



# Notice

26 October 2021

## Type 1 licence contravention

### Horizon Power

Regional Power Corporation (trading as Horizon Power) has contravened its electricity integrated regional licence [EIRL2](#) by failing to comply with the notice of planned interruption requirements for life support customers.

Clause 7.7(4)(b) of the [Code of Conduct for the Supply of Electricity to Small Use Customers 2018](#) requires that, if life support equipment is registered at a customer's supply address the licensee must, prior to any planned interruption, provide at least three business days' written notice to the customer's supply address and use best endeavours to obtain verbal, electronic or written acknowledgement from the customer that the notice has been received.

On 14 October 2021, Horizon Power notified the Economic Regulation Authority that it had contravened clause 7.7(4)(b) of the Code, which is classified as a Type 1 licence obligation. The licensee must report Type 1 contraventions to the ERA as soon as they become known.

#### *Details of the contravention*

Horizon Power reported that, as part of a planned interruption on 13 October 2021, it had disconnected two customers supply addresses that had persons residing there who required life support equipment.

On 7 October 2021, Horizon Power notified all affected customers in writing of the planned interruption. However, due to human error, the notices incorrectly stated the planned interruption was scheduled for 12 October 2021.

When details of the planned interruption were entered into Horizon Power's Outage Capture System (OCS), the system requested details of all customers from Horizon Power's Gentrack customer management system. However, the transferred data for the two life support customers did not identify them as being life support customers. Consequently, the OCS did not alert Horizon Power staff of the need to obtain an acknowledgement from these customers after they had received the planned interruption notice, as required by clause 7.7(4)(b) of the Code.

After the planned interruption had commenced, one of the life support customers contacted Horizon Power querying why the planned interruption was occurring on 13 October when they had been told it would occur on 12 October. Horizon Power urgently reinstated power to all

affected supply addresses. Power had been removed from the two life support addresses for between 10 minutes and 15 minutes.

Horizon Power confirmed that the interruption did not cause harm or injury to anyone residing at the two life support addresses.

#### *Preventative action taken by Horizon Power*

Horizon Power has proposed the following actions to prevent the contravention from reoccurring:

- Internal communication to ensure that staff dealing with planned interruptions are aware of the deficiency in the information transfer process between Gentrack and OCS.
- Suspending all planned interruptions until it completes a systematic review of the deficiencies that led to the breach.
- Introducing a new manual process to verify and validate the accuracy of data inputted into its systems.
- Creating a two-factor authentication to validate the integrity of inputted data into its systems.
- Introducing a revised sign-off process before planned interruptions can commence.
- Changing the training program for staff dealing with planned interruptions.

At the time of reporting to the ERA, Horizon Power had completed the first two actions and anticipates completing the other actions by the end of October 2021.

#### *The ERA's response to the contravention*

Horizon Power promptly restored power to the affected life support customers after becoming aware of the incorrect outage notice and has confirmed that no harm or injury was caused to the two customers.

The ERA considers that the actions Horizon Power has taken, and intends to take, to prevent future recurrence are an appropriate response, in particular suspending future planned interruptions until the causes of the information transfer problems on its systems are rectified.

The ERA will monitor Horizon Power's progress in completing the outstanding preventative actions.

#### **Further information**

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