

ELECTRICITY RETAILERS — DISCONNECTIONS

**341. Hon SIMON O'BRIEN to the minister representing the Minister for Energy:**

Provide the following for each energy retailer in Western Australia.

- (a) For each month from July 2018 to March 2019, how many disconnection warnings were issued for —
  - (i) residential customers; and
  - (ii) non-residential customers?
- (b) For each month from July 2018 to March 2019, how many disconnections occurred for —
  - (i) residential customers; and
  - (ii) non-residential customers?

**Hon STEPHEN DAWSON replied:**

I thank the honourable member for some notice of the question. The question had been asked of the Leader of the House, but I represent the Minister for Energy, so I have an answer to that question.

The answer is in tabular form. It has months, disconnection warnings and disconnections, so I seek leave to have it incorporated into *Hansard*.

Leave granted.

The following material was incorporated —

**Synergy**

Month	(a) DISCONNECTION WARNINGS		(b) DISCONNECTIONS	
	(i) Residential Customers	(ii) Non-Residential Customers	(i) Residential Customers <sup>2</sup>	(ii) Non-Residential Customers <sup>2</sup>
July 2018	12 068	1 439	1 657	90
August 2018	13 121	1 519	1 720	107
September 2018	11 986	1 368	1 099	74
October 2018	15 424	1 725	2 076	145
November 2018	14 007	1 699	1 466	66
December 2018	11 618	1 193	849	33
January 2019	13 567	1 580	1 565	60
February 2019	13 188	1 395	1 583	141
March 2019	March data will be available in mid-April.		March data will be available in mid-April.	
TOTAL	104 979	11 918	12 015	716

**Note:** These figures relate to disconnection warnings and disconnections for non-payment only.

**Horizon Power**

Month	(a) DISCONNECTION WARNINGS		(b) DISCONNECTIONS	
	(i) Residential Customers	(ii) Non-Residential Customers	(i) Residential Customers <sup>2</sup>	(ii) Non-Residential Customers <sup>2</sup>
July 2018	587	165	120	6
August 2018	1 204	344	309	10
September 2018	1 150	248	247	14
October 2018	1 042	289	273	13
November 2018	1 353	370	280	13
December 2018	830	273	160	5
January 2019	1 430	414	279	13
February 2019	1 241	398	263	8
March 2019	1 195	315	199	6
TOTAL	10 032	2 816	2 130	88

**Note:** These figures relate to disconnection warnings and disconnections for non-payment only, and exclude pre-payment meters.

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