

SYNERGY AND HORIZON ENERGY — RESIDENTIAL DISCONNECTIONS

1624. Hon Dr Steve Thomas to the Parliamentary Secretary to the Minister for Energy:

I refer to both Synergy and Horizon Energy, for each month from 1 June 2023 to 31 August 2023, and I ask:

- (a) how many residential disconnection notices have been issued for each entity;
- (b) how many residential disconnections have occurred for each entity; and
- (c) what was the number of applications received and Hardship Utility Grants Scheme payments made for each entity from 1 June 2023 to 31 August 2023?

Hon Matthew Swinbourn replied:

Horizon Power

(a)–(c)

Month	Disconnections notices*	Disconnections completed**	Re-energisations**	HUGS#	
				Applications received	Applications Approved##
Jun 23	1647	353	265	25	29
Jul 23	1087	235	200	27	31
Aug 23	929	204	157	19	16

* 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.

HUGS applications received and approved by Department of Communities, which administers the scheme.

Received applications are not necessarily approved in same month.

Synergy

(a)

Month	Residential non-payment disconnections notices
June 2023	470
July 2023	1,353
August 2023	1,383

(b)

Month	Residential non-payment disconnections
June 2023	311
July 2023	852
August 2023	1,055

Month	Residential non-payment reconnections
June 2023	278
July 2023	635
August 2023	793

(c)

Month	No. of HUGS applications Received	No. of HUGS paid
June 2023	960	867
July 2023	1,187	1,069

August 2023	1,156	1,066
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