



# Pilbara Electricity Reform

What it means for your business

**HORIZON**  
POWER

*Owned by the  
people of WA*

# Pilbara Electricity Reform

In July 2021, the energy market will open for large customers in the North West Interconnected System (NWIS). This means that customers in the Pilbara region in Western Australia whose energy consumption exceeds 1,200 MWh per annum will have the option to choose their energy retailer.

There will be a lot to navigate during this time, however we will be here to support your business. We're committed to continuing our partnerships to power the Pilbara region's progress.

## About us

Horizon Power is Western Australia's regional and remote energy provider powered by an engaged and local workforce with a shared ambition to deliver energy solutions for regional growth and vibrant communities.

We are leading the energy industry as we explore new and innovative ways to develop our renewable energy capability with significant investment in technical trials. Our goal is to provide our customers with more sustainable and more affordable power, and tailored energy solutions for their energy future.

## Powering regional progress

We work in the harsh extremes of regional WA with a vast network servicing about 2.3 million square kilometers. That's why it's so important homes and business can trust our vast network will deliver safe and reliable electricity.

We're owned by the people of Western Australia. This means our priorities are never conflicted and we always deliver future-focused energy solutions that benefit your business, the environment, and our local communities.

# Ready to help your business

## Your dedicated business account manager

Each of our large businesses receive a tailored service from an energy expert from our Account Management Team. We work closely with you to provide tailored energy solutions for your specific business needs, including:

- Finding innovative ways to reduce your energy costs.
- Working with you to help support your future energy strategy.
- Looking at ways to partner with your business to support growth.
- Investigating product solutions for your specific site needs.

## Looking at the bigger picture

We believe that doing better starts by looking at what our customers, community and environment need.

We want to make life better for us all. That's why our Account Management Team works with you to develop an integrated energy solution based on your current and future energy needs to benefit your business and ours.

# You've got questions. We've got answers.

## What is the Pilbara Electricity Reform?

The Pilbara Electricity Reform (also known as the NWIS Reform) is a process where the energy market will open for large customers in the North West Interconnected System (NWIS). This means that customers in the WA Pilbara region whose energy consumption exceeds 1,200 Megawatt hours (MWh) per annum will have the option to choose their energy retailer. These businesses are known as 'contestable customers'.

## When does the Pilbara Electricity Reform commence?

The reform will commence on 1 July 2021.

## What is the NWIS?

The North West Interconnected System (NWIS) refers to the interconnected electricity generation, transmission and distribution infrastructure in the Pilbara region of Western Australia. The NWIS comprises several interconnected networks, owned and operated by different Network Service Providers. Some of these networks, such as Horizon Power's network, are classed as covered networks. Currently the only energy retailer in Horizon Power's network is Horizon Power, however the reform will mean that any retailer will be able to provide energy to our larger customers.

## What does 'contestable' mean?

A business who is contestable will be able to choose their energy retailer.

## How does my business become contestable?

The main criteria for a customer's account to become contestable is for that site to consume over 1,200 MWh per annum.

If a customer has multiple accounts or sites, this will apply only to those consuming over 1,200 MWh. Just as an idea, 1,200 MWh equates to consuming over 100,000 kWh (kilowatt hours or 'units') on your monthly bill.

## What can you offer my business if our account is contestable?

We have a team of professionals who work closely with our large businesses. Plus you know us, so you know we are dedicated to working directly with you to provide custom energy solutions for your business needs.

## What will happen once reform commences?

If your account is contestable, our Account Management Team will reach out to you before reform commences and explain the next steps and the options you have.

## Where can I learn more about the NWIS Reform?

For more information, please read the Pilbara Electricity Reforms and the Electricity Networks Access Code - Coverage Application on [wa.gov.au](http://wa.gov.au).



Contact your business account manager on **(08) 9159 7250**  
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