SPS customers will still have power. The battery will be sized to ensure it can meet a customer's energy needs for a typical 24 hour period without any solar input. If it's overcast for a long period of time, the back-up generator will kick in to recharge the batteries.

9.3.5 Will the system cope if I need substantially more power?

Horizon Power will provide SPS customers with a solution that meets their current capacity. If customers are aware that they may require more power in the near future, they will be given the opportunity to inform Horizon Power (additional capacity above what is currently being provided will be at the cost of the customer). This will help Horizon Power size the system. Should demand increase substantially after installation, there may be a requirement from Horizon Power to augment the system at a customer's cost. It is recommended that when customers become aware of any changes to their consumption, they let Horizon Power know. Horizon Power will then be able to provide a quote for any upgrade works. The cost of upgrade the system does depend on the time the upgrade is requested (pre or post construction) and the type of upgrade required. The costs below are indicative only and do not form a quote.

To upgrade the amount of power the SPS can provide this is approx. \$875-2,625 per kW. With a caveat that the system can only be upgraded in steps dependent on the inverter type available.

To upgrade the amount of energy the system can store before running the backup generator this is approx. \$1333-1575 per kWh. Noting that the system can only be upgraded in steps dependent on the battery type available.

9.3.6 Will my power quality be the same?

The SPS will increase the reliability of the supply, reducing both the number of outages and the duration. Due to the way the SPS works, your frequency may vary across the day. This may cause clocks that run on mains power to be either slightly slow or fast depending on the time of day.

9.4 The Maintenance

9.4.1 What happens after you've installed the SPS? Am I left to fend for myself?

No, not at all. The SPS recipient remain a Horizon Power customer and the enterprise team will continue to support them. Once the SPS is installed and operational, the enterprise will monitor the system remotely, including the diesel levels in the back-up generator, to ensure the lights stay on.

9.4.2 What happens if my SPS stops working?

In the same way customers report a fault, report it to the fault line on 13 23 51. A 24/7 fault management service will be provided, just like all other Horizon Power customers

9.4.3 What happens if the generator runs low on fuel? Will it be refilled for me or do I need to arrange the fuel and pay for it myself?

The local Horizon Power team will take care of this for the customer. The enterprise will be remotely monitoring the fuel tank in the generator and if it is running low, a local team will be dispatched to refill it.

10. Contact Horizon Power

Horizon Power will work with its customers every step of the way during your transition to a SPS. If a customer has any questions, they may contact their local Customer and Community Manager.

10.1 East Kimberly Region: 9166 4700

10.2 West Kimberley Region: 9192 9900

10.3 East Pilbara Region: 9173 8281

10.4 West Pilbara Region: 9159 7250

10.5 Midwest Gascoyne Region: 9941 6299

10.6 Esperance Goldfields Region: 9072 3400

10.7 General Enquires

For billing and payment enquiries and complaints by residential customers, on 1800 267 926 during business hours.

For billing and payment enquiries and complaints by business customers, on 1800 737 036 during business hours.

For TTY users (hearing impaired customers) on 1800 461 499 during business hours.

For customers residing outside Western Australia on 1800 232 135 during business hours.

To report a fault or emergency, 24 hours a day on 13 23 51.

10.8 Energy Ombudsman

Phone: 1800 754 004 or 08 9220 7588

Email: energyandwater@ombudsman.wa.gov.au

Address: Level 2, Albert Facey House 469 Wellington Street, Perth WA 6000

11. References

For additional information please reference:

Horizon Power Website	Horizon Power WA's Regional Energy Provider
Regulations and Legislation	WALW - Home (legislation.wa.gov.au)
Economic Regulating Authority	Licence Holders - Economic Regulation Authority Western Australia (erawa.com.au)
Standard form contract	Horizon Power - Standard Form Contract
Horizon Powers Integrated Regional Licence	EIRL02 Regional Power Corporation (Horizon Power) effective 2018.07.01.pdf (erawa.com.au)
Energy Ombudsman email	energyandwater@ombudsman.wa.gov.au