

LEGISLATIVE COUNCIL STANDING COMMITTEE ON ESTIMATES AND  
FINANCIAL OPERATIONS

2017-18 Annual Reports questions prior to hearings

Regional Power Corporation (Horizon Power)

The Committee asked:



1. *How frequently do you review your*

(a) *key performance indicators*

Annually.

(b) *key performance indicator targets?*

Annually.

2. *When were your key performance indicators last reviewed?*

In July 2018 as part of the annual submission of the Strategic Development Plan and Statement of Corporate Intent as required by Government.

3. *Can you provide any documentation from your last review of your key performance indicators?*

The Strategic Development Plan and Statement of Corporate Intent that was approved by Horizon Power's Executive and Board on 31 July 2018, and subsequently provided to the Minister for Energy on the 18 September 2018. Horizon Power's reference number is HP-3186.

4. *Can you list any new key performance indicators for this year?*

No. There were no changes to key performance indicators. Horizon Power adjusted its targets for these key performance indicators.

5. *In relation to credit and debit card payments*

(a) *Do you allow a person to pay for goods and services with credit or debit card?*  
Yes.

(b) *If so, when a person pays a fee or fine by credit or debit card*

(i) *What surcharge do you apply to process that card payment?*

A surcharge of 0.6% is applied for payments using Visa and MasterCard.

(ii) *Do you impose the same surcharge irrespective of which type card is used*

Yes.

(iii) *Is that surcharge authorised by a legislative Instrument, for example, by regulations*

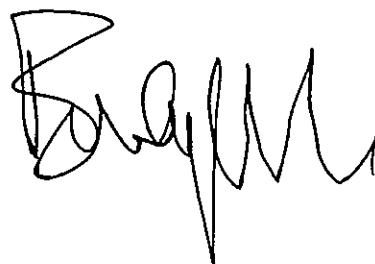
Yes. The Energy Operators (Regional Power Corporation) (Charges) By-laws 2006, Schedule 4 – Fees (8), includes the permitted surcharge for card payments. Permitted surcharge means that the RBA Standard No 3 of 2016 scheme rules must be followed.

(iv) *What steps have you taken to ensure compliance with Reserve Bank of Australia Standard No. 3 2016 titled 'Scheme rules relating to merchant pricing for credit, debit and prepaid card transactions'*

Each year the card surcharge is reviewed as part of the fees and charges audit.

(v) *As per the Standard, is your surcharge no greater than the average cost of acceptance of the lowest cost system, not an average of all cost systems?*

Yes.

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