
Media Release

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Meter exchange project kicks off in the Goldfields

Horizon Power will begin replacing electricity meters at homes and businesses in the Goldfields region from the end of November.

Laverton, Leonora and Menzies residents will receive new advanced meters, supplied and installed free of charge thanks to State Government funding.

The new meters will automatically read electricity consumption, which will benefit Horizon Power customers by providing more accurate and timely billing. Estimated billing will become a thing of the past for most customers, with the exception of some customers in very remote locations.

Customers will be advised when the meter exchanges will take place in their streets up to two weeks before the exchange via a card drop in their letterboxes.

Power supply to customers will be interrupted for up to 30 minutes during the exchange.

Goldfields Esperance Retail and Community Manager Donna Gibson said customers may have up to two more manual meter reads once the meter is installed.

“Once all customers in a town have the new meter installed, then all of the meters will be connected to Horizon Power’s billing system. This means the meter will then no longer need to be manually read,” she said.

“If customers have locks on their meter boxes, it is very important for the locks to be removed in order for the meter exchanges to take place. All customers need to be able to access their meters in the event that they need to reconnect their power supply.

“If you are a real estate agent or landlord, you should ensure that a Western Australian Standard (WAS) lock is used to lock any meter boxes at properties you manage or own. These locks are available at most locksmiths,” said Ms Gibson.

Horizon Power will be able to reconnect customers or disconnect customers from the electricity supply more quickly once the new meters are installed.

The meter exchange program is funded by the State Government as part of its commitment to regional Western Australia. New meters are being installed across Horizon Power’s servicing area, from Kununurra in the north to Esperance in the south.

Fact file

- More than 47,000 new meters will be installed from July 2015 to the end of 2017 across a 2.3 million square kilometre servicing area.
- Meters can operate in credit or prepayment meter mode, allowing customers in areas approved for prepayment meters (Aboriginal communities) to move from one form of payment to the other.
- It has been estimated by Bloomberg New Energy Finance that, at the end of 2014, more than 540 million advanced meters had been installed at customers' premises to meter electricity or gas supplies across the world.
- Horizon Power customers are the first to benefit from this technology in Western Australia.
- Customers who rent properties must have access to the new meter in the event of a disconnection to ensure they can reconnect once approved.

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For more information please contact Donna Gibson on 0447 997 669 or the media line on 1800 799 745.