

# **ACCC/AER Regulatory Conference**

**Electrification and the disruption to domestic gas markets**

## **Esperance – Case Study**

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Customer & Community**

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**HORIZON**  
POWER

## Acknowledgement of Country

We respectfully acknowledge Jagera people and the Turrbal people as the Traditional Custodians of Meanjin (Brisbane), where we meet today. We recognise and appreciate a continued connection through stories, traditions, and living cultures and commit to building a brighter future together.



# Horizon Power at a glance



**2.3mil square km**  
of regional and remote  
WA is serviced by  
Horizon Power



**562**  
employees



**53,190**  
customer connection  
points to network



**1,020 GWh**  
electricity delivered a year



**8,404 km**  
of overhead and  
underground  
transmission and  
distribution lines



**78 stand alone  
power systems  
(SPS) installed**



**3 energy types**  
gas, diesel, and  
renewable energy  
(wind, solar, and hydro)



**17.1%**  
of delivered energy  
supplied by  
**renewable energy  
sources**



**0.54 kg CO2-e/kWh**  
carbon emissions

○ Offices  
● Current supply areas



# Electrifying Esperance

Providing the Esperance community with a cleaner, greener energy solution

Independent gas provider advised they would be **CLOSING.**

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~400

residents and businesses from reticulated gas to an alternative energy source



\$10.5M

WA State Government investment

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38%<sup>▲</sup>

reduction in energy bills

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12



months for a first of its kind transition

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94%

customer satisfaction rate

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0

safety incidents

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# Customers by the numbers

## Residential customers

75

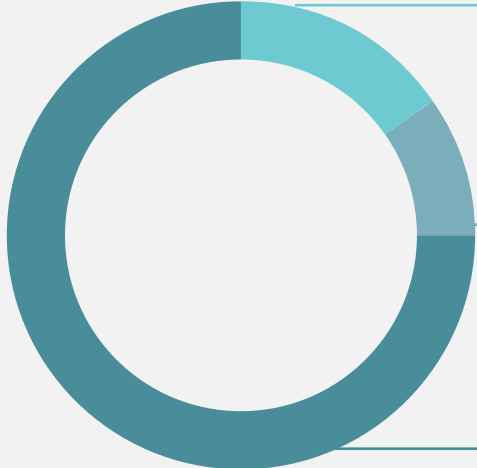


Department of Communities addresses

228



Residential addresses



15.5% Residential customers selected a hybrid transition

9.5% Residential customers selecting LPG alternatives

75% Residential customers selected 100% electric alternatives

633 residential appliances replaced



DISCLAIMER: THE IMAGES USED OF ESPERANCE LOCALS DOES NOT INDICATE THEY WERE PART OF THE ESPERANCE ENERGY TRANSITION



# Customers by the numbers

## Business customers

24



### Commercial businesses

Huge variety in individual circumstances



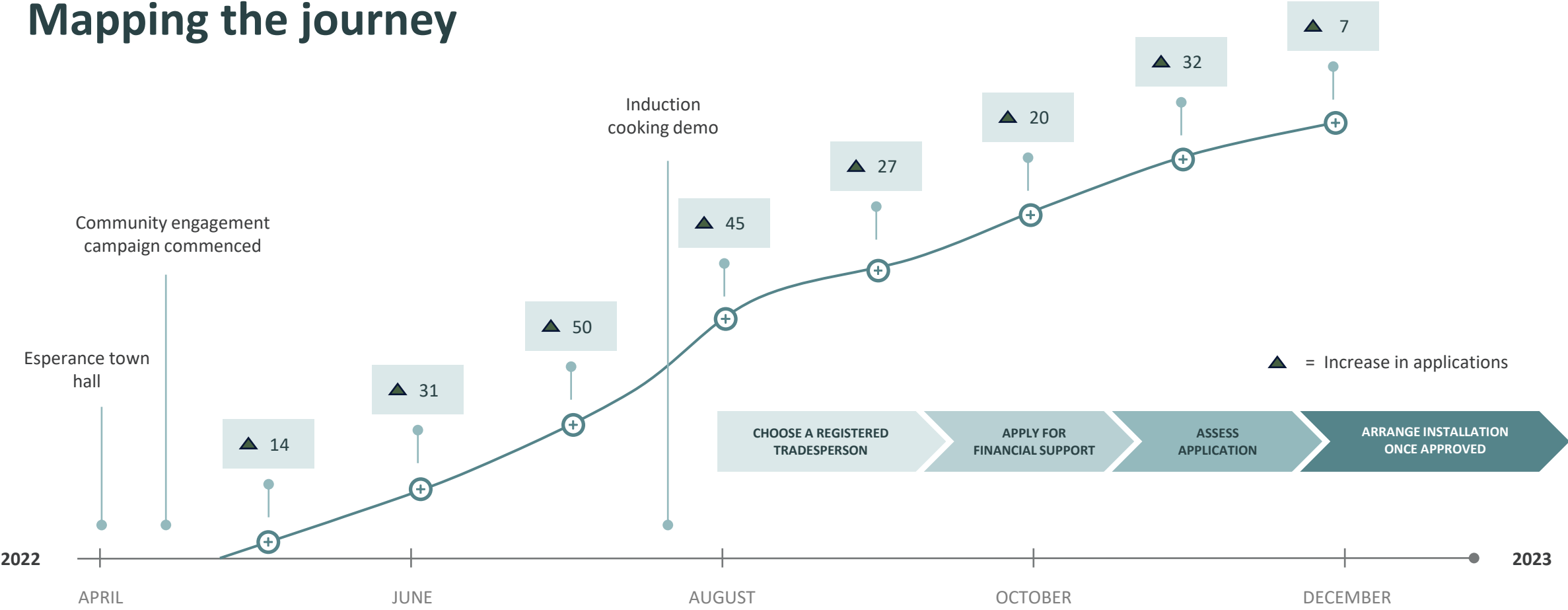
**3.5%**  
business customers selecting hybrid electric and LPG alternatives

**38%**  
business customers selected 100% electric alternatives

**58.5%**  
business customers selecting LPG alternatives



# Mapping the journey



# What did we learn?



Change is slow – customer first approach



Local constraints



Every customer is unique







**Thank you**