

# Critical Load Application Form

For business customers with energy critical operations



## For some customers, we understand that the continual supply of electricity to power operations is critical

If your electricity supply is eligible to be registered as a critical load, we'll work with you to ensure that you are given advanced notice of any planned outages in the area, as well as priority when restoring power in the case of an outage.

## For any unplanned outages it's essential you also have a pre-arranged action plan.

Horizon Power will assess a range of factors when determining if your electricity supply is eligible to be registered as a critical load. Some example factors and industries are listed below.

Example factors	Example details
A utility service provided	Water, gas, telephones, emergency services, ambulance, police, electrical hazards.
Health and safety	Hospitals, aged care facilities, prisons, etc.
Environmental implications	Sewage facilities and processing plant.
Special needs	Shopping centres, heavy industrial, cold storage facilities, etc.
Animal suffering	Animal care or processing plants.
Food processing	Milk, bread, fresh producers.
Public communications	Emergency services communication sites.

## How to return this application

Please either post this application to GPO Box P1145 PERTH WA 6844 or email to your nearest Horizon Power office (details below).

### Head Office

Stovehill Road  
KARRATHA WA 6714

Ph: (08) 9159 7250  
karratha@horizonpower.com.au

### West Kimberley

2-4 McDaniel Road  
BROOME WA 6725

Ph: (08) 9192 9900  
broome@horizonpower.com.au

### East Pilbara

18 Anderson Street  
PORT HEDLAND WA 6721

Ph: (08) 9173 8282  
porthedland@horizonpower.com.au

### Goldfields Esperance

143 Sims Street  
ESPERANCE WA 6450

Ph: (08) 9072 3400  
esperance@horizonpower.com.au

### East Kimberley

Cnr of Messmate Way and  
Victoria Hwy  
KUNUNURRA WA 6743

Ph: (08) 9166 4700  
kununurra@horizonpower.com.au

### Gascoyne Mid West

Cnr Iles Road and  
Robinson Street  
CARNARVON WA 6701

Ph: (08) 9941 6299  
carnarvon@horizonpower.com.au

## Enquiries

Email [enquiries@horizonpower-reply.com.au](mailto:enquiries@horizonpower-reply.com.au)

Web [www.horizonpower.com.au](http://www.horizonpower.com.au)

For faults or emergencies, please call 13 23 51

Find us on



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## For business customers with energy critical operations

For some customers, we understand that the continual supply of electricity to power operations is absolutely critical. If your electricity supply is eligible to be registered as a critical load, we'll work with you to ensure that you are given advanced notice of any planned outages in the area, as well as priority when restoring power in the case of an outage.

**For any unplanned outages it's critical you also have a prearranged action plan.**

To complete this form:

- Fill out your details in **Section 1**, including the contact details on which Horizon Power can get in touch with you regarding this application;
- Complete the organisation details for which you wish to register as having a sensitive load in **Section 2**;
- In **Section 2**, complete the individual site details for each site you wish to register as a sensitive load. If you require more than 5 sites to be listed, please complete another form listing these details; and;
- Carefully read the declaration and acknowledge that you have understood it by signing in **Section 3**.

### Section 1: Your details

First Name:  Surname:

Job title:

Mobile:  Phone:

Email:

Postal Address:

### Section 2: Organisation details

Organisation name:

Trading as:  Industry:

Account number	Site address

### Section 3: Declaration and Acknowledgment

1. I acknowledge that I have read and understood the information in this application to become a sensitive customer, and that Horizon Power will contact me in relation to this application.
2. I am authorised to make this application on behalf of the organisation I work for.
3. I affirm that I am authorised to act on behalf of the organisation listed in this application form.
4. I acknowledge that Horizon Power has strict eligibility criteria to become a sensitive load customer, and Horizon Power will review my application (in its absolute discretion) against these eligibility criteria, and that no supply address is registered as a sensitive load unless I receive an approval of sensitive load notification from Horizon Power.

Authorised representative signature:  Date:  /  /