

LEGISLATIVE COUNCIL

C951

QUESTION WITHOUT NOTICE (Of which some notice has been given)

Tuesday, 9 September 2014

Hon Robin Chapple to the Leader of the House representing the Minister for Energy.

With reference to the Pilbara Underground Power Project in Karratha (PUPP) and the adjusted connection accounts in a Revised Letter of Assessment (<http://www.robinchapple.com/2014-08-22-letter-revised-assesment>) in Karratha, I ask:

1. Why was this mistake made?
2. How many other accounts have been established to be incorrectly apportioned to- date?
3. Is Horizon Power conducting an internal review of its billing procedures with the City of Karratha to ensure that all accounts are correct?
4. If no to (3), why not?
5. Why has Horizon Power not apologised for the mishandling of the rollout of the PUPP in Karratha to the residents and the City of Karratha?

I thank the Hon. Member for some notice of this question.

1. The City of Karratha based their billing on a kVA (kilo voltage ampere) model. Whilst the model accurately identified the capacity at the supply as 58 kVA, it did not recognise the nature of the supply address being residential.
2. 4% of accounts levied were incorrect largely due to misalignment between the City of Karratha's billing model and Horizon Power's Customer Information System.
3. Yes
4. N/A
5. Horizon Power has communicated with residents in the City of Karratha from the commencement of the project in 2011 to the completion of phase one of the project at the end of 2013.

M. Nathan