

Network Quality and Reliability of Supply Code

2025/26 Performance Report

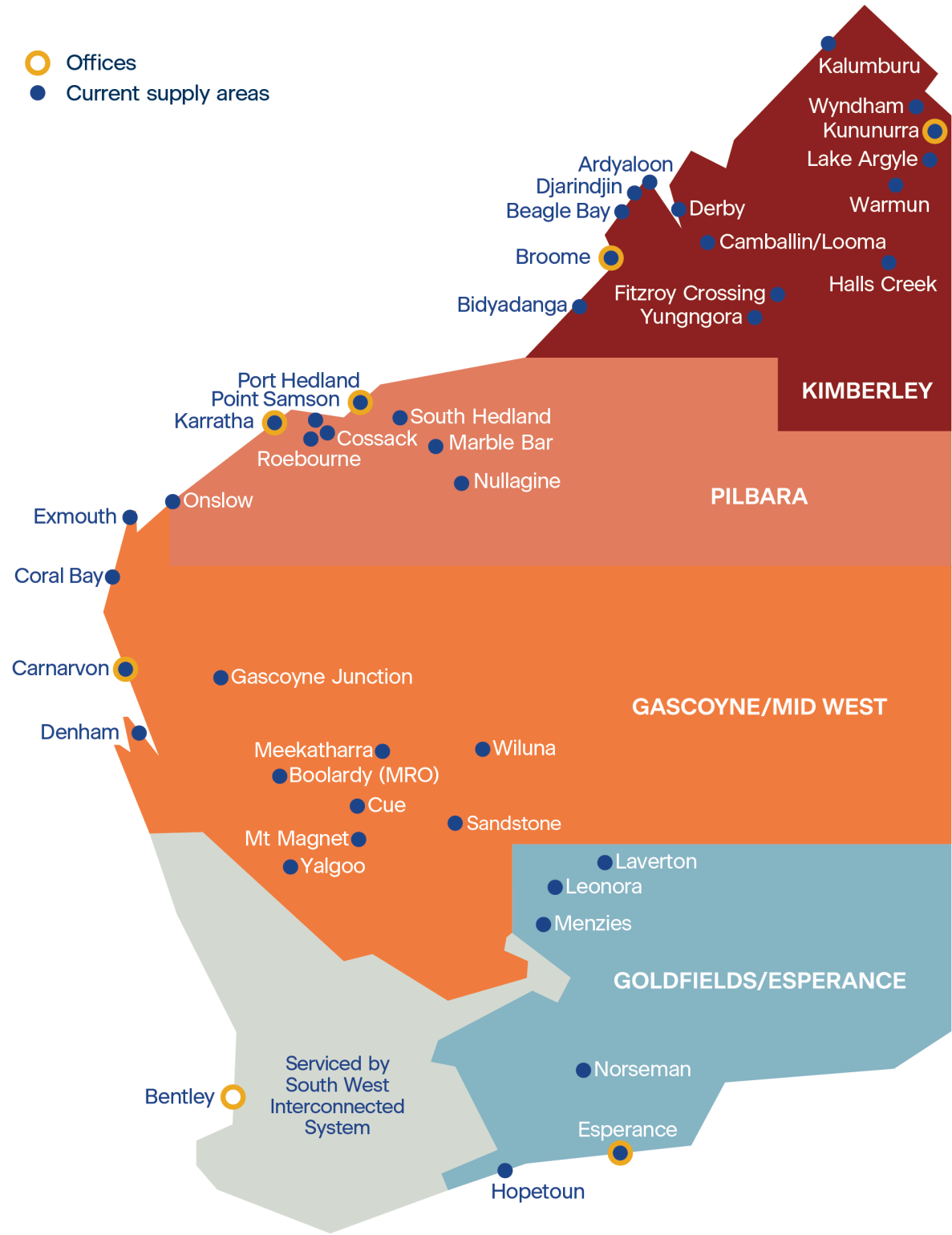
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INTRODUCTION

This report has been produced to meet the requirements of the Electricity Industry (Network Quality and Reliability of Supply) Code 2005, Schedule 1 – Information to be published.

To assist in meeting reporting requirements, the Economic Regulation Authority Western Australia (ERA WA) publishes the Electricity Distribution Licence Performance Reporting Handbook, which specifies measures to be reported. The report is prepared in accordance with Schedule 1 of the Code, however as Horizon Power is a vertically integrated business (responsible for generation, transmission and distribution) reliability data includes generation and transmission outages.

AUDIT REQUIREMENTS

Division 3 of the Electricity Industry (Network Quality and Reliability of Supply) Code 2005 requires that Horizon Power arrange for an independent expert to audit, and report on the operation of the systems that Horizon Power has in place for monitoring its compliance with the code.

In 2017, the Minister for Energy removed the requirement for licence holders, such as Horizon Power, to annually engage an independent expert to audit and report on the operation of the systems in place for monitoring compliance with legislated electricity quality and reliability standards. The audit period was extended to three yearly. The previous audit was undertaken in 2023 and an audit was conducted for the 2026 report.

Schedule 1 - Information to be published

Clause 3: Stand-alone Power Systems (SPS)

Total Number of Complaints received from customers for each discrete area's SPS

Discrete Area SPS	2024/25	2025/26
Carnarvon SPS	0	0
Esperance SPS	0	0
Exmouth SPS	0	0
Hopetoun SPS	0	0
Horizon Power	0	0

Average Length of Interruption of Supply to Customer Premises in Minutes (CAIDI)

System	2022/23	2023/24	2024/25	2025/26	Average
Carnarvon SPS	362.00	0.00	113.00	118.00	148.25
Esperance SPS	719.38	1081.16	337.74	755.25	723.38
Exmouth SPS	271.16	0.00	217.20	6575.50	1765.97
Hopetoun SPS	0.00	740.00	1844.00	0.00	646.00
Horizon Power SPS	613.65	1048.67	351.88	947.21	740.35

Average Number of Interruptions of Supply to Customer Premises (SAIFI)

System	2022/23	2023/24	2024/25	2025/26	Average
Carnarvon SPS	2.00	0.00	1.00	2.00	1.25
Esperance SPS	0.15	0.26	0.53	0.62	0.39
Exmouth SPS	1.00	0.00	5.00	2.00	2.00
Hopetoun SPS	0.00	2.00	1.00	0.00	0.75
Horizon Power SPS	0.20	0.27	0.60	0.64	0.43

Average Number of Interruptions of Supply to Customer Premises (% Availability)

System	2022/23	2023/24	2024/25	2025/26	Average
Carnarvon SPS	99.93	100.00	99.98	99.98	99.97
Esperance SPS	99.86	99.79	99.94	99.86	99.86
Exmouth SPS	99.95	100.00	99.96	98.75	99.66
Hopetoun SPS	100.00	99.86	99.65	100.00	99.88
Horizon Power SPS	99.88	99.80	99.93	99.82	99.86

Average Total Length of All Interruptions of Supply to Customer Premises in Minutes (SAIDI)

System	FY2022/23	FY2023/24	FY2024/25	FY2025/26	Average
Carnarvon SPS	724.00	0.00	113.00	236.00	268.25
Esperance SPS	110.67	277.59	179.83	466.20	258.58
Exmouth SPS	271.16	0.00	1086.00	13151.00	3627.04
Hopetoun SPS	0.00	1480.00	1844.00	0.00	831.00
Horizon Power SPS	122.73	286.00	211.13	608.92	307.20

Exmouth SPS was impacted by TC Narelle in March 2026.

Clause 4 and 10 – Breaches and Remedial Action

Clause 4(a) Number of breaches of each provision of the Code

Quality of Supply	2024/25	2025/26
Voltage fluctuations	0	0
Harmonics	0	0

Clause 4(b) Remedial action taken for each provision

Voltage Fluctuations

Location	Action Taken
N/A	N/A

Harmonics

Location	Action Taken
N/A	N/A

N/A = Not Applicable.

Continuous monitoring of voltage and frequency fluctuations is done at the substation busbar. Temporary power quality monitoring equipment is installed on the network for specific problem monitoring in response to a customer power quality complaint.

Clause 5 - Significant interruptions to small use customers

Clause Description	2024/25	2025/26
Clause 5(a) Number of premises that experienced interruptions greater than 12 hours continuous	1,132	4,954
Clause 5(b) Number of premises that experienced more than 16 interruptions.	302	496

The number of premises experiencing more than 16 interruptions are mainly in Exmouth, Esperance, Mount Magnet and Carnarvon.

Detailed information of interruptions where duration is greater than 12 hours (720 minutes) continuously for 2025/26 is outlined in the table below:

System	Duration (Min)	Premises	Start Date	Cause Description	Incident Category
Bidyadanga	1500	1	25/02/2026	Vandalism or Willful Damage	No Power
Bidyadanga	1327	1	13/03/2026	Equipment Failure	Low Hanging Service Wire
Broome	902	1	30/07/2025	Vandalism or Willful Damage	Debris On Service Wire
Broome	10026	1	20/10/2025	Equipment Failure	Miscellaneous Non Hazard
Broome	884	25	4/11/2025	Equipment Failure	LV Fuse Trip
Broome	1320	1	10/11/2025	Equipment Failure	Low Hanging Service Wire
Broome	4319	1	29/11/2025	Unknown	Meter Box Damaged
Broome	4290	1	29/11/2025	Equipment Failure	No Power
Broome	806	1	18/01/2026	External Owner Equipment	Disconnect For Fault
Broome	1294	1	16/02/2026	Equipment Failure	No Power
Broome	1243	1	26/03/2026	Machine or Tool	Underground Cable Damaged
Broome	799	10	23/05/2026	Equipment Failure	LV Fuse Trip
Broome	1500	1	1/06/2026	Vandalism or Willful Damage	Miscellaneous Non Hazard
Carnarvon	4050	1	9/08/2025	Equipment Failure	Reconnection
Carnarvon	847	1	12/11/2025	Bird	No Power
Carnarvon	9892	28	9/02/2026	Wind or Wind Bourne Debris	Recloser Trip
Carnarvon	1013	1	9/02/2026	Equipment Failure	Part Power
Carnarvon	974	1	9/02/2026	Pollution	Service Wire Down
Carnarvon	961	1	9/02/2026	Equipment Failure	Debris On Service Wire
Carnarvon	936	37	9/02/2026	Wind or Wind Bourne Debris	Recloser Trip
Carnarvon	870	161	9/02/2026	Wind or Wind Bourne Debris	Recloser Trip
Carnarvon	860	1	9/02/2026	Equipment Failure	No Power
Carnarvon	765	1	9/02/2026	Equipment Failure	Part Power
Carnarvon	943	1	6/03/2026	Equipment Failure	Part Power

System	Duration (Min)	Premises	Start Date	Cause Description	Incident Category
Carnarvon	825	1	6/03/2026	Equipment Failure	No Power
Carnarvon	8937	464	27/03/2026	Equipment Failure	Feeder Trip
Carnarvon	3932	124	27/03/2026	Wind or Wind Bourne Debris	Recloser Trip
Carnarvon	2581	76	27/03/2026	Wind or Wind Bourne Debris	Feeder Trip
Carnarvon	1576	1	27/03/2026	Equipment Failure	No Power
Carnarvon	1447	90	27/03/2026	Equipment Failure	Drop Out Fuse Trip
Carnarvon	1383	1	27/03/2026	Equipment Failure	Low Hanging Service Wire
Carnarvon	1375	1	27/03/2026	Equipment Failure	Low Hanging Service Wire
Carnarvon	1320	1	27/03/2026	Equipment Failure	No Power
Carnarvon	1265	1	27/03/2026	Equipment Failure	No Power
Carnarvon	1263	1	27/03/2026	Equipment Failure	No Power
Carnarvon	1235	64	27/03/2026	Equipment Failure	LV Fuse Trip
Carnarvon	1253	1	28/03/2026	Equipment Failure	Pole Broken/Damaged
Carnarvon	1075	1	28/03/2026	Equipment Failure	Part Power
Carnarvon	1051	1	15/04/2026	Equipment Failure	Part Power
Carnarvon	1568	1	25/05/2026	Vehicle	Pole Hit
Carnarvon	1046	1	11/06/2026	Equipment Failure	Part Power
Carnarvon	910	1	16/06/2026	Vandalism or Willful Damage	House / Building Fire
Coral Bay	3212	2	27/03/2026	Wind or Wind Bourne Debris	Feeder Trip
Denham	948	1	8/07/2025	Equipment Failure	No Power
Denham	1318	1	13/01/2026	Equipment Failure	Part Power
Denham	897	1	7/02/2026	Equipment Failure	Part Power
Denham	1494	1	9/02/2026	Equipment Failure	Pole Arcing
Denham	2705	1	28/03/2026	Equipment Failure	Part Power
Denham	1348	1	1/04/2026	Equipment Failure	Part Power
Denham	938	1	1/04/2026	Equipment Failure	No Power
Denham	775	1	9/04/2026	Equipment Failure	No Power
Denham	4136	6	7/05/2026	Machine or Tool	Feeder Trip
Denham	747	1	29/05/2026	Unknown	No Power
Derby	10034	1	4/12/2025	Water Infiltration or Flooded Equipment	Miscellaneous Hazard
Derby	13149	2	7/12/2025	Plan Outage or Disconnection	Network Planned Incident
Derby	1394	1	25/01/2026	Equipment Failure	No Power
Djarindjin	807	1	21/09/2025	Equipment Failure	No Power
Djarindjin	3033	1	20/06/2026	Vegetation	Miscellaneous Hazard
Djarindjin	1188	1	21/06/2026	Unknown	No Power
Esperance	1289	6	3/07/2025	Unknown	Drop Out Fuse Trip
Esperance	1007	1	5/07/2025	Vehicle	Pole Hit
Esperance	1391	1	25/07/2025	External Owner Equipment	Miscellaneous Hazard

System	Duration (Min)	Premises	Start Date	Cause Description	Incident Category
Esperance	1334	1	29/07/2025	Unknown	No Power
Esperance	1214	1	29/07/2025	Equipment Failure	SFW PQI Voltage Fluctuation
Esperance	945	1	2/08/2025	Vehicle	Pole Hit
Esperance	1573	4	10/10/2025	Vehicle	Drop Out Fuse Trip
Esperance	1440	1	10/10/2025	Vehicle	No Power
Esperance	1370	1	10/10/2025	Vehicle	Low Hanging Street Wire
Esperance	1099	1	23/10/2025	Wind or Wind Bourne Debris	Miscellaneous Non Hazard
Esperance	18776	1	24/10/2025	Unknown	No Power
Esperance	6887	1	24/10/2025	Unknown	SFW PQI Voltage Fluctuation
Esperance	902	1	28/10/2025	Vehicle	Pole Leaning
Esperance	1119	128	4/11/2025	System Generated	Recloser Trip
Esperance	1452	1	5/11/2025	Equipment Failure	Miscellaneous Hazard
Esperance	1383	1	9/11/2025	Plan Outage or Disconnection	LV Fuse Trip
Esperance	963	1	12/11/2025	Unknown	AMI - No Power
Esperance	768	1	20/11/2025	Unknown	Potential Neutral Problem - AMI
Esperance	829	1	21/11/2025	Vegetation	No Power
Esperance	785	1	21/11/2025	Unknown	No Power
Esperance	827	1	16/12/2025	Unknown	No Power
Esperance	1196	1	22/12/2025	Unknown	No Power
Esperance	930	1	26/12/2025	Lightning	No Power
Esperance	1915	1	5/01/2026	Pollution	No Power
Esperance	1502	5	5/01/2026	Emergency Outage For Hazard	Drop Out Fuse Trip
Esperance	877	1	13/01/2026	Pollution	AMI - No Power
Esperance	1603	1	22/01/2026	Equipment Failure	Pole Broken/Damaged
Esperance	1047	1	23/01/2026	Pollution	Pole Arcing
Esperance	1420	1	25/01/2026	Unknown	No Power
Esperance	1724	1	16/02/2026	Equipment Failure	Miscellaneous Non Hazard
Esperance	1460	1	10/04/2026	Lightning	Pole Broken/Damaged
Esperance	5873	1	20/04/2026	Plan Outage or Disconnection	Network Planned Incident
Esperance	1074	1	20/04/2026	Unknown	Low Hanging Service Wire
Esperance	901	1	20/04/2026	Unknown	AMI - Part Power
Esperance	802	1	20/04/2026	Unknown	AMI - No Power
Esperance	791	19	20/04/2026	Lightning	Drop Out Fuse Trip
Esperance	821	1	29/05/2026	Unknown	Miscellaneous Non Hazard

System	Duration (Min)	Premises	Start Date	Cause Description	Incident Category
Esperance	783	1	29/05/2026	Vandalism or Willful Damage	No Power
Esperance	3350	1	12/06/2026	Vehicle	Part Power
Esperance	1059	1	16/06/2026	Lightning	No Power
Esperance	1032	1	30/06/2026	Unknown	No Power
Esperance	950	1	30/06/2026	Unknown	No Power
Exmouth	852	1	14/07/2025	Unknown	Reconnection
Exmouth	1307	7	22/08/2025	Bird	Feeder Trip
Exmouth	1292	1	27/08/2025	Unknown	Low Hanging Service Wire
Exmouth	995	1	20/11/2025	Unknown	Transformer On A Pole Damaged
Exmouth	849	1	20/11/2025	Unknown	LV Fuse Trip
Exmouth	1814	1	2/12/2025	Equipment Failure	No Power
Exmouth	1547	1	2/12/2025	Equipment Failure	RMU Fuse Trip
Exmouth	1229	1	16/12/2025	Pollution	Part Power
Exmouth	3198	1	2/02/2026	Equipment Failure	Potential Neutral Problem - AMI
Exmouth	5984	96	8/02/2026	Wind or Wind Bourne Debris	Recloser Trip
Exmouth	4245	1	8/02/2026	Unknown	Arcing Service Wire
Exmouth	4119	1	8/02/2026	Unknown	AMI - Part Power
Exmouth	3405	846	8/02/2026	Wind or Wind Bourne Debris	Feeder Trip
Exmouth	2418	1	8/02/2026	Equipment Failure	Low Hanging Service Wire
Exmouth	1877	90	8/02/2026	Emergency Outage For Hazard	Feeder Trip
Exmouth	1786	275	8/02/2026	Emergency Outage For Hazard	Feeder Trip
Exmouth	1781	29	8/02/2026	Emergency Outage For Hazard	Feeder Trip
Exmouth	4422	1	9/02/2026	Wind or Wind Bourne Debris	No Power
Exmouth	4403	1	9/02/2026	Equipment Failure	Part Power
Exmouth	4377	1	9/02/2026	Equipment Failure	No Power
Exmouth	4331	1	9/02/2026	Equipment Failure	Part Power
Exmouth	4328	1	9/02/2026	Equipment Failure	Part Power
Exmouth	4206	1	9/02/2026	Equipment Failure	Part Power
Exmouth	4129	1	9/02/2026	Equipment Failure	No Power
Exmouth	4007	1	9/02/2026	Wind or Wind Bourne Debris	Part Power
Exmouth	3079	1	9/02/2026	Wind or Wind Bourne Debris	Part Power
Exmouth	1342	1	9/02/2026	Unknown	Part Power
Exmouth	1137	1	9/02/2026	Unknown	Part Power
Exmouth	788	1	9/02/2026	Equipment Failure	No Power
Exmouth	4287	1	10/02/2026	Wind or Wind Bourne Debris	Part Power

System	Duration (Min)	Premises	Start Date	Cause Description	Incident Category
Exmouth	4262	1	10/02/2026	Wind or Wind Bourne Debris	Part Power
Exmouth	3242	1	10/02/2026	Equipment Failure	Part Power
Exmouth	2894	1	10/02/2026	Wind or Wind Bourne Debris	No Power
Exmouth	2754	1	10/02/2026	Wind or Wind Bourne Debris	No Power
Exmouth	2507	1	10/02/2026	Wind or Wind Bourne Debris	No Power
Exmouth	2068	17	10/02/2026	Equipment Failure	LV Fuse Trip
Exmouth	1864	1	10/02/2026	Wind or Wind Bourne Debris	Arcing Street Wire
Exmouth	1814	1	10/02/2026	Wind or Wind Bourne Debris	Part Power
Exmouth	1459	1	11/02/2026	Unknown	Part Power
Exmouth	8379 0	96	26/03/2026	Wind or Wind Bourne Debris	Recloser Trip
Exmouth	18396	7	26/03/2026	Wind or Wind Bourne Debris	Switch Isolation
Exmouth	15099 6	4	27/03/2026	Wind or Wind Bourne Debris	RMU Fuse Trip
Exmouth	15077 2	560	27/03/2026	Wind or Wind Bourne Debris	Feeder Trip
Exmouth	9490 4	275	27/03/2026	Wind or Wind Bourne Debris	Feeder Trip
Exmouth	61980	319	27/03/2026	Wind or Wind Bourne Debris	Feeder Trip
Exmouth	59652	1	27/03/2026	Wind or Wind Bourne Debris	Recloser Trip
Exmouth	55939	216	27/03/2026	Wind or Wind Bourne Debris	Feeder Trip
Exmouth	25071	90	27/03/2026	Wind or Wind Bourne Debris	Feeder Trip
Exmouth	14686	1	27/03/2026	Unknown	Reconnection
Exmouth	13191	1	27/03/2026	Equipment Failure	Miscellaneous Hazard
Exmouth	13104	1	27/03/2026	Equipment Failure	Street Wire Down
Exmouth	13101	1	27/03/2026	Wind or Wind Bourne Debris	Low Hanging Street Wire
Exmouth	12984	1	27/03/2026	Wind or Wind Bourne Debris	Pole Down
Exmouth	12811	1	27/03/2026	Equipment Failure	Service Wire Down
Exmouth	12793	1	27/03/2026	Unknown	Miscellaneous Non Hazard
Exmouth	12145	1	27/03/2026	Equipment Failure	Miscellaneous Non Hazard
Exmouth	12132	1	27/03/2026	Equipment Failure	Street Wire Down
Exmouth	12038	1	27/03/2026	Equipment Failure	Low Hanging Service Wire
Exmouth	11766	1	27/03/2026	Wind or Wind Bourne Debris	Low Hanging Service Wire

System	Duration (Min)	Premises	Start Date	Cause Description	Incident Category
Exmouth	11714	1	27/03/2026	Equipment Failure	Low Hanging Service Wire Across Road
Exmouth	11695	1	27/03/2026	Wind or Wind Bourne Debris	Miscellaneous Hazard
Exmouth	11692	1	27/03/2026	Equipment Failure	Low Hanging Street Wire
Exmouth	11495	1	27/03/2026	Unknown	Miscellaneous Hazard
Exmouth	11410	1	27/03/2026	Wind or Wind Bourne Debris	Service Wire Down
Exmouth	11372	1	27/03/2026	Wind or Wind Bourne Debris	Service Wire Down
Exmouth	11370	1	27/03/2026	Wind or Wind Bourne Debris	Low Hanging Street Wire
Exmouth	11285	1	27/03/2026	Equipment Failure	Service Wire Down
Exmouth	11217	1	27/03/2026	Wind or Wind Bourne Debris	Service Wire Down
Exmouth	11215	1	27/03/2026	Wind or Wind Bourne Debris	Low Hanging Service Wire
Exmouth	11209	1	27/03/2026	Equipment Failure	Service Wire Down
Exmouth	11112	1	27/03/2026	Wind or Wind Bourne Debris	Service Wire Down
Exmouth	11080	1	27/03/2026	Wind or Wind Bourne Debris	Low Hanging Service Wire
Exmouth	10302	1	27/03/2026	Wind or Wind Bourne Debris	Miscellaneous Non Hazard
Exmouth	10276	1	27/03/2026	Wind or Wind Bourne Debris	Service Wire Down
Exmouth	10275	1	27/03/2026	Wind or Wind Bourne Debris	Low Hanging Street Wire
Exmouth	10248	1	27/03/2026	Equipment Failure	Low Hanging Service Wire
Exmouth	10137	1	27/03/2026	Equipment Failure	Low Hanging Service Wire
Exmouth	10107	1	27/03/2026	Wind or Wind Bourne Debris	Low Hanging Service Wire
Exmouth	10020	1	27/03/2026	Wind or Wind Bourne Debris	Low Hanging Service Wire
Exmouth	10001	1	27/03/2026	Wind or Wind Bourne Debris	Transformer On A Pole Damaged
Exmouth	8865	142	27/03/2026	Wind or Wind Bourne Debris	Feeder Trip
Exmouth	7359	1	27/03/2026	Equipment Failure	Low Hanging Service Wire Across Road
Exmouth	7352	1	27/03/2026	Equipment Failure	Service Wire Down
Exmouth	6829	1	27/03/2026	Equipment Failure	Low Hanging Service Wire
Exmouth	3970	1	27/03/2026	Water Infiltration or Flooded Equipment	Miscellaneous Hazard

System	Duration (Min)	Premises	Start Date	Cause Description	Incident Category
Exmouth	36114	1	28/03/2026	Wind or Wind Bourne Debris	Underground Kiosk Damaged
Exmouth	14393	1	28/03/2026	External Owner Equipment	Disconnect For Fault
Exmouth	9962	1	28/03/2026	Wind or Wind Bourne Debris	Low Hanging Service Wire
Exmouth	9888	1	28/03/2026	Wind or Wind Bourne Debris	No Power
Exmouth	9566	1	28/03/2026	Wind or Wind Bourne Debris	Low Hanging Service Wire
Exmouth	8974	1	28/03/2026	Equipment Failure	Low Hanging Service Wire
Exmouth	1730	1	28/03/2026	Wind or Wind Bourne Debris	Low Hanging Service Wire
Exmouth	798	1	28/03/2026	Equipment Failure	Part Power
Exmouth	9935	1	29/03/2026	Equipment Failure	Low Hanging Service Wire
Exmouth	9891	1	29/03/2026	Equipment Failure	Service Wire Down
Exmouth	8900	1	29/03/2026	Equipment Failure	Service Wire Down
Exmouth	8862	1	29/03/2026	Wind or Wind Bourne Debris	Miscellaneous Hazard
Exmouth	8853	1	29/03/2026	Wind or Wind Bourne Debris	Low Hanging Service Wire
Exmouth	8731	1	29/03/2026	Wind or Wind Bourne Debris	Low Hanging Service Wire
Exmouth	8612	1	29/03/2026	Wind or Wind Bourne Debris	Service Wire Down
Exmouth	8515	1	29/03/2026	Wind or Wind Bourne Debris	Low Hanging Service Wire
Exmouth	8308	1	29/03/2026	Equipment Failure	Low Hanging Service Wire
Exmouth	7313	1	29/03/2026	Wind or Wind Bourne Debris	SFW Tree Fouling Street Wire
Exmouth	804	1	29/03/2026	Wind or Wind Bourne Debris	No Power
Exmouth	13015	1	30/03/2026	Wind or Wind Bourne Debris	Pole Down
Exmouth	10084	1	30/03/2026	Wind or Wind Bourne Debris	Low Hanging Service Wire
Exmouth	8762	1	30/03/2026	Unknown	Part Power
Exmouth	8294	1	30/03/2026	Equipment Failure	Reconnection
Exmouth	7098	1	30/03/2026	Equipment Failure	Service Wire Down
Exmouth	6885	1	30/03/2026	Wind or Wind Bourne Debris	Street Wire Down
Exmouth	5872	1	30/03/2026	Wind or Wind Bourne Debris	Reconnection
Exmouth	4838	1	30/03/2026	Equipment Failure	No Power

System	Duration (Min)	Premises	Start Date	Cause Description	Incident Category
Exmouth	4301	1	30/03/2026	Equipment Failure	Transformer On A Pole Damaged
Exmouth	4195	1	30/03/2026	Equipment Failure	Street Wire Down
Exmouth	760	1	30/03/2026	Unknown	Miscellaneous Non Hazard
Exmouth	22762	1	31/03/2026	Wind or Wind Bourne Debris	Switch Isolation
Exmouth	8378	1	31/03/2026	Unknown	No Power
Exmouth	7860	1	31/03/2026	Unknown	Part Power
Exmouth	6974	1	31/03/2026	Wind or Wind Bourne Debris	No Power
Exmouth	4280	1	31/03/2026	Wind or Wind Bourne Debris	No Power
Exmouth	2545	1	31/03/2026	Unknown	No Power
Exmouth	15996	1	1/04/2026	Equipment Failure	No Power
Exmouth	7384	1	1/04/2026	Unknown	No Power
Exmouth	7071	1	1/04/2026	Equipment Failure	No Power
Exmouth	6861	1	1/04/2026	Equipment Failure	No Power
Exmouth	5579	1	1/04/2026	Wind or Wind Bourne Debris	No Power
Exmouth	5537	1	1/04/2026	Wind or Wind Bourne Debris	Reconnection
Exmouth	5393	1	1/04/2026	Wind or Wind Bourne Debris	Part Power
Exmouth	4613	1	1/04/2026	Wind or Wind Bourne Debris	Reconnection
Exmouth	4207	1	1/04/2026	Wind or Wind Bourne Debris	Service Wire Down
Exmouth	4088	1	1/04/2026	Equipment Failure	No Power
Exmouth	2470	1	1/04/2026	Wind or Wind Bourne Debris	No Power
Exmouth	1382	1	1/04/2026	Equipment Failure	Reconnection
Exmouth	1065	1	1/04/2026	Wind or Wind Bourne Debris	No Power
Exmouth	999	1	1/04/2026	Wind or Wind Bourne Debris	No Power
Exmouth	964	1	1/04/2026	Unknown	Part Power
Exmouth	916	1	1/04/2026	Unknown	No Power
Exmouth	880	1	1/04/2026	Unknown	Part Power
Exmouth	850	1	1/04/2026	Unknown	Part Power
Exmouth	6257	1	2/04/2026	Equipment Failure	Disconnect For Fault
Exmouth	5930	1	2/04/2026	Wind or Wind Bourne Debris	Part Power
Exmouth	4658	1	2/04/2026	Wind or Wind Bourne Debris	No Power
Exmouth	4461	1	2/04/2026	Wind or Wind Bourne Debris	No Power
Exmouth	4026	1	2/04/2026	Equipment Failure	Reconnection
Exmouth	3312	1	2/04/2026	Equipment Failure	Reconnection

System	Duration (Min)	Premises	Start Date	Cause Description	Incident Category
Exmouth	3053	1	2/04/2026	Wind or Wind Bourne Debris	Low Hanging Service Wire Across Road
Exmouth	2948	1	2/04/2026	Wind or Wind Bourne Debris	Reconnection
Exmouth	2889	1	2/04/2026	Equipment Failure	Reconnection
Exmouth	2658	1	2/04/2026	Wind or Wind Bourne Debris	Reconnection
Exmouth	2613	1	2/04/2026	Equipment Failure	Reconnection
Exmouth	1419	1	2/04/2026	Wind or Wind Bourne Debris	No Power
Exmouth	4683	1	3/04/2026	Unknown	No Power
Exmouth	3526	1	3/04/2026	Equipment Failure	No Power
Exmouth	3226	1	3/04/2026	Equipment Failure	No Power
Exmouth	3206	1	3/04/2026	Equipment Failure	Reconnection
Exmouth	2603	1	3/04/2026	Equipment Failure	Reconnection
Exmouth	2566	1	3/04/2026	Equipment Failure	Reconnection
Exmouth	1222	1	3/04/2026	Wind or Wind Bourne Debris	Reconnection
Exmouth	14566	5	4/04/2026	Wind or Wind Bourne Debris	Switch Isolation
Exmouth	4169	1	4/04/2026	Water Infiltration or Flooded Equipment	LV Fuse Trip
Exmouth	3940	1	4/04/2026	Unknown	Reconnection
Exmouth	3066	1	4/04/2026	Equipment Failure	Part Power
Exmouth	2959	1	4/04/2026	Equipment Failure	Part Power
Exmouth	2556	1	4/04/2026	Wind or Wind Bourne Debris	Reconnection
Exmouth	1984	1	4/04/2026	Equipment Failure	Reconnection
Exmouth	1882	1	4/04/2026	Equipment Failure	Service Wire Down
Exmouth	1614	1	4/04/2026	Equipment Failure	No Power
Exmouth	1520	1	4/04/2026	Equipment Failure	Part Power
Exmouth	1371	1	4/04/2026	Wind or Wind Bourne Debris	Part Power
Exmouth	1329	1	4/04/2026	Unknown	Reconnection
Exmouth	1789	1	5/04/2026	Equipment Failure	No Power
Exmouth	1498	1	5/04/2026	Equipment Failure	No Power
Exmouth	1368	1	5/04/2026	Wind or Wind Bourne Debris	No Power
Exmouth	1322	1	5/04/2026	Unknown	No Power
Exmouth	1321	1	5/04/2026	Unknown	Service Wire Down
Exmouth	1102	1	5/04/2026	Wind or Wind Bourne Debris	No Power
Exmouth	1123	1	6/04/2026	Equipment Failure	Part Power
Exmouth	1113	1	6/04/2026	Equipment Failure	No Power
Exmouth	820	1	6/04/2026	Unknown	No Power
Exmouth	1087	1	8/04/2026	Unknown	AMI - No Power
Exmouth	1050	1	8/04/2026	Unknown	Part Power

System	Duration (Min)	Premises	Start Date	Cause Description	Incident Category
Exmouth	902	1	8/04/2026	Wind or Wind Bourne Debris	Reconnection
Exmouth	1440	1	19/04/2026	Equipment Failure	No Power
Exmouth	932	1	23/04/2026	Wind or Wind Bourne Debris	Reconnection
Exmouth	1493	1	30/04/2026	Unknown	Disconnect For Fault
Exmouth	748	1	4/06/2026	Unknown	Electric Shock
Exmouth	1661	1	20/06/2026	Pollution	Potential Neutral Problem - AMI
Fitzroy Crossing	852	1	9/12/2025	Equipment Failure	Part Power
Fitzroy Crossing	2001	1	20/01/2026	Vegetation	Street Wire Down
Halls Creek	754	1	17/07/2025	Fire (Not Pole Top Fire)	House / Building Fire
Halls Creek	2423	57	15/01/2026	Lightning	Recloser Trip
Halls Creek	1393	1	25/02/2026	Emergency Outage For Hazard	Underground Dome Damaged
Halls Creek	1153	4	3/04/2026	Bat	Recloser Trip
Hopetoun	11358	1	8/07/2025	Unknown	No Power
Hopetoun	961	2	8/07/2025	Human Error	LV Fuse Trip
Hopetoun	908	1	26/07/2025	Equipment Failure	AMI - No Power
Hopetoun	1443	1	17/11/2025	Vehicle	Recloser Trip
Hopetoun	1090	3	25/12/2025	Unknown	Recloser Trip
Hopetoun	2357	1	7/03/2026	Unknown	Pole Arcing
Hopetoun	774	1	1/05/2026	Equipment Failure	Arcing Street Wire
Hopetoun	1705	1	6/05/2026	Equipment Failure	LV Fuse Trip
Hopetoun	1133	5	1/06/2026	Unknown	Drop Out Fuse Trip
Kununurra	4320	1	4/10/2025	Fire (Not Pole Top Fire)	Drop Out Fuse Trip
Kununurra	1049	1	27/10/2025	Lightning	No Power
Kununurra	1588	1	11/01/2026	Equipment Failure	Potential Neutral Problem - AMI
Kununurra	1257	1	11/01/2026	Emergency Outage For Hazard	Switch Isolation
Kununurra	1674	1	23/03/2026	Water Infiltration or Flooded Equipment	Recloser Trip
Kununurra	1542	1	1/06/2026	Bird	Part Power
Laverton	1262	1	13/10/2025	Unknown	Reconnection
Laverton	1251	1	26/10/2025	Wind or Wind Bourne Debris	Pole Broken/Damaged
Laverton	1287	1	27/10/2025	Equipment Failure	Reconnection
Laverton	1177	1	14/12/2025	Equipment Failure	Low Hanging Street Wire
Laverton	1376	1	24/03/2026	Unknown	Part Power
Laverton	1602	1	8/04/2026	Unknown	No Power
Leonora	1760	50	19/03/2026	Vehicle	Recloser Trip
Leonora	1363	1	7/05/2026	Unknown	Street Wire Down

System	Duration (Min)	Premises	Start Date	Cause Description	Incident Category
Leonora	1132	1	26/06/2026	Unknown	Potential Neutral Problem - AMI
Looma	792	1	20/01/2026	Equipment Failure	AMI - Part Power
Meekatharra	1234	1	15/04/2026	Unknown	No Power
Mount Magnet	6464	1	6/07/2025	Equipment Failure	No Power
Mount Magnet	934	1	21/10/2025	Vehicle	Pole Hit
Mount Magnet	1208	1	19/11/2025	Equipment Failure	Recloser Trip
Mount Magnet	1174	1	19/11/2025	Equipment Failure	No Power
Mount Magnet	3589	2	21/01/2026	Equipment Failure	Feeder Trip
Mount Magnet	4588	1	28/03/2026	Equipment Failure	Low Hanging Service Wire
Norseman	916	1	16/12/2025	Equipment Failure	No Power
Norseman	946	1	5/01/2026	Vehicle	Reconnection
Norseman	9655	1	21/04/2026	Wind or Wind Bourne Debris	Low Hanging Service Wire
Norseman	2477	5	15/06/2026	Vandalism or Willful Damage	Feeder Trip
Nullagine	1202	1	30/10/2025	Unknown	No Power
Nullagine	1495	1	17/12/2025	Unknown	No Power
NWIS	936	17	14/08/2025	Equipment Failure	LV Fuse Trip
NWIS	724	1	15/09/2025	Plan Outage or Disconnection	Network Planned Incident
NWIS	724	1	16/09/2025	Plan Outage or Disconnection	Network Planned Incident
NWIS	809	3	23/09/2025	Unknown	Feeder Trip
NWIS	1454	1	21/10/2025	Plan Outage or Disconnection	Network Planned Incident
NWIS	1503	1	29/10/2025	Plan Outage or Disconnection	Network Planned Incident
NWIS	4486	3	2/12/2025	Plan Outage or Disconnection	Network Planned Incident
NWIS	882	1	16/12/2025	Plan Outage or Disconnection	Reconnection
NWIS	3944	82	7/02/2026	Wind or Wind Bourne Debris	RMU Fuse Trip
NWIS	1246	1	7/02/2026	Unknown	Underground Dome Damaged
NWIS	8934	41	8/02/2026	Wind or Wind Bourne Debris	RMU Fuse Trip
NWIS	1643	1	8/02/2026	Equipment Failure	Part Power
NWIS	1643	1	8/02/2026	Equipment Failure	Part Power
NWIS	1635	1	8/02/2026	Equipment Failure	Part Power
NWIS	861	1	8/02/2026	Unknown	AMI - Part Power
NWIS	857	1	19/02/2026	Equipment Failure	No Power
NWIS	2988	1	20/02/2026	Unknown	RMU Fuse Trip

System	Duration (Min)	Premises	Start Date	Cause Description	Incident Category
NWIS	2841	1	20/02/2026	Equipment Failure	No Power
NWIS	2258	1	2/03/2026	Vehicle	Pole Broken/Damaged
NWIS	5166	5	26/03/2026	Unknown	Feeder Trip
NWIS	1088	16	26/03/2026	Wind or Wind Bourne Debris	Recloser Trip
NWIS	14187	3	27/03/2026	Equipment Failure	Drop Out Fuse Trip
NWIS	4722	1	27/03/2026	Equipment Failure	Street Wire Down
NWIS	775	1	23/04/2026	Vehicle	Pole Leaning
NWIS	2588	1	14/05/2026	Emergency Outage For Hazard	RMU Fuse Trip
NWIS	9295	1	19/05/2026	Equipment Failure	Potential Neutral Problem - AMI
NWIS	1400	1	26/05/2026	Equipment Failure	No Power
NWIS	1294	2	26/05/2026	Emergency Outage For Hazard	LV Fuse Trip
NWIS	8169	1	31/05/2026	Vehicle	Pole Down
NWIS	8102	1	31/05/2026	Emergency Outage For Hazard	Drop Out Fuse Trip
NWIS	1494	1	1/06/2026	Unknown	No Power
Onslow	1771	1	24/09/2025	Plan Outage or Disconnection	Network Planned Incident
Onslow	6217	1	25/04/2026	Machine or Tool	Underground Dome Damaged
Onslow	958	1	14/05/2026	Unknown	Street Wire Down
Onslow	1259	1	18/06/2026	Vehicle	Underground Dome Damaged
Sandstone	1423	1	28/11/2025	Unknown	Pole Leaning
Warmun	1304	1	17/10/2025	Vandalism or Willful Damage	No Power
Wiluna	1548	1	13/12/2025	Wind or Wind Bourne Debris	Pole Broken/Damaged
Wiluna	1018	4	13/12/2025	Vehicle	Switch Isolation
Wiluna	905	1	4/04/2026	Lightning	No Power
Wiluna	757	1	7/05/2026	Unknown	Potential Neutral Problem - AMI
Wyndham	3907	3	12/05/2026	Vehicle	Feeder Trip
Yalgoo	1715	1	31/01/2026	Unknown	Reconnection
Yalgoo	1012	1	10/02/2026	Unknown	No Power
Bidyadanga	1500	1	25/02/2026	Vandalism or Willful Damage	No Power

4,954*

376**

* Number of premises interrupted

** Number of interruptions

The following are significant events (cyclones, severe storms, fire & floods) affecting Horizon Power systems in 2025/26.

Power System	Significant Event Dates	Event
NWIS	22 November 2025	Generation Outage
Exmouth	8 February 2026	TC Mitchell
Carnarvon	9 February 2026	TC Mitchell
Denham	9 February 2026	TC Mitchell
NWIS	26 February 2026	TC Narelle
Exmouth	26-27 February 2026	TC Narelle
Coral Bay	27 February 2026	TC Narelle
Carnarvon	27 February 2026	TC Narelle

Clause 6 and 10 - Total number of complaints received

2024/25	2025/26
97	812

Clause 7 and 10 - Number of customer complaints in each discrete area

Discrete Area	2024/25	2025/26
NWIS	42	25
Ardyaloon		
Beagle Bay		
Bidyadanga		
Broome		1
Carnarvon	3	82
Coral Bay		
Cue		
Denham		1
Derby		2
Djarindjin		2
Esperance	26	16
Exmouth	21	665
Fitzroy Crossing	2	
Gascoyne Junction		1
Halls Creek		
Hopetoun		2
Kalumburu		
Kununurra	1	
Lake Argyle		
Laverton		
Leonora		6
Looma		9
Marble Bar		
Meekatharra	1	
Menzies		
Mount Magnet		
Norseman		
Nullagine		
Onslow	1	
Sandstone		
Warmun		
Wiluna		
Wyndham		
Yalgoo		
Yungngora		
Horizon Power Total	97	812

Increase from previous year due to Over 12 hour claims by customers following extreme weather events Tropical Cyclone Mitchell and Tropical Cyclone Narelle.

Clause 8 and 10 - Total amount spent addressing Power Quality and Reliability complaints

2024/25	2025/26
\$2,168,849	\$2,703,599

Clause 9 and 10 - Payments to customers for failure to meet certain standards

The number and total payments made to customers (who applied) for failure to give required notice of planned interruption.

2024/25		2025/26	
Number	Cost	Number	Cost
11	\$220	1	\$20

The number and total payments made to customers (who applied) for supply interruptions exceeding 12 hours.

2024/25		2025/26	
Number	Cost	Number	Cost
83	\$9,960	2,530	\$453,360

Increase from previous years due to weather events Tropical Cyclone Mitchell and Tropical Cyclone Narelle. Following Ex-TC Narelle, executive and Minister approval was sought to apply an extended outage payment of \$240 to ALL Exmouth customer accounts. This is double the amount of the standard extended outage payment of \$120.

Clause 11(a), 12 and 13 - Average Length of Interruption of Supply to Customer Premises in Minutes²

System	2022/23	2023/24	2024/25	2025/26	Average
NWIS ¹	89.71	161.15	120.75	114.85	121.62
Ardyaloon	10.94	0.00	7.74	14.37	8.26
Beagle Bay	87.25	67.24	129.88	63.89	87.06
Bidyadanga	103.01	189.82	48.49	35.06	94.10
Broome	207.69	101.72	141.58	175.63	156.66
Carnarvon	50.50	45.29	82.49	146.81	81.27
Coral Bay	247.69	15.38	24.50	720.57	252.04
Cue	66.64	78.93	71.08	32.73	62.35
Denham	34.53	18.79	69.41	180.93	75.92
Derby	59.61	145.45	132.09	112.13	112.32
Djarindjin	0.00	0.00	132.79	181.64	78.61
Esperance	58.12	87.99	81.92	97.82	81.46
Exmouth	137.34	82.60	107.96	1359.03	421.73
Fitzroy Crossing	239.28	131.34	152.20	116.10	159.73
Gascoyne Junction	179.59	161.23	72.35	93.67	126.71
Halls Creek	46.78	64.77	39.22	132.07	70.71
Hopetoun	96.17	65.44	76.82	82.66	80.27
Kalumburu	24.14	32.22	317.61	4.65	94.65
Kununurra	19.52	42.22	27.51	57.04	36.57
Lake Argyle	213.97	84.80	52.73	10.87	90.59
Laverton	140.60	80.38	92.79	90.40	101.04
Leonora	41.21	82.40	29.00	68.36	55.24
Looma	1297.07	118.95	130.53	138.18	421.18
Marble Bar	121.36	70.30	323.93	211.51	181.77
Meekatharra	127.20	63.84	62.97	41.54	73.89
Menzies	8.32	127.66	74.78	46.71	64.37
Mount Magnet	100.04	30.40	120.82	108.73	90.00
Norseman	105.84	230.36	54.72	186.77	144.42
Nullagine	58.88	80.31	26.69	1.62	41.87
Onslow	26.61	24.25	300.01	82.59	108.36
Sandstone	43.47	213.71	213.01	0.00	117.55
Warmun	262.69	109.61	9.39	26.74	102.11
Wiluna	82.35	111.56	50.69	117.72	90.58
Wyndham	110.89	16.62	69.47	89.06	71.51
Yalgoo	164.94	185.49	120.42	190.68	165.38
Yungngora	15.08	77.18	333.71	22.65	112.16
Horizon Power Total	83.64	79.38	87.55	200.25	112.70

¹NWIS – North West Interconnected System as per Clause 1 – Schedule 1

² Corresponds to Customer Average Interruption Duration Index (CAIDI)

Clause 11(b), 12 and 13 - Average Number of Interruptions of Supply to Customer Premises³

System	2022/23	2023/24	2024/25	2025/26	Average
NWIS ¹	1.22	0.40	0.73	1.58	0.98
Ardyaloon	2.13	0.00	0.84	2.89	1.47
Beagle Bay	0.05	1.84	0.36	2.03	1.07
Bidyadanga	3.30	2.44	3.95	7.90	4.40
Broome	1.98	1.80	1.20	1.28	1.57
Carnarvon	5.84	7.88	3.13	6.26	5.78
Coral Bay	0.04	0.80	0.04	0.23	0.27
Cue	3.06	2.43	5.71	3.06	3.56
Denham	1.01	0.58	1.05	3.41	1.51
Derby	3.82	0.51	0.60	1.49	1.60
Djarindjin	0.00	0.00	2.94	0.93	0.97
Esperance	8.25	3.43	3.16	4.46	4.83
Exmouth	2.22	3.00	5.81	6.04	4.27
Fitzroy Crossing	6.89	6.56	1.51	1.61	4.15
Gascoyne Junction	0.53	5.26	1.78	0.87	2.11
Halls Creek	14.50	5.84	1.31	2.38	6.01
Hopetoun	3.03	7.45	3.07	15.39	7.24
Kalumburu	2.31	0.71	2.70	4.30	2.50
Kununurra	1.87	2.82	5.21	0.55	2.61
Lake Argyle	2.10	0.56	10.00	3.00	3.92
Laverton	4.67	14.54	9.28	4.57	8.27
Leonora	4.76	3.07	4.85	6.61	4.82
Looma	1.13	2.51	0.82	3.49	1.99
Marble Bar	2.45	1.66	2.50	1.43	2.01
Meekatharra	1.76	5.64	7.40	3.25	4.51
Menzies	1.25	1.61	1.42	4.94	2.30
Mount Magnet	6.26	12.28	8.53	4.98	8.01
Norseman	4.61	3.76	2.76	2.31	3.36
Nullagine	2.20	2.70	8.09	4.66	4.41
Onslow	2.89	8.35	0.20	4.10	3.89
Sandstone	3.62	0.31	0.63	0.00	1.14
Warmun	0.42	2.02	1.24	1.80	1.37
Wiluna	3.05	1.03	3.73	2.45	2.56
Wyndham	3.08	2.27	2.95	4.98	3.32
Yalgoo	4.51	1.35	2.10	2.94	2.72
Yungngora	3.38	2.30	0.39	4.91	2.75
Horizon Power Total	3.35	2.46	2.11	2.91	2.71

¹NWIS – North West Interconnected System as per Clause 1 – Schedule 1

³Corresponds to System Average Interruption Frequency Index (SAIFI)

Clause 11(c), 12 and 13 - Average Percentage of Time that Electricity has been Supplied to Customer Premises

System %	2022/23	2023/24	2024/25	2025/26	Average
NWIS ¹	99.98	99.97	99.98	99.98	99.98
Ardyaloon	100.00	100.00	100.00	100.00	100.00
Beagle Bay	99.98	99.99	99.98	99.99	99.98
Bidyadanga	99.98	99.96	99.99	99.99	99.98
Broome	99.96	99.98	99.97	99.97	99.97
Carnarvon	99.99	99.99	99.98	99.97	99.98
Coral Bay	99.95	100.00	100.00	99.86	99.95
Cue	99.99	99.98	99.99	99.99	99.99
Denham	99.99	100.00	99.99	99.97	99.99
Derby	99.99	99.97	99.97	99.98	99.98
Djarindjin	100.00	100.00	99.97	99.97	99.99
Esperance	99.99	99.98	99.98	99.98	99.98
Exmouth	99.97	99.98	99.98	99.74	99.92
Fitzroy Crossing	99.95	99.98	99.97	99.98	99.97
Gascoyne Junction	99.97	99.97	99.99	99.98	99.98
Halls Creek	99.99	99.99	99.99	99.97	99.99
Hopetoun	99.98	99.99	99.99	99.98	99.98
Kalumburu	100.00	99.99	99.94	100.00	99.98
Kununurra	100.00	99.99	99.99	99.99	99.99
Lake Argyle	99.96	99.98	99.99	100.00	99.98
Laverton	99.97	99.98	99.98	99.98	99.98
Leonora	99.99	99.98	99.99	99.99	99.99
Looma	99.75	99.98	99.98	99.97	99.92
Marble Bar	99.98	99.99	99.94	99.96	99.97
Meekatharra	99.98	99.99	99.99	99.99	99.99
Menzies	100.00	99.98	99.99	99.99	99.99
Mount Magnet	99.98	99.99	99.98	99.98	99.98
Norseman	99.98	99.96	99.99	99.96	99.97
Nullagine	99.99	99.98	99.99	100.00	99.99
Onslow	99.99	100.00	99.94	99.98	99.98
Sandstone	99.99	99.96	99.96	100.00	99.98
Warmun	99.95	99.98	100.00	99.99	99.98
Wiluna	99.98	99.98	99.99	99.98	99.98
Wyndham	99.98	100.00	99.99	99.98	99.99
Yalgoo	99.97	99.96	99.98	99.96	99.97
Yungngora	100.00	99.99	99.94	100.00	99.98
Horizon Power Total	99.98	99.98	99.98	99.96	99.98

¹NWIS – North West Interconnected System as per Clause 1 – Schedule 1

Clause 11(d), 12 and 13 - Average Total Length of All Interruptions of Supply to Customer Premises in Minutes⁴

System	2022/23	2023/24	2024/25	2025/26	Average
NWIS ¹	110	65	88	181	111
Ardyaloon	23	0	7	42	18
Beagle Bay	5	124	46	130	76
Bidyadanga	340	464	192	277	318
Broome	411	183	170	224	247
Carnarvon	295	357	258	920	458
Coral Bay	9	12	1	164	46
Cue	204	192	406	100	225
Denham	35	11	73	617	184
Derby	227	74	80	167	137
Djarindjin	0	0	391	168	140
Esperance	480	302	259	437	369
Exmouth	305	248	627	8202	2345
Fitzroy Crossing	1649	862	230	187	732
Gascoyne Junction	96	848	128	81	288
Halls Creek	678	378	51	315	356
Hopetoun	291	487	236	1273	572
Kalumburu	56	23	858	20	239
Kununurra	36	119	143	31	83
Lake Argyle	449	48	527	33	264
Laverton	656	1169	861	414	775
Leonora	196	253	141	452	260
Looma	1463	299	107	482	588
Marble Bar	298	116	811	303	382
Meekatharra	223	360	466	135	296
Menzies	10	205	106	231	138
Mount Magnet	626	373	1031	541	643
Norseman	488	865	151	432	484
Nullagine	130	217	216	8	143
Onslow	77	202	59	339	169
Sandstone	157	66	134	0	89
Warmun	111	221	12	48	98
Wiluna	251	115	189	288	211
Wyndham	342	38	205	444	257
Yalgoo	743	250	253	561	452
Yungngora	51	177	130	111	118
Horizon Power Total	280	195	184	584	311

¹NWIS – North West Interconnected System as per Clause 1 - Schedule 1

⁴Corresponds to System Average Interruption Duration Index (SAIDI)

4. MAJOR EVENT DAYS

In the period 01/07/2025 to 30/06/2026 there were 5 systems impacted by 3 significant events for which Major Event Days were recorded.

Power System	Significant Event Dates	Event
NWIS	22 November 2025	Generation Outage
Exmouth	8 February 2026	TC Mitchell
Carnarvon	9 February 2026	TC Mitchell
Denham	9 February 2026	TC Mitchell
NWIS	26 February 2026	TC Narelle
Exmouth	26-27 February 2026	TC Narelle
Coral Bay	27 February 2026	TC Narelle
Carnarvon	27 February 2026	TC Narelle

5. Appendix A

Major Event Days

Major event days are days in which interruptions affect the delivery of supply in a system and are not reasonably practicable to control such as extreme weather events (cyclones, fires and floods). These days are excluded from Sustained Interruptions used for reliability measurement and reporting.

This report makes reference to the impact of major event days where they have had a significant impact on the statistics.

Major Event Day Classification

The classification of Major Event Days is to allow major events to be studied separately from daily operation, and in the process, to better reveal trends in daily operation that would be hidden by the large statistical effect of major events.

A Major Event Day is a day in which interruptions affect the delivery of supply in a system that is not reasonably practicable to control. All indices are calculated based on removal of the identified Major Event Days.

Interruptions that span multiple days are accrued to the day on which the interruption begins.

Normalised Data Set - Unplanned

Horizon Power uses Normalised data set to measure the management of incidents that are within the business' control.

Sustained Interruptions in Horizon Powers systems are those interruptions that result in a loss of electricity to customers for more than one minute in duration.

Horizon Power's Normalised Data excludes interruptions where the interruption is not reasonably practicable to control such as:

- Customer installations/ appliances
- Planned outages/ disconnections
- Vehicle, machine or tool damage
- Wilful damage
- Damage due to events that Horizon Power cannot, so far as is reasonably practicable, control such as cyclones, fires and floods.

As Horizon Power is a vertically integrated business (responsible for generation, transmission and distribution) reliability data includes generation and transmission outages.

6. APPENDIX B

NWIS Substation Reliability

Average Length of Interruption of Supply to Customer Premises in Minutes²

System	Region	Town/Area	Substation	2025/26
NWIS	East Pilbara	Port Hedland	Anderson Street	169
NWIS	East Pilbara	South Hedland	Murdoch Drive	123
NWIS	East Pilbara	Wedgefield	Wedgefield	188
NWIS	West Pilbara	Karratha East	Bulgarra	53
NWIS	West Pilbara	Karratha West	Pegs Creek	90
NWIS	West Pilbara	Dampier	Dampier	324
NWIS	West Pilbara	Point Samson	Cape Lambert	178
NWIS	West Pilbara	Roebourne	Roebourne	95

Average Number of Interruptions of Supply to Customer Premises³

System	Region	Town/Area	Substation	2025/26
NWIS	East Pilbara	Port Hedland	Anderson Street	1.16
NWIS	East Pilbara	South Hedland	Murdoch Drive	1.31
NWIS	East Pilbara	Wedgefield	Wedgefield	1.83
NWIS	West Pilbara	Karratha East	Bulgarra	1.08
NWIS	West Pilbara	Karratha West	Pegs Creek	1.80
NWIS	West Pilbara	Dampier	Dampier	5.99
NWIS	West Pilbara	Point Samson	Cape Lambert	6.64
NWIS	West Pilbara	Roebourne	Roebourne	3.79

Average Total Length of All Interruptions of Supply to Customer Premises in Minutes⁴

System	Region	Town/Area	Substation	2025/26
NWIS	East Pilbara	Port Hedland	Anderson Street	196
NWIS	East Pilbara	South Hedland	Murdoch Drive	161
NWIS	East Pilbara	Wedgefield	Wedgefield	345
NWIS	West Pilbara	Karratha East	Bulgarra	58
NWIS	West Pilbara	Karratha West	Pegs Creek	162
NWIS	West Pilbara	Dampier	Dampier	1939
NWIS	West Pilbara	Point Samson	Cape Lambert	1181
NWIS	West Pilbara	Roebourne	Roebourne	362

In November 2025, there was a NWIS Generation outage which lasted on average 45 minutes in the West Pilbara area and 90 minutes in the East Pilbara area.

¹NWIS – North West Interconnected System as per Clause 1 – Schedule 1

²Corresponds to Customer Average Interruption Duration Index (CAIDI)

³Corresponds to System Average Interruption Frequency Index (SAIFI)

⁴Corresponds to System Average Interruption Duration Index (SAIDI)