

## Headworks FAQ's

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## What is the Headworks charge?

In 2007, Western Power, together with the Office of Energy and an industry working group, developed a Distribution Headworks Scheme to fund power capacity upgrades in regional and remote locations within the electricity network.

The Scheme provided a fairer and more equitable approach to funding capacity upgrades, as it spread the cost across all future users. Before it was introduced, the first person whose connection or upgrade triggered the need for a network upgrade had to pay the whole cost.

It was endorsed by Cabinet in August 2007 following a six-week public comment period.

## **Is the Headworks charge being cancelled?**

No. This is simply an amendment to the existing scheme.

The headworks charge is still necessary to cover the cost of upgrade to areas at the edge of our network. The headworks charge will still show on quotes for customers in affected areas, however, it will be 100 per cent government subsidised. And therefore customers will not be paying for it.

## **Will I get a refund?**

We can check our systems to determine whether a headworks charge was part of your project and we will be able to confirm if you are eligible for a refund.

## **Will Western Power pay interest on the refunded monies?**

No,

## **How many payments are there?**

650 customers in total will receive a refund totalling \$7.33 million

## **When will I get my Refund?**

Refunds will begin from 1 July in chronological order with the oldest being refunded first.

## **How will I get my refund?**

Western Power will contact customers prior to issuing a refund to confirm contact details. All refunds will be sent by cheque (No EFT) to the named person on the original Tax invoice at the address where original quote was sent.

## **My name/company name has changed since I paid the Headworks charge? How can I change the name on the cheque?**

Documentation will have to be provided as evidence of this change. Western Power has a process for refunds in these types of situations. Please contact 13 10 87 to discuss further.

**My address has changed since you sent the quote out? How can I change these details?**

Documentation will have to be provided as evidence of this change. Western Power has a process for refunds in these types of situations. Please contact 13 10 87 to discuss further.

**I have a quote that I haven't paid that has a headworks charge element, what do I do?**

The headworks charge will still be visible on quotes for work, however this will now be fully subsidised by the State Government through Royalties for Regions. Please contact Western Power on 13 10 87 to have the quote reissued which will alter the total amount owing.

**I have an estimate that refers to the Headworks charge, will the design fee be less?**

No the design fee is only 10 per cent of the augmentation cost, not the headworks. You can agree to the quote as per normal and the firm quote will have the headworks charge as 100 per cent subsidised.

**My Headworks payment to Western Power included GST - will that be refunded?**

Yes. If you claimed the GST as a credit you will need to reflect the GST refund from Western Power in your next Business Activity Statement.

**I received a grant from the Department of Regional Development and Lands (DRDL) to assist with the Headworks connection costs - do I have to return that money to DRDL?**

You will need to contact DRDL.