

# Frequently asked questions



If you have any questions along the way, please call us on **13 23 51**

## I've received a disconnection or fault note – how do I get the power back on?

This means that there are concerns about the electrical safety of your property.

You need to contact a Licenced Electrician (who works for WA Licenced Electrical Contractor) to inspect and repair the damage to your home or business before we can restore power.

## I am renting my home. What do I do?

Please forward the fault note to your landlord or property manager to arrange repairs.

## Who can carry out repairs at my property?

Only a Licenced Electrician has the expertise to check the electrical safety at your home or business and conduct repairs.

## Is there anything else I need to do?

Please ensure our crew has access to your property to prevent any unnecessary delays in reconnection.

It's also important your details are up to date so we can easily contact you. Call us on **1800 267 926** to update your details.

## Why do I have to pay for the electrical repairs at my property?

If the damage or fault is within your property boundary and not part of Horizon Power's infrastructure, you are responsible for repairs.

Your insurance provider might be able to offer assistance.

## How long will it take to reconnect my power after repairs are complete?

Once we've received notice from your Licenced Electrician; and confirmed the property has been tested and is safe to be reconnected, we'll arrange to restore your power.

We're working to restore power to affected homes and businesses as quickly and as safely as we can.

# Four steps to safely reconnect power to your property

We're working on the electricity network to ensure it can safely power the whole community. Properties damaged by severe weather might need to be disconnected. Electrical repairs must be finished before these properties can safely reconnect to the network. Here's what to expect:



## Safety first

Never attempt any electrical work or repairs yourself as this could result in life threatening injuries. If you have any concerns about this process or whether it is safe to use electricity, please contact us on **13 23 51**.



## If you receive a fault note, here's what to do next...

1.

### Speak with a Licenced Electrician

If your property isn't electrically safe, we can't restore your power until the issue is fixed. Contact a Licenced Electrician (make sure they work for a WA Licenced Electrical Contractor) to inspect and repair the damage. You'll need to pay for this work.

2.

### Fault is repaired

Once the Licenced Electrician has inspected and repaired the damage, they will issue an electrical safety certificate confirming it is safe to restore power. They will send a Notice of Completion to Horizon Power and leave a copy of the safety certificate with you.

3.

### Horizon Power notified

Your Licenced Electrician will then request for your power to be reconnected by Horizon Power when they submit the Notice of Completion.

4.

### Power is restored

If it's safe to do so, Horizon Power will then arrange to restore your power. We're working to complete reconnections as quickly as we can.