



ALTERNATIVE ENERGY SELLERS

APPLICATION / EXEMPTION



July 2014



HORAN AND BIRD

Horan & Bird ("H&B") is a privately owned Australian Company, based in North Queensland. With decades of experience living and working in North Queensland, we have clients in the Far North and the North West. We have a strong commercial and farming based business with support to the industrial sector, as a specialist supplier of Solar Power Solutions from 5Kw to 100Kw combination systems, and standalone independent solar generated power for equipment that is field based. We pride ourselves on being at the forefront of Energy Creation, Energy Management and Energy Usage across Residential, Commercial and Farming markets. Our entire team is committed to excellence and attention to detail. Our team of local electricians is committed to providing five-star, personalised service based on professionalism, integrity and relationship-building in Townsville, Ayr, Mackay, Cairns and surrounding areas.

H&B is a solution driven business supporting companies locally and in the Queensland area including remote areas. These services include but are not limited to:-

- **Technical specialist advice from industry experts;**
- **Design of All solar, electrical, air and lighting support services;**
- **Professional in-house engineering, project management and quality control;**
- **Complete supply, mobilisation and de-mobilisation capability including cost saving support and suggestions;**
- **A rigorous service programme for all equipment;**
- **A quality product range, to include all required and necessary accessories;**
- **Local service and support with national and international warranty guarantee.**

Horan & Bird proudly built **the first Renewable Energy Centre in Queensland**. Our Renewable Energy Centre is a demonstration of our commitment to not only renewable technologies, but also job creation and energy management in our region. Horan & Bird are pleased to invite you to visit our Renewable Energy Centre, which is open Monday to Friday from 8am to 5pm (excluding public holidays).

Our Research and Development team are continuously studying and monitoring the results of power output and for the suitability of installed Solar Panels in North Queensland. We know which type and combinations of Solar Panels work better throughout our region and we can assess on what type of roof, whether your roof is facing North, South, East or West can give you the best results based on our real life findings.

This document is short brief detailing our portfolio of specialisation and impressive capabilities. Should you require further information or have any questions we invite you to visit our website at; www.horanandbird.com.au

Application for Individual Retail Exemption

1 Legal Name

HORAN & BIRD PTY LTD (ACN 156 517 341)

The Horan & Bird company sells services and products that encompass an absolute energy package including electrical, air-conditioning, smart homes and solar.

2 Trading Name

Horan & Bird

3 Australian Business Number: 17 156 517 341

Australian Company Number: 156 517 341

4 Registered Postal Address

PO Box 3834

HERMIT PARK QLD 4812

Registered Office:

56-62 Queen Street

AYR QLD 4807

5 Nominated contact person/s

John Horan (Director)

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+61 4 4721 3081

Lucas.sadler@horanandbird.com.au

6 Why you are seeking individual exemption, and why you believe that an exemption (rather than a retailer authorisation) is appropriate to your circumstances.

Horan & Bird's customer base has asked us to provide alternative methods to utilise solar and the benefits of solar power. Horan & Bird's vertically integrated model suits power purchase agreements with our internal installation teams, master electricians and advanced customer management techniques. Our vision is to provide a strategic energy solution to the Australian market with our PPA. Horan & Bird will enter into an electricity supply arrangement with customers pursuant to which it will install energy generating solar systems on the customer's premises or property. The Horan & Bird PPA model will be as follows:

- The electricity generated by the system will be sold to that customer as required.
- The customer will be connected to the grid and will need to have an electricity connection agreement with a licensed electricity distributor and a retail contract with a licensed electricity retailer. As such, customers' interests with regard to the security and reliability of their electricity supply will be adequately protected.
- The PPAs will include a pre-agreed tariff structure for a specified term. The term of our PPAs with residential customers will range between 5 and 15 years; terms of PPAs with commercial customers may extend up to 20 years. Our delivery will include both ground-mount and roof-top sites.
- Any electricity not used by the customer could or may be sold by the customer to the relevant licensed local area retailer if the exported energy is required or of value. It is envisaged that correct sizing and utilisation of the system will make this possibility remote. Any Feed in Tariff legislated in the local area where the customer resides, will be itemised and credited back to the customer as part of their existing retailer's agreement when applicable and subsequently remain the benefit of the consumer.
- Horan & Bird will install the Generating Systems at no up-front cost to customers. Horan & Bird will retain ownership of the solar systems throughout the term of the PPA and provide removal or buy provisions at the end of the agreed term clearly as part of the PPA contract upfront.
- All services selling, finance, installation and ongoing management and maintenance of the solar generating system will be done by Horan & Bird (Australian Company Number: 156 517 341). Finance or support required by the customer will be arranged and offered through Horan & Bird Finance Pty Ltd (Note: Credit Licence application submitted with ASIC / Australian Company Number: 601 176 747) a 100% owned subsidiary of Horan & Bird.
- The solar system can be purchased outright by the customer prior to the end of the term of the PPA (according to the residual value as outlined upfront in the agreement).
- All green energy credits during the term of the PPA will be owned by Horan & Bird. The customer pays for the electricity consumed and a contribution

towards the cost of the solar system on a monthly basis for the term of the PPA.

Customers: Horan & Bird anticipates the founding customer base will primarily consist of customers across the broad North and Central Queensland region without limit to the whole of Australia. It is expected that all solar systems installed will comply with the nameplate rating as defined in the National Electricity Rules.

The Horan & Bird PPA will empower consumers to actively control their energy consumption and endeavour to reduce household financial obligations. The agreement will take into account consumer's best interests including protection, billing, and metering, cooling off-period and dispute resolution.

7 The address of the site at which you intend to sell energy, including a map of the site and a brief description of this site and its current and future use/s.

Horan & Bird intends to operate in Queensland but is not limited to operating across all States and Territories in Australia.

8 The primary activity of your business

Horan & Bird is a vertically integrated business involved in Air-conditioning, Electrical contracting and services, Solar Energy installations and Energy Management. The company head office is based in Townsville (a solar city), North Queensland and extends its full suite of services at additional locations of the Burdekin, Cairns and Mackay.

The company has won National industry awards such as Master Electricians of the Year in 2009, 2011 and 2012 along with Solar Installers of the year in 2011, 2012 and 2013. Horan & Bird has won the prestigious "Employer of the Year" Award at the 2014 Queensland Training Awards. Furthermore Horan and Bird won Australian Service business of the year in 2012. Horan and Bird also built the first Renewable Energy Centre in Queensland in 2011.

To enable a wider range of consumers' access to the full benefits of renewable energy Horan & Bird would provide the market with access to the purchase of a Solar PPA.

9 The form of energy for which you are seeking the individual exemption (electricity or gas). For electricity, please state whether the network you propose to sell is directly or indirectly connected to the main grid or is (or will be) an off-grid network.

Horan & Bird will sell the electricity generated from solar systems installed on its customer's premises. These customers will be connected to the grid through existing contracts with licensed electricity retailers.

10 Are you establishing, or have you established, energy supply in an area where there are no other viable energy supply arrangements available.

Horan & Bird will not be establishing electricity supply in an area without existing energy supply. Our customers will have in place a contract with the local supplier of power and we will interface with the existing retail and network system.

11 The date from which you intend to commence selling energy.

The commencement date is subject to the approval of this individual exemption request.

12 Mailing addresses for premises at the site (where applicable). We may use this information to ensure that potential customers are able to participate in our consultation process.

Not applicable.

13 Details of any experience in selling energy, for example:

Horan & Bird has installed more solar in a single market than any other regional company, including those with branches throughout Australia. Horan and Bird has installed more than 30 MW of rooftop solar in Townsville and surrounding areas alone.

Horan & Bird proudly built the first Renewable Energy Centre in Queensland. Our Renewable Energy Centre is a demonstration of our commitment to not only renewable technologies, but also job creation and energy management in our region.

Our Research and Development team are continuously studying and monitoring the results of power output and for the suitability of installed Solar Panels in North Queensland. We know which type and combinations of Solar Panels work better throughout our region and we can assess on what type of roof, whether your roof is facing North, South, East or West can give you the best results based on our real life findings.

Horan & Bird have a database of 14,000 customers and growing. The current local utility provider covers an area 6 times the size of Victoria, 700,000 customers.

Should you require further information or have any questions we invite you to visit our website at; www.horanandbird.com.au

14 Whether you currently hold, or have previously held or been subject to, an energy selling exemption or a retail licence (retailer authorisation) in any state or territory. If so, please provide details.



No – Horan & Bird does not hold, or has it ever held, an energy selling exemption or a retailer license in any State or Territory

15 What arrangements you have made in the event that you can no longer continue supplying energy (e.g., has the retailer that sells to you agreed that they will service the customers).

In the unlikely event that the solar system will no longer supply the full electricity needs to the property, these needs would be met by the primary Electricity Retailer under their existing agreement.

Particulars relating to the nature and scope of the proposed operations

1 Customers

Customers will not be Horan & Bird tenants.

2 Other services

Horan & Bird's full suite of services pertaining to Everyday Energy Solutions will be available to its residential and business/commercial customers. These include the installation and maintenance of the solar system. Should the customer require electrical contracting, air-conditioning or smart home solutions these can be offered separately to the customer.

3 What is the total number of dwellings/premises at the site?

Since the sites could be a number of different locations this is not relevant.

4 Will you be on-selling energy (that is, selling energy purchased from an authorised retailer) or purchasing it directly from the wholesale market?

No, Horan & Bird will not be on selling electricity from an authorised retailer.

5 Contracts for energy purchase.

Not applicable. The Horan & Bird solar systems are purely a supplementary energy source to the contracted primary electricity retailer.

6 Estimated aggregate annual amount of energy to be sold.

The parameters for this estimate will be based on quantity of systems sold by the size (kilowatts) per system. It is considered that the average size of a solar systems will vary for customer to customer, however, likely to be in the range of 5 to 10 kilowatts for residential clients and 20 plus kilowatts for commercial clients.

	<u>Customers</u>	<u>Full Production</u>	
Commercial	180	2,759,400	KWh
Residential	20	306,600	KWh
	200	3,066	MWh

7 Will your customers be wholly contained within a site owned, controlled or operated by you?

Not applicable. The exemption will be for solar systems installed at sites not owned by Horan & Bird.

8 Will each premises/dwelling be separately metered? If the application is for a new development or a redevelopment and customers will not be separately metered, please explain why not.

There will be separate meters at each site. The meters will measure the electricity supplied by the network and by the Horan & Bird solar system.

9 What types of meters will be used?

Meters that meet applicable industry and energy requirements will be installed. They will measure the production and consumption of energy. The Horan & Bird team will provide an interface with the customers so that they may monitor their usage.

10 What accuracy standards apply to the meters? Do the meters comply with Australian Standards? If so, specify which Standard or Standards. For electricity meters, will the meters comply with National measurement Act 1960 (Cth) requirements for electricity meters installed from 1 January 2013?

The meters will comply with all relevant and published applicable standards and accuracy measures. All meters will meet Australian Standards and will comply with the National Measurement Act 1960 (Cth).

11 If customer dwellings/premises are separately metered, how often do you propose the meters to be read and by whom?

Horan & Bird will perform continuous monitoring via remote electronic technology. The data will be used to monitor performance and produce either quarterly or monthly usage reports to be forwarded to the customer. It is anticipated that perpetual monitoring will provide an insight for customers to control and improve their energy efficiencies.

12 How will you determine energy charges if customers are not separately metered?

As the customers are separately metered this question is not applicable.

13 In what form and how often will customers be billed? Will you be issuing bills yourself or through a billing agent?

The Horan & Bird structure includes a fully functional finance office, which currently processes and collects all accounts receivable. The in-house finance department will prepare bills for the customers in alignment with their PPA contracts and energy usage on a monthly basis. The invoices will be prepared as per the schedule agreed in the PPA Contract.

The PPA Contract will include the following customer protections for either residential, retail or commercial customers;

- Flexible payment options if you are experiencing financial difficulty;
- Clear and reasonable disconnection procedures;
- Energy charges that are no greater than the standing offer prices a local retailer charge customers;
- Complaints handling procedures;
- Clear accounts receivable process.

14 What dispute resolution procedures do you intend to put in place to deal with energy related complaints and issues?

The customer will have peace of mind that any disputes can be directed to the dedicated customer care team at the Horan & Bird head office in Townsville. The PPA contract will include a detailed procedure should the customer need to raise a complaint directly with the company. It is anticipated that these complaints will be resolved within an expeditious timeframe.

All complaints and enquiries will be resolved within the framework required by the ACCC and all warranties and faults will be honoured by prompt rectification by the Horan & Bird operations team. Attached as an Appendix is more detail on the process of dispute resolution and stakeholders. All complaints are to be dealt with in an unbiased and objective manner with a fair and reasonable outcome for both parties always being the priority; and we will ensure that the customer has access to all relevant information required to understand how, when and where to make a complaint.

Payment plans and Hardship programs.

PPA customers requiring such intervention will have specific policies and procedures outlined in their contract upfront and also on our PPA websites when launched.

These will include ways the customer can negotiate and agree on an amount that they will pay at specified regular intervals. We will also indicate how we will look at how much is owed and how much our customer can afford to pay. Our Hardship policy is to assist customers who are having difficulty paying their bills. Types of assistance may include:

- waiving payment of late fees;
- energy efficiency advice to help reduce your bills;
- identifying appropriate government concession programs and appropriate financial counselling services;
- reviewing the PPA energy contract to determine whether it suits the customer's needs.

15 What energy rebates or concessions are available for your customers and, if applicable how can customers claim these?

There are no up-front rebates or concessions available to customers with Horan & Bird PPA agreements. However, the cost savings and capital acquisition of an energy producing asset will be explained to the customer at time of contract agreement. Upon initial consultation with the customer a Horan & Bird representative will assess and measure the current and future energy needs of the property. In alignment with the resulting costs the PPA contract and solar system will cover the customer's needs and is likely to create positive financial benefits for the consumer. The monthly or quarterly invoice the customer receives will include charges for energy consumption, maintenance costs and payment towards the solar system. A continuous monitoring system used by Horan & Bird will alert customers to their daily energy usage. The customer care team will work with the customer to drive their energy usage to a level that creates optimal output and financial benefit.

16 Will you make energy efficiency options available to your customers? Will your network incorporate solar or other generation options for sustainability purposes? If so, will you use gross or net metering?

Yes, Horan & Bird has the advantage of having a fully, qualified team of in-house electricians, engineers and installers. The Horan & Bird range of energy efficient products includes (and is not limited to) lighting, air-conditioning, quality solar panels and leading brand inverters. These products are backed by an internal testing team which determines quality and efficiency before installation of products at the customer's property. The company leaders bring with them decades of experience in the electrical industry and knowledge of products and relationships with leading suppliers of energy efficient products.

As the Customer Care team monitors and collaborates with the solar system owner should energy usage increase Horan & Bird will be available to discuss further energy efficient options tailored to their needs.

17 Please provide further information that you consider would assist us to assess your application.

The Directors of Horan & Bird are seasoned entrepreneurs and business owners. Both had independently built niche businesses in competitive markets in the electrical industry prior to joining forces to commence Horan & Bird. Horan & Bird is a passionate endeavour of the Directors to close a large gaping hole in the fragmented and often poorly serviced electrical and solar industries. There are a number of large corporate players in the industry but as is the case with many large organisations researching the industry showed Horan & Bird that clients were being treated like another number in the queue.

Pre 2007, it became apparent that clients deserved a better level of service. Since our inception Horan & Bird has continued to raise the 'bar' on industry acceptable

service standards and equipment and personnel presentation and quality. Horan & Bird is committed to being the industries employer of choice, to having the right equipment to service the market and a preparedness to invest in quality personnel, systems, processes and research and development to exceed client requirements. In the seven years since Horan & Bird's inception we have established branches in Townsville, Ayr, Mackay, Cairns, An enviable reputation has been established in this short timeframe.

Our commitment to training and new technology has produced some of North Queensland's most talented staff in the fields of Renewable Energy and Energy Efficiency. Horan & Bird has won the prestigious "Employer of the Year" Award at the 2014 Queensland Training Awards.

A strong business model, integrity, commitment to quality and talented staff has earned Horan & Bird an enviable position in the industry. This passion has been rewarded with many accolades, including the title of Master Electricians of the Year in 2009 and the Electrical and Communications Association's Bob Cooper Award in 2011.

In support of our application Horan & Bird includes the following information extracted from our business model and company policies.

Strategic Direction & Objectives

Over the past 10 years, the Directors of Horan & Bird have been growing a vertical integrated business involved in Air-conditioning, Electrical contracting and services, solar energy installations and energy management. "Vision 15" is Horan & Bird's key Business Strategy for 2015 and beyond and elements of this strategy have created an opportunity with global scope.

The application of the Horan & Bird business model to the Australian market is timely as a number of policy changes to feed in tariffs, solar rebates and other Government incentives have all but or are in the process of winding back. This has meant a high number of solar installation firms have gone out of business or left the market. The result is many of the customers who now want to invest in Solar are looking towards Power Purchase Agreements as a way for securing cheaper electricity for themselves or their businesses.

Horan & Bird's management judge strategic actions or programmes not by the words that describe them but by their actual impact on business results, which incorporates;

- Their economic impact on both H&B and the client business.
- The safe and effective implementation of any action or program.
- The right personnel for the programme or action.
- The long term beneficial result for all stakeholders.

The Horan & Bird business model supports a sustainable future by aligning with key drivers of economic growth, environmental impact and social responsibility. These

3 drivers are observed not only for internal company success but also for external stakeholders at local, national and global levels.

What are your projected customer number forecasts?

Australia is on the verge of an energy revolution with the changing to localised energy solutions. The majority of homes will be turning to integrated energy suppliers who can supply reliable and affordable power.

New entrants will emerge rapidly to use this strategy to own the home. Banks, Telco's, insurance companies, electrical retailers and even Google will open energy retail arms and are seeing this as the perfect integration strategy to upsell their core product to, once they own the home through a PPA. Our Market reach is itemized below;

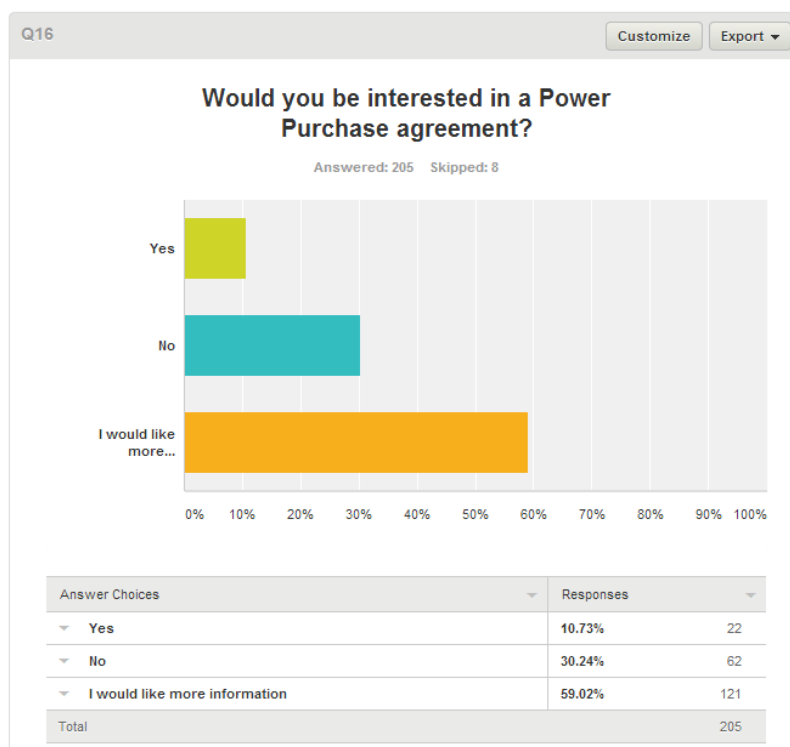
Region	Current Population	2020 projected	Key Industry drivers	Retailer
Cairns	165,000	207,000	Tourism, Farming, Mining, Defence, Education	Ergon
Townsville	186,000	240,000	Defence, Farming, Mining, Events Tourism, Education	Ergon
Mackay	119,000	156,000	Mining, Tourism, Farming	Ergon
Toowoomba	165,000	198,000	Manufacturing, Farming, Mining, Health, new airport	Ergon
Ipswich	180,000	286,000	Manufacturing, Retail, Health, Government	Energex
Sunshine Coast	320,000	420,000	Tourism, Retail, Construction	Energex
Gold Coast	500,000	670,000	Tourism, Retail, Construction	Energex
Hervey Bay	50,000	80,000	Tourism,	Ergon
Gladstone	52,000	80,000	Mines, industry	Ergon
Rockhampton	119,000	130,000	Beef, farming, mines	Ergon
Bundaberg	100,000	120,000	Farming, Industry	Ergon

Based on Horan & Bird's past installation history and current operations capacity is not unreasonable to believe that the company could capture a number of this region therefore allowing an estimated forecast of Solar Power Purchase Agreements of approximately 200 customers in the first year.

Horan & Bird has undertaken research to support this application (graphic below). From our research, we can determine that of 205 people surveyed, 70% of

respondents require further information or are open to a PPA agreement with Horan & Bird. Our internal targets therefore are:

	<u>Customers</u>	<u>Full Production</u>	
Commercial	180	2,759,400	KWh
Residential	20	306,600	KWh
	200	3,066	MWh



What are your projected annual aggregate energy sales (in kilowatt hours or megawatt hours)?

Based on Horan & Bird's estimated forecast of Solar Power Purchase Agreements of approximately 200 customers in the first year would equal 3066 MWh. As highlighted above, we expect the majority to be SME or Small Commercial Systems.

What financial resources do you have to support your business?

Horan & Bird is a currently trading across Queensland with no debt and a solid balance sheet. We have over 60 people employed in our business and solid liquidity to meet these proposed arrangements and to survive the PPA contracts.

Please contact us, as required, for supporting documentation prepared by Horan & Bird's Finance Department.

These documents are to be held in confidence and not disclosed to the public as required by the stakeholders of the company.

Are you intending to sell to business customers, residential customers or both?

The organisational structure and expertise of Horan & Bird is such that it can support and maintain services to both business and residential customers. Often residential customers are also business owners and a holistic service can be offered to the universal consumer. Indicative customer numbers a segments have been indicated earlier in this submission.

How will your pricing structure work – is the customer charged only for their consumption or are there other fees?

Customers will be charged as per their PPA agreement. Each customer is an individual with site specifics. Standard monitoring will collect necessary data for the energy usage and pricing structure will also incorporate costs such as risk, maintenance, insurance, lending costs and return on investment.

In which jurisdictions do you intend to sell energy?

Initially, Horan & Bird will focus on the Queensland region but is not limited to further expansion into all Australian states and territories including, NSW, ACT, Victoria, Tasmania, Northern Territory and Western Australia.

Under what circumstances can the customer contract be terminated (for example, what happens if the customer moves house?)

Horan & Bird (under provisions listed in the signed PPA agreement) may terminate the customer contract under the following conditions:

- When the property with the installed solar system is sold;
- When unforeseen damage (malicious or by nature) is sustained to the system;
- When a customer defaults on payment and does not rectify the default within a reasonable timeframe;
- Theft;
- Interference with technical operation and installation of system by unqualified technicians.

Consumers (under provisions listed in the signed PPA agreement) may terminate the customer contract under specific conditions set put in the PPA contract and may include:

- When the property with the installed solar system is sold;
- Early payout termination or financing of the system by negotiation with Horan & Bird;
- When we have not adhered to the PPA contract or made an erroneous error;

- Extended down time due to technical or decommissioning for safety circumstances.

What happens to the solar panels at the end of the contract? Who owns them?

Upon expiry of the PPA contract the customer will have several options regarding the existing solar system.

- i) Buy-out the solar system with the agreed residual value (as included in original contract and by agreed payment terms)
- ii) Transfer of the solar system and existing PPA agreement to new owner or tenant
- iii) The removal of the solar system by Horan & Bird

Appendix



Horan and Bird built Queensland's First Renewable Energy Centre; Located in Townsville.

H&B COMMERCIAL AND FARMING CREDENTIALS

10KW SYSTEMS

- Together Townsville -10kW system

15KW SYSTEMS

- Afton Way – 15kW Solar Array

20KW SYSTEMS

- Walkabout Service Station – 20kW Solar Array
- Mendi Construction Site – 20kW Solar Array

30KW SYSTEMS

- Royal Hotel Ingham - 30kW Solar Array
- Walkabout Palms Caravan Park - 30kW Solar Array
- The Holy Spirit school – 30kW Solar Array
- Formset Builders Office, Civil Road - 30kW Solar Array
- Formset Warehouse, Caldwell Street - 30kW Solar Array
- Award Fencing Office - 30kW Solar Array
- Opposite Lock – 30kW Solar Array
- Mariners Peninsula - 33kW Solar Array

50KW SYSTEMS

- The Good Shepherd Nursing Home - 56kW Solar Array

100KW SYSTEMS

- PRING Rural 100kW

150KW SYSTEMS

- Galea Farming -150kW Solar Array

In addition to these solar systems, Horan & Bird specialises in commercial electrical installation, maintenance and repairs;

- Townsville Skating Rink – Cannon Park – New electrical fit out including switchboard, data cabling and lighting.
- Finlay Homes; Kroymanns Project Bushland Beach – wiring of HIA House of the year.
- Finlay Homes, Sustainable House Project – Electrical and solar storage
- DJ Constructions, DHA Housing Australia – Electrical work completed on more than 100 homes
- Walkabout Palms; Alongside solar, electrical and air-conditioning installation to 10 new units
- EDMS Australia, Bohle

H&B CERTIFICATION

Refrigerant Trading Authorisation Certificate
First accredited "Master Electrician" in North Queensland
Trina Solar Authorised Partner
Clean Energy Council Accreditation

H&B AWARDS

- 2013 Regional Finalist & Employer of the Year – QLD Training Awards
- **2013 Winner Master Electrician Solar installers of the Year**
- 2013 Winner Sustainability in Business Award
- Finalists in the 2013 Townsville Chamber Business Awards for Business Solutions and Business community
- Together Townsville City partner 2013
- **2012 Winner Master Electrician of the Year**
- **2012 Winner Master Electrician Commercial Project of the Year**
- **2012 Winner Solar Installation of the Year**
- 2012 Australian Small Business Champion Awards Trade Services Finalist
- 2012 Winner Small Business Champion Awards Trade Services
- **2011 Winner Solar Install Category**

- **2011 Bob Cooper Award**
- Congratulatory Letter from Lyn McLaughlin Mayor of Burdekin Shire Council
- Finalists in the Small Business CHAMPION Awards 2010 – Business Growth Champion
- Finalists in the Small Business CHAMPION Awards 2010 – Small Business Champion Entrepreneur.
- Finalists in the Small Business CHAMPION Awards 2010 – Trade Services
- **2009 Australian Master Electricians of the Year**
- 2009 Qld Regional Small business of the Year
- John Horan State Finalist for 2009 Australian Entrepreneur of the year
- Townsville Chamber of Commerce - Certificate of Membership.

ENDS

Horan and Bird PPA Customer Complaint Process

