



Stand-alone Power Systems Customer Engagement Strategy

Safe and reliable energy for rural and remote families and businesses

April 2026

*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 travelled the seas and their unique place in our nation's historical, cultural, and linguistic history.

Horizon Power uses the term Aboriginal and Torres Strait Islander (and Aboriginal on future references) instead of Indigenous. Therefore, within all Horizon Power documents the term Aboriginal is inclusive of Torres Strait Islanders who live in Western Australia.



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Context and purpose

This Stand-alone Power Systems (SPS) Customer Engagement Strategy document has been produced to meet the requirements set out in the Electricity Industry (License Conditions) Regulations 2005. It provides customers with an overview of Horizon Power's SPS solutions, and what to expect if your power is supplied by a SPS.

Horizon Power's initial SPS Engagement Strategy was endorsed in May 2022 by the then Minister for Energy, the Hon. Bill Johnston MLA, and published on its website. The strategy is reviewed and republished at least every two years.

1. Your property could transition to a stand-alone power system

Horizon Power is committed to delivering clean energy solutions, supporting regional growth, and providing reliable and affordable power for regional and remote Western Australia. This requires an innovative and collaborative approach, working together with our customers and communities to provide future energy solutions that work for them.

Horizon Power offers selected customers a safe and reliable source of electricity through its stand-alone power system solutions. Stand-alone power systems sustainably service end-of-grid customers, through an alternative to powerlines which run through bushland and are easily damaged by storms, floods, bushfires and wildlife.

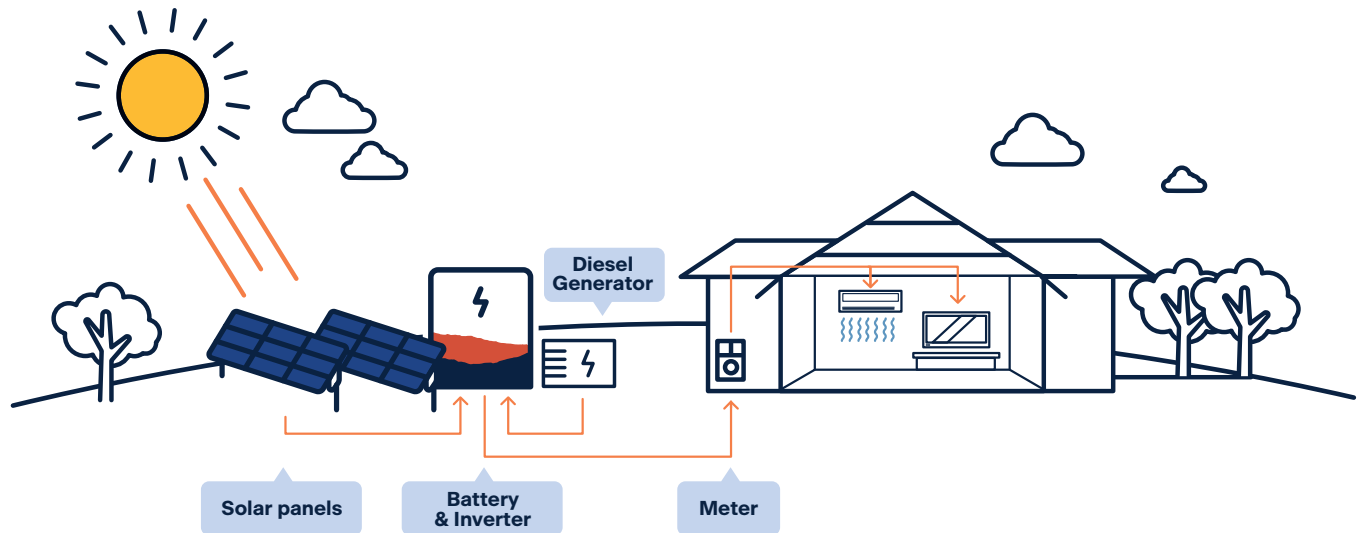
Our stand-alone power systems use solar and battery technology to generate and store electricity without the need to be connected to the overhead electricity network. Using solar panels, batteries, inverters and in some instances, a back-up generator the system supplies power 24 hours a day, regardless of weather conditions.

Stand-alone power systems reduce fire risk for communities, improve farming safety due to the elimination of overhead network infrastructure, reduce the risk of unplanned outages and deliver more environmentally friendly outcomes compared to traditional network solutions.



2. The solution

Our hybrid renewable stand-alone power systems use solar panels, battery storage , an inverter and in some instances a backup generator to deliver reliable, clean energy independently of the main electricity grid.



Solar

Our stand-alone power systems are designed to service the energy requirements of the individual connection location. Solar panels are the main source of power. They generate energy when the sun is out and convert it to usable electricity through a solar inverter.

During the day the solar panels supply energy to the property and charge the stand-alone power system's batteries so that power is available when the sun isn't shining.

Batteries

Batteries provide power at night and during periods of cloudy weather. Energy from the batteries is converted to usable energy through a hybrid or battery inverter.

Back-up

Some of our stand-alone power systems include a back-up generator. The low noise, back-up generator will occasionally run when more power is needed than what the solar panels and batteries can provide, typically during periods of extended cloudy weather or high energy demand within the property. The back-up generator is designed to accommodate the entire load of the property.

Our stand-alone power systems that don't include a back-up generator are designed to provide continuous power through careful sizing of the system's solar and battery capacity. Our designs also include a portable generator connection inlet in case back-up is required in the future.

3. Benefits of a stand-alone power system

3.1. Benefits

Customers supplied via our stand-alone power systems enjoy access to the same services and protections as our grid connected customers.

Benefits of being supplied by our stand-alone power systems include:

- **Improved reliability:** Stand-alone power systems are less affected by outages caused by powerline maintenance, wildlife, severe storms, lightning and bushfires.
- **Reduced risk with no poles and wires:** Removing poles and wires eliminates the risk of injury to people, and potential damage to network and property caused by farming activities, while also reducing bushfire risk. It also eliminates the need for Horizon Power crews to patrol powerlines that may currently traverse a customer's property.
- **Clean energy solution:** Our stand-alone power systems use hybrid renewable energy technology with a combination of solar panels and batteries that provide a cleaner alternative to electricity generation via fossil fuels.

3.2. Costs

Customers transitioning from an existing overhead network connection to one of our stand-alone power system solutions incur no connection charges as part of the transition process.

- **No additional costs:** Customers pay the same unit price for electricity as they would if they remained connected to the overhead power network.
- **Maintenance is taken care of:** Horizon Power manages and maintains its stand-alone power systems just like its other electricity network infrastructure, with no additional fees for customers.
- **Upgrades:** If you want to upgrade the capacity of your existing power supply when transitioning to a stand-alone power system, you may seek a quote from Horizon Power for the incremental costs associated with the upgrade. Upgrade enquiries may also be made at any time once the system is operational.



4. The process

We will contact you if your property has been identified as one that could transition to a stand-alone power system. Horizon Power identifies this through detailed asset management planning.

Horizon Power will work with you every step of the way. Our goal is to make transitioning to a stand-alone power system as seamless as possible.



Step 1 – Discussing opportunities with you

Stand-alone power systems typically become a viable option when a section of powerlines is either too costly to install, upgrade, replace, or maintain. If we identify your property as a potential candidate through our asset management planning, we will contact you and provide you with information about the opportunity and related consumer protections.



Step 2 - Energy audit

Horizon Power will conduct an energy audit of the property to better understand your energy use and this will accurately inform the design of the stand-alone power system. This typically involves:

- Analysing historical metering data;
- Asking you to complete a written questionnaire; and
- Discussing your energy needs with you.

Our standard designs are sized to provide power equivalent to the existing overhead network connection, typically ranging from 16 – 24 kW for the replacement of 10 – 25 kVA transformers. These solutions are suitable for the majority of properties in regional and remote WA, providing enough power for several houses, workshops, shearing sheds and outbuildings.

If your energy needs are more complex, we will tailor a design to suit your individual connection requirements.

You can request to upgrade the system to meet your future plans, by seeking a quote from Horizon Power. The quote will cover any incremental costs associated with the upgrade. The best time to enquire about an upgrade is when Horizon Power undertakes the energy audit, however, an enquiry can also be made after the system is operational.



Step 3 - Site inspection

We will seek your permission for a site inspection of your property, to identify potential locations for the stand-alone power system and gather information to finalise a design and layout that meets your needs.



Step 4 - Sign up

Before progressing, we will provide you with an agreement to review and sign.

The agreement guarantees the same level of service, reliability and tariff as your existing connection to the overhead electricity network.



Step 5 - Site layout

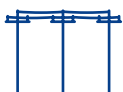
Horizon Power will complete a final review of the location, layout, and specific requirements before proceeding to the installation stage.



Step 6 - Access and installation

We will work with you to arrange access to your property for installation of the stand-alone power system. The installation process includes clearing the area, installing electrical equipment, testing, and cutover of your electricity supply from the existing overhead network to the new stand-alone power system.

Installation work is usually staged over several months and coordinated with other work in the area.



Step 7 - Removal of redundant poles

Once the stand-alone power system is operational, we will remove Horizon Power's redundant network infrastructure. This will occur once all properties on the section of poles and wires have completed their transition to a stand-alone power system. We will ensure that the removal of redundant poles is planned for a time that is acceptable to both you and Horizon Power.



Step 8 - Ongoing care and maintenance

Once the stand-alone power system is installed, Horizon Power will take care of maintenance and running costs. Using our remote technology, we will monitor the performance of the system and the reliability of your electricity supply, including the diesel required for the back-up generator (if installed).

5. Obligations and agreements

5.1. Regularised consumer protection

A stand-alone power system is 'regularised' once it has been formally agreed, connected and brought under Horizon Power's standard electricity rules and customer protections.*

Customers supplied via our stand-alone power systems enjoy access to the same services and protections as our grid connected customers.

These protections include:

- Regulatory obligations that Horizon Power must comply with, including:
 - *Code of Conduct for the Supply of Electricity to Small Use Customers;*
 - *Electricity Industry (Network Quality and Reliability of Supply) Code;*
 - *Electricity Industry (Metering) Code;*
 - *Electricity Industry (Ombudsman Scheme) Regulations;* and
 - *Electricity Industry (Customer Contracts) Regulations.*
- An electricity licensing regime, administered by an independent regulator to ensure Horizon Power is held accountable to its obligations.
- Access to the Energy and Water Ombudsman for help in resolving disputes.

5.2. Agreement (Standard) Terms and Conditions

Before progressing a transition to a stand-alone power system, we will provide you with an SPS Contract to review and sign.

The SPS Contract is based on Horizon Power's Standard Form Contract. It details your obligations and the obligations of Horizon Power. These obligations are summarised in the table below.

Horizon Power obligations	Customer and property owner obligations
<ul style="list-style-type: none">• Responsible for the costs of installing, operating, maintaining, and inspecting the stand-alone power system.• Do as little damage to the site as is reasonably possible.• Make good or otherwise pay adequate compensation for all physical damage caused by Horizon Power to the site or premises.• Provide an ongoing safe and reliable supply of electricity.	<ul style="list-style-type: none">• Provide Horizon Power with all necessary access to the premise.• Do not interfere with the stand-alone power system.• Reasonably maintain the area around the stand-alone power system.• Keep the stand-alone power system area free from all structures, buildings and improvements that may impede the performance of the system.• Do not install any generation (renewable or otherwise) on the premise without Horizon Power's written consent.• Pay for the electricity consumed in accordance with the relevant tariff.

*Consumer protections vary in specific remote Aboriginal communities in accordance with the *Electricity Industry Exemption Amendment Order 2023*.

If you transition to a stand-alone power system, you will continue to receive electricity accounts from Horizon Power and remain eligible for the same tariffs as grid-connected customers.

Further information relating to tariffs can be viewed on our website at www.horizonpower.com.au.

Horizon Power may disconnect a customer's electricity supply in certain circumstances, including failure to pay a bill when due or for refusing to give Horizon Power access to the meter or stand-alone power system.

Customers may end a stand-alone power system supply arrangement at any time by giving Horizon Power five days notice. Under certain circumstances, Horizon Power can end the arrangement, including where a customer breaches their obligations under the contract. The arrangement may also end if both the customer and Horizon Power agree. The stand-alone power system can be removed if no longer required to supply energy to the property.

5.3. Making a complaint

We strive to provide the best possible customer service at all times. If you feel we have not managed your concerns adequately or met the service standards outlined in our Customer Charter, you may lodge a formal complaint through Horizon Power's website. If you are unsatisfied with Horizon Power's response to your complaint, you can escalate the matter to the Energy and Water Ombudsman, which is a free and independent service.



6. Our approach for remote communities

Horizon Power is committed to working respectfully and transparently with remote communities when planning and delivering upgrades to local power systems. Our approach is designed to ensure communities are informed early, cultural authority is respected, and all approvals are in place before any work begins.

Starting with clear communication

We begin by talking with communities early, being clear about our intent, purpose and proposed outcomes. We explain:

- why upgrades are needed
- what is being proposed
- where work may take place, and
- the benefits for the community, such as improved safety, reliability and reduced diesel use.

These early conversations are about sharing information and listening to local knowledge.

Respect for culture and Country

We take time to understand who has the right authority to speak for Country and follow local cultural and governance protocols. This ensures discussions happen with the right people, in the right way, and in the right order.

Community engagement is never rushed and does not imply consent unless agreed processes are followed. Decisions are only progressed where agreed processes are followed and community and cultural authority is respected.

Shaping projects together

Community feedback helps guide decisions about:

- site locations
- access and safety
- timing of works, and
- protecting culturally sensitive areas.

Where needed, plans are adjusted in partnership with community to reflect local advice before they are finalised.

Approvals before work begins

No construction starts until all required environmental, heritage and land access approvals are in place. This helps protect Country, community safety and the environment.

What communities can expect

- Early and open communication
- Respect for culture and local decision making
- No surprises about land use or disruption
- Time to ask questions and provide feedback

Horizon Power is committed to building strong relationships and delivering energy solutions by walking alongside communities, supporting them now and into the future.



7. What our SPS customers say

"We were one of the first customers in Western Australia to be connected to a stand-alone power system and we have no regrets about our decision. We have been supplied with a state-of-the-art system, made up of a bank of solar panels, lithium batteries stored in an air-conditioned pod, and a back-up diesel generator. We are no longer affected by power outages from storms or lightning that affect other farmers from time to time. Throughout the very long and cold winter in Esperance, the solar panels and batteries have supplied sufficient power for our home and farm.

We are now completely self-sufficient, but with the advantage of having Horizon Power on hand to maintain and service our system.

Horizon Power worked closely with us to ensure we were consulted every step of the way and if we needed, were just a phone call away. It is very comforting to have a local office for support and know that someone will be dispatched immediately if there is a problem. I have no hesitation in recommending a Stand-alone Power System to my fellow farmers in the region."

John and Val Locke, Beef Farmers

Merivale, east of Esperance in Western Australia



8. Frequently Asked Questions

8.1. The System

How does it work?

During the day, solar panels supply energy to the property and charge batteries so that power is available when the sun isn't shining. Batteries provide power at night and during periods of cloudy weather. Some stand-alone power systems include a back-up generator. The low noise, back-up generator will occasionally run when more power is needed than what the solar panels and batteries can provide, typically during periods of cloudy weather or high energy demand within the property.

Who can get a SPS?

Horizon Power identifies opportunities for properties to transition to a stand-alone power system through its asset management planning. Candidate properties are selected based on the economic merits of replacing existing network infrastructure with a stand-alone power system.

What's the cost?

Customers supplied via a stand-alone power system pay the same unit price for electricity as they would if they remained connected to the overhead power network.

Horizon Power is responsible for the cost of transition to a like for like connection capacity. Customers may seek a quote from Horizon Power for incremental costs associated with upgrading the capacity of their connection.

Horizon Power is responsible for the costs associated with operating and maintaining the stand-alone power system.

Who owns the SPS?

The stand-alone power system is owned and operated by Horizon Power.

Does installation of a SPS require participation from all customers on the line?

For the most part, yes. However, this depends on a customer's location along the power line. If the customer is at the end of the line, they should be able to transition to a stand-alone power system regardless of whether other customers on the line wish to participate. However, if there are other customers between an individual customer and the end of the line who do not wish to participate, it is unlikely a customer will be able to transition to a stand-alone power system.

Is the SPS safe?

The stand-alone power system will meet the relevant Australian Standards for its components and installation (for example, AS 3000:2018, AS 4509.1: 2009), including environmental regulations for diesel storage. These systems do not emit any higher electric and magnetic fields (EMF) than common household appliances such as microwave ovens and any EMF emissions will be undetectable within the home.

What happens to a customer's meter?

The stand-alone power system may come with a new main switchboard including a new meter. If so, the old meter will be removed as part of the connection works. Customers will have access to the new meter, and it will form part of the upgrade works. Alternatively, the existing meter will remain in its current position with a new underground connection from the stand-alone power system.

8.2. Location

What does the SPS consist of and how big is it?

The stand-alone power system will consist of ground mounted solar panels, batteries and if required, a diesel generator. Horizon Power works with customers to determine the optimal configuration of the SPS to maximise solar and battery storage and minimise generator run times if installed.

Systems are sized to provide power equivalent to the existing overhead connection, considering customer requirements obtained through customer engagement, site audits and the analysis of energy data obtained from the network meter. Horizon Power's standard designs can provide 16 – 60 kW of power and 16 – 200 kWh of energy storage via batteries.

How much area will it require on a customer's property?

If your property is identified as a potential candidate for a stand-alone power system we will seek your permission for a site inspection, to identify potential locations for the stand-alone power system and gather information to finalise a design and layout that meets your needs.

The area required for a stand-alone power system is approximately 100-250 square metres. The solar panels are ground-mounted, and the batteries will be located inside a cabinet to protect them from weather. The average number of panels is 24 and they are usually stacked in two rows, with 12 per row. However, different configurations can be applied.

Where will the SPS be situated on a customer's property? How close will it be to a customer's house?

Horizon Power will work with customers to identify the most suitable location for the stand-alone power system, taking into consideration several factors. Most importantly, the location selected should avoid any shady areas to ensure the best operation of the solar panels. Horizon Power also aims to avoid disturbing customer amenity with the location of the SPS and ensure the system can be adequately serviced. Ideally the stand-alone power system will be located within 100 m of the existing site main switchboard.

Who is responsible for any land clearing needs?

It is essential that only authorised Horizon Power contractors undertake any clearing required for the stand-alone power system. Horizon Power has strict guidelines that align with its commitment to recognising the connections Traditional Owners have to Country and have responsibility to minimise impact on the environment. Customer support to ensure only authorised contactors complete this component of the project is greatly appreciated.

Can livestock graze around the SPS or does it need to be fenced?

For safety, all Horizon Power stand-alone power systems will either be fenced to keep livestock out or designed to prevent damage to or from livestock.

8.3. Operations

Is the reliability of the electricity expected to improve with the SPS compared with the overhead network connection?

Yes. Stand-alone power systems are less affected by outages caused by powerline maintenance, wildlife, severe storms, lightning and bushfires compared to overhead network infrastructure.

How often will the back-up generator run?

Our stand-alone power systems are designed to provide at least 80% renewable energy. Some systems may be designed without a back-up generator as they will have adequate battery storage to provide 100% renewable energy. Where a low-noise back-up generator is installed, it may operate a few times a week and run for up to a few hours to recharge the batteries or supply energy to the property.

Does the generator create noise or produce a smell?

The back-up generator will emit audible noise when operating, but this will be lower than the relevant State regulations for the intended use. It will produce emissions at levels similar to diesel vehicles on the road. To comply with noise and emission regulations, the back-up generator is manufactured with a low-noise enclosure, and it will be installed at the required minimum distance from buildings.

What if it's overcast for long periods of time?

Our stand-alone power systems are designed to provide power during extended periods of low sunshine. Batteries are sized to ensure they can meet a customer's energy needs for a typical 24-hour period without any solar input. If it is overcast for a long period of time, the back-up generator will operate to recharge the batteries. Installations without a generator will have adequate battery storage for extended periods of overcast weather.

Will the system cope if a customer needs substantially more power?

Our standard designs are sized to provide power equivalent to the existing overhead network connection, typically ranging from 16 – 24 kW for the replacement of 10 – 25 kVA transformers. These solutions are suitable for the majority of properties in regional and remote WA, providing enough power for several houses, workshops, shearing sheds and outbuildings.

If your energy needs are more complex, we will tailor a design to suit your individual connection requirements.

Customers can request to upgrade the system to meet their future plans, by seeking a quote from Horizon Power. The quote will cover any incremental costs associated with the upgrade.

Will power quality be the same?

Transitioning to a stand-alone power system will increase the reliability of the supply, reducing both the number and duration of outages.

Due to the way the stand-alone power system works, frequency may vary across the day within the limits of relevant standards. This may cause clocks that run on mains power to be either slightly slow or fast depending upon the time of day.

8.4. Maintenance

What happens after the SPS is installed? Does the customer have to monitor the system?

No, not at all. Once the stand-alone power system is installed, Horizon Power will take care of maintenance and running costs. Using our remote technology, we will monitor the performance of the system and the reliability of the electricity supply, including the diesel required for the back-up generator (if installed).

What happens if the SPS stops working?

Customers can report faults by calling 13 23 51, 24 hours a day.

What happens if the generator runs low on fuel? Will it be refilled or do customers need to arrange the fuel and pay for it themselves?

Horizon Power will remotely monitor the generator's fuel tank and if it is running low, a local team will be dispatched to refill it.



9. Contact Horizon Power

Horizon Power will work with its customers every step of the way during their transition to a stand-alone power system. If a customer has questions, they may contact their local Customer and Community Manager, based in the following regions:

- East Kimberley region: **9166 4700**
- West Kimberley region: **9192 9900**
- East Pilbara region: **9173 8281**
- West Pilbara region: **9159 7250**
- Midwest Gascoyne region: **9941 6299**
- Esperance Goldfields region: **9072 3400**

9.1. General enquires

For billing and payment enquiries and complaints from residential customers, call **1800 267 926** during business hours.

For billing and payment enquiries and complaints from business customers, call **1800 737 036** during business hours.

For TTY users (hearing impaired customers) call **1800 461 499** during business hours.

For customers residing outside Western Australia call **1800 232 135** during business hours.

To report a fault or emergency, 24 hours a day call **13 23 51**.

9.2. Energy Ombudsman

If you are unsatisfied with Horizon Power's response to a complaint, you can escalate the matter to the Energy and Water Ombudsman, which is a free and independent service.

Phone: **1800 754 004** or **08 9220 7588**

Email: energyandwater@ombudsman.wa.gov.au

Address: **Level 2, Albert Facey House 469 Wellington Street, Perth WA 6000**

10. Where to find more information

For additional information please reference:

Horizon Power Website

Horizon Power | WA's Regional Energy Provider
www.horizonpower.com.au

Customer Charter

Horizon Power | Customer Charter
<https://www.horizonpower.com.au/customer-charter>

Regulations and Legislation

WALW - Home
<https://legislation.wa.gov.au>

Economic Regulating Authority

Licence Holders - Economic Regulation Authority
Western Australia
<https://erawa.com.au>

Standard Form Contract

Horizon Power
<https://www.wa.gov.au/organisation/energy-policy-wa/wa-energy-legislation>

Horizon Power's Integrated
Regional Licence

EIRL02 Regional Power Corporation (Horizon Power)
effective 2018.07.01.pdf
<https://erawa.com.au>

Energy Ombudsman

energyandwater@ombudsman.wa.gov.au





18 Brodie Hall Dr, Bentley WA 6102
1800 267 926

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TTY: 133 677

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