

SYNERGY AND HORIZON POWER — DISCONNECTIONS

385. Hon Dr STEVE THOMAS to the parliamentary secretary representing the Minister for Energy:

For both Synergy and Horizon Power separately and for the time period from 1 November 2022 to 28 February 2023, can the minister provide the following information —

- (1) How many residential disconnection notices have been issued each month?
- (2) How many residential disconnections have occurred each month?
- (3) What was the number of hardship utility grant scheme applications received and hardship utility grant scheme payments?

Hon SAMANTHA ROWE replied:

I thank the honourable member for some notice of the question. On behalf of the representing parliamentary secretary, I provide the following answer on behalf of the Minister for Energy.

(1)–(3) The answer is in tabular form. I seek leave to have the response incorporated into *Hansard*.

[Leave granted for the following material to be incorporated.]

Synergy

Date	Notices
Nov 2022	1,375
Dec 2022	450
Jan 2023	1,125
Feb 2023	1,658
Total	4,608

Date	Disconnections
Nov 2022	854
Dec 2022	355
Jan 2023	629
Feb 2023	1,003
Total	2,841

(3)

HUGS applied	HUGS granted *	Payments
2,771	2,432	\$1,408,792.16

* Synergy assists customers with the application process for HUGS on behalf of the Department of Communities (DoC). DoC is responsible for reviewing and approving HUGS applications.

Horizon Power

	Disconnections notices*	Disconnections completed**	Re-energisations**	HUGS	
				Applications received #	Payments made ##
Nov 22	1,109	271	210	16	\$12,701
Dec 22	439	134	102	15	\$12,570
Jan 23	1,200	144	109	16	\$7,483
Feb 23	844	187	136	20	\$11,804

* This figure includes disconnection notices for customers who have vacated their property without closing their associated account.

** Refers to non-payment disconnection and reconnections only. Horizon Power does not capture this data for non-application disconnections.

The total number of HUGS applications received by Department of Communities, including those applications that were declined.

Refers to the number of individual grants paid to Horizon Power.