

## KEEPING CONNECTED DURING COVID-19

- Horizon Power is committed to supporting our customers during COVID-19.
- Our goal is to help you keep connected. If you or your business are impacted by COVID-19, please get in touch with us on 9072 3400, 1800 267 926 (residential accounts), 1800 737 036 (business accounts) or email us at [esperance@horizonpower.com.au](mailto:esperance@horizonpower.com.au)
- We have a range of options to support you, including payment extensions, payment plans of up to 12 months and account suppressions of up to 180 days (6 months).
- As announced by the State Government last week, customers who were on the L2 business tariff as of 31 March 2020 will receive a once-off credit of \$2,500 on their electricity accounts.
- This relief measure also applies to customers on the K2 mixed-use business/residential tariff, as well as those on either the C2 or D2 community or charitable accommodation tariffs as of 31 March 2020.
- The \$2500 credit will automatically be applied to the accounts of customers on these tariffs on 1 May 2020, so there is no need to contact us.
- The State Government has also taken the decision to freeze electricity prices in the 2020/2021 financial year so there will be no increase on 1 July 2020.
- To monitor your usage and expenditure, we encourage you to [register for My Account](#) via our website and also download the free [Horizon Power mobile app](#), which provides hourly and daily usage data and an estimated spend for your next bill. It also enables you to pay your electricity bill or request a payment extension.
- For other information on how you can keep connected, visit our [“Keeping Connected” page](#) on the Horizon Power website.

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