

2022

The Energy Charter Stakeholder Feedback Report



*Owned by the
people of WA*

HORIZON
POWER

Acknowledgement of 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 corporate office 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. We acknowledge their ancestors who have walked this land and traveled the seas and their unique place in our nation's historical, cultural and linguistic history.



Introduction

Horizon Power has been a signatory of the Energy Charter for three years and is the only Western Australian signatory.

Horizon Power's annual disclosure report describes the key customer outcomes achieved through the year, details continuous improvement opportunities and defines our future commitments aligned to the five Energy Charter Principles. As a vertically integrated government trading entity and the only energy provider for regional and remote WA, our organisation is committed to delivering energy solutions to build thriving and resilient communities. To achieve this we undertake extensive collaboration with our customers and communities, listening deeply and taking on feedback to develop new customer solutions and services to support all of our customers, particularly customers facing vulnerable circumstances.

In 2022 the disclosure report review process progressed to a decentralised accountability framework comprising effective 'feedback loops' designed to leverage signatories' existing stakeholder engagement structures such as Customer Councils. The expectation is that this allows for more direct and relevant feedback from customer and community advocates. Horizon Power has extensive stakeholder relationships and a Stakeholder Consultation and Review Panel was consulted to review the draft 2022 Disclosure Report and provide feedback to the organisation. Where practicable, the feedback has been included in the final Disclosure Report.

Approach to stakeholder consultation and feedback

Review and feedback was requested from an informal Stakeholder Consultation and Review Panel comprising key external stakeholders including WA Council of Social Services, Western Australian Advocacy for Consumers of Energy Forum, Energy Policy WA. We appreciate the valuable feedback this process has provided in the first year under the decentralised accountability model. Horizon Power is committed to progressing the establishment of a Customer Council comprising representatives from the stakeholder organisations mentioned above and further expanding the Council composition to include regional business advocates, customers and First Nations voices via Aboriginal Corporations.

Stakeholder feedback was broadly incorporated into the Disclosure Report and this informed our final maturity ratings which were updated to reflect progress made across four of the five Principles. Our self-rating coupled with stakeholder feedback accorded that Principle 3 (Providing energy safely, sustainably and reliably) should not progress to Empowered status but should remain at Evolved status. The final report and stakeholder feedback was shared with our Executive and Board prior to submission to the Energy Charter.

Final review against the Independent Accountability Panel recommendations made for our 2021 Disclosure Report identified that we completed 14 of the 16 recommendation, with two not applicable to our organisation (#5 Move customers to the best retail offer, and #13 develop plans for the universal roll out of smart meters). Horizon Power completed the implementation of smart meters in 2016 for all customers.

We are humbled and grateful for the positive and candid feedback which on the whole has been very supportive of the significant achievements and outcomes the business has delivered for our customers and communities throughout the last year and for our commitments for the future.

We heard	We will
<p>Is Horizon Power expressing strongly enough the special relationship it has with its customers and communities and that the organisation is pioneering DER? Horizon Power has a recognition of the unique position it is in, and responsibility it has, to work with its customers and communities and embrace the transition.</p>	<p>Horizon Power is a government trading entity, and the only energy utility servicing regional WA. As a purpose-led organisation, we recognise the unique responsibility this confers on us and we are committed to continued community engagement and customer collaboration. Our embedded Integrated Resource Planning (IRP) process ensures customers and communities are included in planning for the energy transition.</p> <p>Our Disclosure Report commentary was updated to more clearly articulate our determined pursuit to resolve technical DER challenges and including customer solutions to achieve an equitable energy transition.</p>
Positive support for:	
<p>Strong support is noted for structures to continue to embed the customer voice and is recommended to continue.</p>	<p>We will continue to embed the voice of customer across the organisation with a phase 2 initiative 'Customer Essentials' providing customer insights and customer empathy journeys to our Executive, Board and existing employees. The Customer Essentials will also be incorporated in new employee onboarding information.</p> <p>We will continue to evolve the Distributed Call Centre across the six regional office locations, increasing voice of customer and improving service levels at a local level. We have committed to extend the Customer Service on the Move project which provides personalised face-to-face service for our most remote regional communities to improve service levels and this also enhances our insights and raises our customer-centric maturity.</p>
<p>Investment in digital capabilities is significant and welcome and more can be done to improve service options for customers.</p>	<p>We acknowledge that the launch of our new public website was an important first step in improving access to information for our customers. We continue to gather customer feedback and iteratively update the functionality and content on the website. A significant step change to benefit customers will be realised with the completion of the next phase of the digital experience program which will deliver our customers a new integrated App. We have committed to further improve customer choice and enhance digital self-service through phase 3 implementation due for completion in 2024.</p>

<p>Reviewers support commitments to Horizon Power working with customers and communities on the electrification journey.</p>	<p>Horizon Power is providing the energy transition project for impacted Esperance reticulated gas customers on behalf of the State Government. We identify that the electrification journey will benefit customers through a reduction in overall household energy bills where customers remove reliance on gas supply. The transition to electrification and reduced emissions supports the State's decarbonisation pathway and benefits the communities. We will capture learnings from the Esperance project to inform future customer electrification solutions and ensure the implementation provides a positive customer experience.</p>
<p>Continue commitment to programs to deliver positive outcomes for customers with vulnerabilities (ie HEES program).</p>	<p>We are committed to supporting customers facing vulnerable circumstances. We will identify lessons learned from the Household Energy Efficiency Scheme (HEES) pilot and expand the program to more locations across regional WA. We will deliver new concessions awareness campaigns to help customers access the right concessions and rebates to reduce their energy bills.</p> <p>We will expand the prepaid power product to be available to new customer segments as a way of providing customer choice and greater control over their energy usage and budgets.</p>
<p>Support for the high level of transparency around life support breaches and the businesses response to review internal processes to rectify.</p>	<p>The independent audit identified 24 opportunities to improve systems and processes for the interim Life Support Outage project. Horizon Power has completed all 24 recommendations and has committed to a significant optimisation program to address these for the longer term.</p>
<p>Noting the small decline in Principle 1 metrics (NPS), and Principle 3 metrics (performing systems), some added context around the declines is useful for the reader.</p>	<p>We added additional contextual notes to the Principle 1 metrics and Principle 3 metrics to improve understanding of the results.</p>
<p>Can more information be provided on the plans to establish a #Better Together working group?</p>	<p>Through our internal Energy Charter working group framework, we have assigned individuals accountable to each of the #BT initiatives that the business is participating in.</p>

18 Brodie-Hall Dr, Bentley WA 6102
1800 267 926
horizonpower.com.au

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