

SYNERGY AND HORIZON POWER — DISCONNECTIONS

Question without Notice 777 — Answer

HON MATTHEW SWINBOURN (East Metropolitan — Parliamentary Secretary) [5.05 pm]: I would like to provide an answer on behalf of the Minister for Energy to Hon Dr Steve Thomas's question without notice 777 asked on 1 September 2022, which I seek leave to have incorporated into *Hansard*.

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

(1)–(3) Synergy:

	Number of disconnection notices issued		Number of disconnections completed		Hardship utility grant program (HUGS)		Number of residential re-energisations (after disconnection)
MONTH	Non-Payment	Non-Application[1]	Non-Payment	Non-Application[2]	Number of HUGS applications received[3]	Number of HUGS payments made[4]	
April 2022	801	1641	30	31	856	781	40
May 2022	2446	2883	1611	1725	1,050	750	1071
June 2022	363	1255	331	353	1,055	723	407
July 2022	1766	0	811	0	856	811	605
August 2022	1480	0	591	0	835	675	662

[1] As there is no customer account for a non-application disconnection, these numbers relate to both residential and business premises.

[2] Since July 2022, Synergy has stopped non-application disconnections.

[3] The HUGS figures include all applications received by the Department of Communities from Synergy and includes applications which were declined.

[4] This figure represents the number of individual grants paid to Synergy and not the number of actual payments made by the Department of Communities to Synergy.

Horizon Power:

	Disconnections notices		Disconnections completed*	Re-energisations*	HUGS	
	Non-Payment	Non-Application			Applications received**	Payments made***
April 2022	837	15	32 #	23	34	26
May 2022	1634	26	366	253	52	47
June 2022	1645	19	278	261	33	28
July 2022	933	12	235	209	41	37
August 2022	824	13	171	167	36	31

* 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.

Disconnections lower due to an Easter disconnection moratorium in place between 11-26 April 2022.