



2025 Energy Charter Disclosure Report

*Owned by the
people of WA*

HORIZON
POWER

Acknowledgement of Country

We acknowledge and pay our respect to Aboriginal and Torres Strait Islander peoples as the First Peoples of Australia.

We are privileged to share their lands, throughout 2.3 million square kilometres of regional and remote Western Australia and Perth, where our corporate office is based, and we honour and pay respect to the past, present and emerging Traditional Owners and Custodians of these lands.

We acknowledge Aboriginal and Torres Strait Islander peoples' continued cultural and spiritual connection to the seas, rivers and the lands on which we operate. We acknowledge their ancestors who are part of one of the oldest continuous cultures on Earth and their unique place in our nation's historical, cultural and linguistic history.

Acknowledgement of Engagement

We sincerely acknowledge the invaluable contribution of the Horizon Power Customer Council, whose diverse perspectives and active participation have been instrumental in shaping this year's Energy Charter Disclosure. We also extend our heartfelt thanks to our customers and community members for your honest feedback and engagement throughout the year. Your voices continue to guide our efforts to ensure the energy transition is inclusive, accessible, and delivers positive outcomes for everyone we serve.

CEO and Board Message

At Horizon Power, our customers are at the heart of everything we do. As we move into the next chapter of our energy journey, we're proud to launch our 2025–2030 strategy: *Together, we're powerful.*

This strategy reflects our commitment to delivering clean, affordable and customer-led energy solutions that support thriving regional and remote communities across Western Australia.

We know the energy transition must be inclusive and accessible. That's why we're focused on enabling customer-led decarbonisation—empowering households and businesses to participate in renewable energy through initiatives like Smart Connect Solar and our new Virtual Power Plant, Community Wave. Through Renewable Rewards, including the Battery Boost incentive, we're accelerating access to battery storage—unlocking greater savings potential and enabling customers to generate, store, and use their own clean energy more effectively.

While battery uptake is still emerging, these programs are laying the groundwork for broader adoption across regional and remote communities. In particular, initiatives like the Kimberley Communities Solar Saver are helping to close the gap—delivering tangible outcomes for First Nations communities by reducing energy costs, improving reliability, and supporting local jobs. These efforts reflect our commitment to a just and equitable energy future, where no one is left behind.

Affordability remains a key focus. We've delivered several impactful products, including tailored support for renters and customers experiencing hardship. The Sunshine Saver program, which has already delivered savings of up to \$480 per household annually, will expand into more locations later in 2025.

We're also proud to be a regional catalyst—supporting the WA Government's goals for economic diversification and job creation. From powering new industries to progressing major infrastructure projects like the Exmouth Power Project and the Blackstone hybrid system, with both expected to deliver up to 80% renewable energy for their communities, we're helping unlock opportunities and significantly reduce emissions across regional WA.

Internally, we've continued our digital transformation to improve service delivery and efficiency. Our enhanced Life Support and Outage Management System is helping us better protect vulnerable customers with smarter, automated notifications and improved outage visibility. In a first for an Australian or New Zealand utility, we're integrating real-time visibility of our low-voltage network into PowerOn Advantage—our advanced distribution

management system—providing our control centre and field crews with unprecedented insight right down to the customer meter. This leading-edge innovation is enabling more precise outage identification and response, improving safety and operational efficiency. We're always listening and based on customer feedback, we're redesigning our online outage map to provide clearer, street-level information—making it easier for all customers to stay informed during outages.

We're proud of the progress we've made, and we know there's more to do. In the year ahead, our focus remains on deepening our engagement with communities—investing time upfront to listen, collaborate, and shape solutions that meet their evolving needs. Through extensive consultation and partnerships, we're continuing to upgrade our systems and services to make energy more accessible, reliable, and affordable—especially for those in regional and remote communities.

As we reflect on our progress, I want to acknowledge and sincerely thank our Horizon Power Board Director, Sandra for her outstanding contributions to our customer-centric culture over the previous seven years. Sandra concludes her tenure on 9 August 2025, leaving behind a legacy of authentic customer-focused leadership that has shaped our organisation. Sandra has played a pivotal role in embedding the Energy Charter's Customer Voice at Board Level reference guide, ensuring our commitment to customer outcomes is reflected at every level of decision-making. Her leadership and passion have left a lasting impact, and we wish her all the very best in her next chapter.

Together, we're building a clean energy future that is accessible to all.



Krystal Skinner
Acting Chief Executive Officer



Sandra Di Bartolomeo
Director Horizon Power Sustainability
and People Committee

Highlights

Key customer outcomes

Improving the customer experience

52



Net Promoter Score

Customer Contact Centre rating

5.5



Customer Effort Score[#]

[#]Annual average digital channel rating based on scale of 1 (difficult) - 7 (very easy)

77%



Calls answered within 30 seconds

Improving energy affordability

873



Smart Connect Solar applications

295



total Sunshine Saver customers

8.87%



increase in customer concessions applied

\$90,738

total credit provided to customers

Improving support for customers facing hardship

138



Customers onboarded to Energy Ahead Program

\$480*

average annual household saving

Since the April 2024 launch, customers completing the Energy Ahead program have achieved an average 27% decrease in electricity costs.

\$27.7M



Household and small business energy credits

As part of the State and Commonwealth government Energy Bill Relief program, facilitated \$27.7m in bill credits to eligible residential and small business customers in 2024.

450*



Customers assisted with Customer Service on the Move

51 visits in

23 towns

*estimated

*approximate (see page 12 for details)
All results shown are as at 30 June 2025

Focus areas for 2025 - 2026

Community Wave: Expanding access to clean energy

Through the Community Wave virtual power plant, we're enabling more customers to participate in the energy transition. Launched 1 July and supported by State and Federal rebates, this initiative allows households and businesses to generate and store renewable energy — reducing bills and improving energy resilience across regional communities.

Life support and outage management system: Protecting vulnerable customers

We're proactively enhancing our Life Support and Outage Management system to improve safety and communication for customers who rely on life support equipment. The new smarter, automated notification system integrates with our network giving our operations team full visibility of registered life support customer premises and ensuring timely alerts are sent to both the customer and their nominated support contact. For our vulnerable customers, the life support registration process has been streamlined and the planned and unplanned outage notification process has been enhanced and expanded to improve their safety. A staged rollout per region is underway, with completion expected by late 2025. In response to customer feedback, we're also redesigning the online outage map to show more specific street-level detail, making it easier for all customers to stay informed and improving their overall experience.

Accessible impactful products: Empowering customer choice in the energy transition

We're continuing to develop new products that help customers actively participate in the energy transition. These include energy efficiency tools and programs, designed to reduce energy use and lower bills and ways to share in the benefits of solar energy. Our focus is on making these solutions accessible to all—especially renters, low-income households, and customers experiencing financial hardship—so everyone has the opportunity to enjoy more affordable energy.

Kimberley Communities Solar Saver (KCSS): Delivering long-term benefits

We're completing the rollout of KCSS to the final two communities, building on the success already seen in the first three. Customers have received significant bill reductions and increased renewable energy, while Horizon Power has reduced diesel reliance—delivering environmental and economic benefits for all.

Kimberley Future Energy Systems (FES): Planning with Communities

Five Kimberley towns are currently undergoing system planning as part of the Future Energy Systems program. Through community engagement and consultation, we're working closely with local communities to understand their needs and priorities, ensuring that future energy

solutions align with the unique characteristics of each community. This includes exploring renewable energy generation, storage, and network solutions that enhance long-term security of supply, reduce carbon emissions, and optimise the performance of existing assets.

Exmouth Power Project: A major step toward 80% renewables

Following extensive and consistent community consultation, construction is now underway on the new Exmouth power system. Once complete, it will take the town from just 6% to up to 80% renewable energy. We're actively managing the customer and community experience throughout construction—adjusting work schedules to minimise noise and dust and keeping residents informed every step of the way.

Blackstone Power Project: A model for remote communities

We're building a new hybrid power system in Blackstone, designed to deliver up to 80% renewable energy. This modular solution will serve as a blueprint for future systems across our remote community footprint. The project has been shaped in partnership with Traditional Owners, with benefits including reduced diesel use, community energy funds, land payments, and local training and employment opportunities.

Delivering safer, smarter power in remote communities

Horizon Power is advancing the rollout of Advanced Metering Infrastructure (AMI) across remote communities in its service delivery area, with five pilot Kimberley sites completed by June 2025 in partnership with Kimberley Regional Service Provider (KRSP). This transition supports regulated customer billing and unlocks access to concessions and support services previously unavailable. It also offers flexible payment options, including pre- and post-payment, and 24/7 access via app, phone and online platforms. To support a smooth transition, Horizon Power has prioritised culturally literate education materials, including visual guides tailored for Aboriginal customers, as well as face-to-face engagement to explain meter benefits and usage.

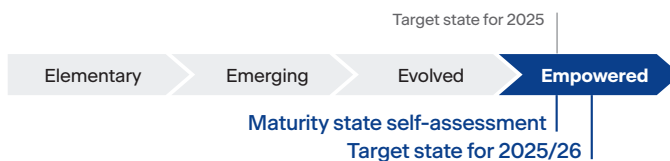
Priority asset initiatives supporting safe, reliable power

Horizon Power is focused on identifying and upgrading ageing infrastructure across the 117 remote communities transferred into their service delivery remit mid-2023 from Department of Communities. Replacing unsafe conductors and PVC service cables, removing twisties, conducting pole-testing and network inspections and installing compliant fuel and waste oil tanks is a priority, to reduce safety risks and improve compliance with electricity regulations.

Principle 1

Status: **On track**

We will put customers and communities at the centre of our business and the energy system.



As a customer-centric organisation, we're committed to delivering a positive experience at every stage of the customer journey by building long-term trusted relationships, listening to customer and community needs, and supporting their participation in the energy transition through inclusive engagement and modern, accessible services. Through our Community Partnership program, now spanning over five years and supported by more than \$5 million in investment, we continue to place the communities we serve at the heart of our efforts.

Outcomes achieved

Elevating regional and First Nations perspectives through the Customer Council

The Horizon Power Customer Council continues to meet quarterly through in-person and online meeting forums. Following extensive and focussed recruitment searches, the Customer Council has matured its member composition with three new members joining this year.

Bolstering a well-rounded Customer Council, new members include Alinga Energy Consulting, Indigenous Energy Australia and Djardinjin Aboriginal Corporation. We are delighted to have these new members representing First Nations voices and communities to the Council and our business. Throughout the quarterly meetings discussions have focussed on social housing and how to improve access and inclusion in the energy transition, people facing hardship and proactive services and solutions for our most vulnerable customers. Recognising the challenges facing many regional businesses, practical information and solutions were explored. Further topics included the environment, energy affordability, innovative tariff design and electric vehicle preparedness. A consistent theme was how to improve the customer experience and provide relevant energy information to customers at the right time.

Partnering with remote communities for better energy outcomes

Remote communities are seeing real improvements in power services through a community-led approach that puts their needs first. By listening, learning, and collaborating with Traditional Owners and local leaders, we're ensuring energy solutions are respectful, inclusive, and aligned with cultural protocols and community timing. Since taking on service delivery from the Department of Communities, our Remote Communities Engagement team has visited over 100 communities on-Country—



Community-led approach to improve power services

reaching 90% of the 117 communities by June 2025. We've also mapped key Aboriginal organisations and delivered 12 Remote Communities Roadshow presentations to share information and gather feedback. This work reflects our commitment to Closing the Gap Outcome 9: Target 9b and helps confirm that every step of the energy journey is shaped by the communities we serve.

Helping Remote Communities understand and manage their power

Aboriginal customers in remote communities are now finding it easier to manage their energy use thanks to culturally tailored resources. Through simple, visual materials co-designed with Noongar artist Janelle Burger, customers are learning the benefits of the switch to smart meters and the MyAccount app to monitor usage and conveniently purchase Prepaid Power. These easy-to-follow resources are already making a difference—customers in the 5 pilot communities are confidently using the app to monitor their energy use and enjoy the extra convenience of purchasing their power when it suits them. This improved understanding has led to a significant outcome: no energy disconnections have occurred in the pilot communities. It's a powerful example of how culturally relevant tools and community empowerment can drive meaningful change and improve everyday outcomes.

Work in progress

Empowering customers with smarter solar and battery choices

As part of the Community Wave virtual power plant launch on 1 July 2025, we introduced a solar and battery calculator that provides personalised savings and payback estimates using each customer's energy usage data. This helps customers choose the right-sized system and have informed conversations with local installers.

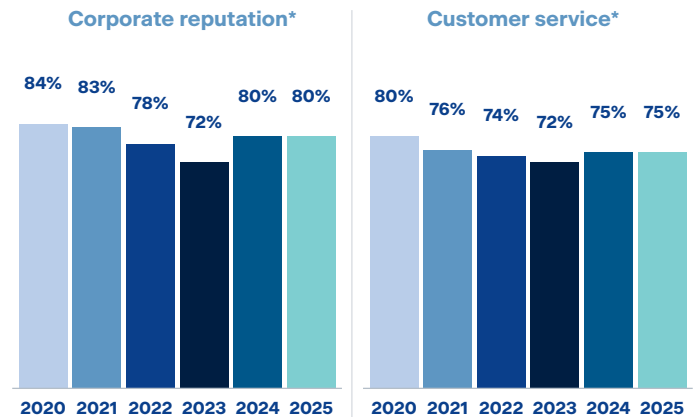
To further support customers, we've created a WA-specific online resource that connects them with accredited installers and offers guidance on what questions to ask—ensuring better outcomes from their solar and battery investments. These tools are helping customers plan smarter, reduce their bills, and connect to Community Wave to access Renewable Rewards like Battery Boost and Buyback Bonus. It's all part of our commitment to helping customers lower their bills, increase energy independence, and contribute to WA's clean energy future.

Commitments for the future

Retail System Replacement (RSR): Blueprinting for resilience and customer experience

As part of our long-term commitment to delivering a more resilient and customer-focused energy experience, we are blueprinting the future of our core retail and metering systems through the Retail System Replacement (RSR) initiative. This blueprinting phase is a critical step in safeguarding operational continuity and enabling future capability. Our focus for FY26 is on finalising the scope of the program to confirm it is fit-for-purpose and aligned with future business needs. By taking a measured, customer-first approach, we are laying the foundation for innovation, enhance customer experience interactions, improved service delivery across the communities we serve, and readiness for the energy transition.

How we measure outcomes



*Source: 2025 Annual Brand and Customer Satisfaction Survey. Corporate reputation and customer service results remain consistent, reflecting a trend of reputational stability.

Customer Essentials eLearning commenced March 2025[#]

74%
of staff completed training

91%
of staff strongly agree or agree that they have a better understanding of our customers after completing the training

Community Partnership funding since 2020[^]

\$5.5M+ 
of funding was provided to support

560+
community initiatives in regional WA

[#]Source: Customer Essentials Training and Evaluation Report

[^]Source: Horizon Power's Community Partnership Program provides support from \$1,000 to \$50,000, up to an annual total of \$1.1m, to organisations delivering health and wellbeing outcomes in their communities, in the regional energy provider's service area across the Kimberley, Pilbara, Gascoyne, Mid West, Goldfields and Esperance regions.

Horizon Power values respectful and transparent community engagement to align decisions with community aspirations, to support thriving communities and regional growth.

How we're tracking on the promises we made



A ground-breaking microgrid solution delivering clean energy with customer benefit

Building on our 2024 commitments, we've focused on integrating renewable energy into our power systems in ways that deliver real value for customers and communities. In Denham, following the successful Hydrogen Demonstration trial, we've now integrated this solution into the microgrid to bring cleaner energy to local households and businesses, reducing emissions and maintaining reliable supply. The upgraded microgrid—powered by solar, wind, battery, diesel, and hydrogen—has already produced over 4,500 kg of hydrogen and generated 45 MWh of electricity from hydrogen. This project not only created local jobs and supported global knowledge sharing, but also ensured minimal disruption and maximum benefit for customers. Recognised as one of Energy Tech's top microgrid projects of 2024, it's a clear example of how we're delivering on our promises and putting innovation to work for the communities we serve.

We will improve energy affordability and value for customers and communities.



As cost-of-living pressures persist, we're committed to delivering practical, inclusive solutions that provide customers with the opportunity to manage their energy use and reduce bills. Through innovation, education, and equitable access to clean energy, we're enabling households and businesses to actively participate in a more affordable and sustainable energy future.

Outcomes achieved

Helping customers save with solar and DERMS technology

Smart Connect Solar is helping more customers take control of their energy use, lower their bills, and access clean energy. In FY2024–25, 831 new installations added 8.9 MW of solar under advanced DERMS management—bringing the total to 1,213 sites and 17.2 MW across our network*. This means thousands of homes and businesses, including over 6,000 in Broome, can now install solar where it was previously restricted. Early outcomes analysis in November 2024 estimated Smart Connect Solar had abated carbon emissions by 2,327 tonnes and saved customers a combined total \$1 million through reduced grid imports and solar buyback credits. These results are shaping future product development focused on affordability, customer choice, and energy independence.



\$1 million+

customer savings on energy bills through reduced grid imports and solar buyback credits

KCSS: Solar savings delivered to remote Kimberley communities

Our Kimberley Communities Solar Saver (KCSS) program is delivering real energy savings to remote communities through shared benefits from rooftop solar systems. With installations completed in two of the five planned communities—Warmun, and Bidyadanga—more than 210 households have collectively benefited from over \$60,000 in energy-saving credits, which have been directly applied to their meters. Residents in the Dampier Peninsula of Ardyaloon are also set to benefit further in FY26, with solar panels to be installed on 21 properties by the end of July 2025.

The energy credits will be shared among all 75 households in the community. KCSS is expected to reach approximately over 430 homes across five remote communities, delivering average annual savings of around \$450 per household.

430

homes across five remote communities



\$450

annual household savings (estimate)

The impact of KCSS is already evident: across Warmun and Bidyadanga, average renewable energy penetration has increased from 8% pre-KCSS to 22.7% post-KCSS, with peak penetration rising from 11.8% to 35.1%—a significant uplift in clean energy integration.

By reducing diesel reliance with shared solar power, KCSS helps communities access clean, affordable energy while ensuring every household benefits, regardless of whether a solar system is installed on their home.

Helping small businesses save with DIY Energy Audits

Small businesses can now take control of their energy costs with our free, easy-to-use DIY Energy Audit tool. The tool helps businesses quickly understand their energy use, identify inefficiencies, and take practical steps to improve energy efficiency—without the need for a professional audit. The DIY Audit takes around 15 minutes to complete and the business receives a personalised energy report and can track improvements and bill savings through MyAccount.

By removing cost and complexity barriers, customers say this tool makes it simple to get started, measure energy use, and begin saving. Empowering small businesses to start saving, supporting more informed and energy-efficient decisions.

*includes trial location connections

Source: Smart Connect Solar Early Outcomes Assessment Report, November 2024

Work in progress

Supporting the uptake of consumer energy resources

We're helping customers access cleaner, more affordable energy through Community Wave—our new Virtual Power Plant (VPP) launched 1 July 2025. Community Wave connects customer solar and battery systems to the local network, balancing electricity supply and demand across the community to reduce outages and improve reliability. Customers who upgrade or install new solar and battery systems are invited to join, and benefit from Renewable Rewards including State and Federal government battery rebates and 0% interest loans to support affordability. Participants will also benefit from the Buyback Bonus, which rewards them for exporting excess energy to the grid. As more households and businesses join, the benefits grow—delivering greater energy resilience and affordability. This initiative supports WA's energy transition and empowers customers to play an active role in shaping the future energy system.

Expanding Sunshine Saver to reach more communities

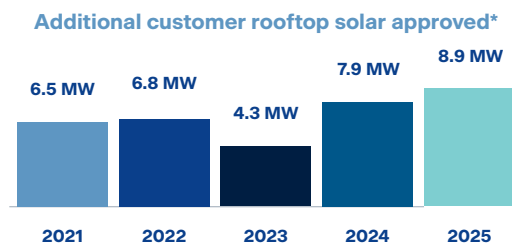
Originally launched to seven communities, we're expanding the Sunshine Saver program into 10 additional towns to be complete by the end of 2025. Sunshine Saver was originally launched as a \$1/day subscription, designed to help eligible customers access solar energy savings without installing rooftop panels. Customer feedback revealed that the subscription model was confusing and created barriers to uptake. In response, we've redesigned the product—removing the daily subscription fee and simplifying the structure to offer a straight forward discount. These changes make Sunshine Saver more accessible and easier to understand, helping more households benefit from predictable, lower energy costs and supporting affordability across regional communities.

Commitments for the future

Making renewable energy more accessible for everyone

As we continue our journey toward a cleaner energy future, we're committed to ensuring all customers—regardless of housing type or financial situation—can benefit from affordable, renewable energy. With a relatively low proportion of home ownership and a high proportion of rental properties in regional WA, we recognise many households face barriers to participating in the energy transition. That's why our strategic roadmap includes the development of accessible and affordable energy products with a focus on everyday household energy appliances and increasing access to more customer energy resources (CER). Whether owned or shared, these energy efficient products will help customers reduce energy costs and improve comfort—ensuring no one is left behind.

How we measure outcomes



* Source: Renewables Application Tracker Data shown in financial years.

How we're tracking on the promises we made



Regional EV drivers benefit from the world's longest EV charging network

Early 2025, we proudly completed our part of the WA EV Network—now one of the world's longest connected EV-charging networks. Covering over 7,000 kilometres, the network includes 110 charging points across 49 locations.

We delivered 27 sites with 29 fast chargers and 25 backup chargers across regional WA, powered by innovative solutions like Standalone Power Systems and renewable energy partnerships. Together with Synergy and the WA Government, we're helping reduce range anxiety, support regional tourism, and bring the sustainability benefits of electric transport to our communities.



Principle 3

Status: **Delayed**

We will provide energy safely, sustainably and reliably.

Delivering reliable and affordable energy while progressing toward a low-carbon future is central to our strategy. Our customers rely on us to meet their energy needs today, and we're actively investing in cleaner technologies to build a more sustainable tomorrow. We're committed to collaborating with communities across WA to develop energy solutions that are safe, resilient, and increasingly powered by renewables.

While we made progress on several initiatives, principle 3 status progression was delayed due to supply chain disruptions impacting battery installation. We learnt the importance of diversifying suppliers and have since adjusted our procurement strategy.



Outcomes achieved

Supporting customers to stay safe and prepared during outages

We understand how important it is for customers to feel prepared when the power goes out. That's why we've refreshed our outage preparedness resources offering clear, practical advice to help households plan ahead.

Guided by the Energy Charter's #BetterTogether Community Energy Resilience initiative, our website now provides 'best practice' information.

In an industry first for Australia and New Zealand, we've integrated our low-voltage networks into PowerOn Advantage, giving us real-time visibility down to the customer meter. This boosts efficiency, safety, and customer communication—ensuring vulnerable customers receive timely alerts and support during outages.

New energy storage solutions for regional WA

Building on our experience with batteries, we're installing 10 new community batteries in Exmouth, Carnarvon and Esperance. The Vanadium Redox Flow battery in Kununurra is being trialled and performing well under high temperatures.

Empowering customers through smarter EV charging

As electric vehicles (EVs) become more popular, we're helping customers charge efficiently—and support the grid, without compromising reliability. In a WA-first trial under the State government Electric Vehicle Action Plan, we tested two-way charging in Exmouth using vehicle-to-grid (V2G) capable EVs and smart chargers with local partners. Over 12 months we confirmed our DERMS can safely manage EV charging and discharging to help stabilise the grid. This means future opportunities for customers to charge smarter and play a key role in the clean energy future.

Improving safety and sustainability in remote communities

In Chile Creek, approximately 198 kilometres from Broome, a new standalone power system now delivers 47% renewable energy generation, cutting diesel use by 4,600 litres and avoiding 12 tonnes of emissions annually. Six smart meters were installed, giving residents more control over their energy use and access to concessions and rebates for the first time.

At Cockatoo Springs, approximately 35 kilometres from Kununurra upgraded solar and battery systems now supply around 40% renewable energy, reducing diesel reliance. Both sites are now remotely monitored, improving safety by removing the need for manual generator refuelling or switchroom access.

Works in progress

Improving safety, reliability, and compliance in remote communities

Our Remote Communities program is delivering safer, more reliable and compliant power services by 2031.

Key upgrades include replacing unsafe infrastructure, boosting fuel and outage resilience, and improving emergency response. Advanced meters in five Kimberley communities have enhanced safety and convenience for Prepaid Power customers, with rollout expanding to 13 more communities by mid-2026.

Progressing renewable energy and hybrid solutions

Construction of a hybrid energy solution for the Blackstone community is set to begin late 2025, replacing a temporary diesel setup with a system of up to 80% renewable energy. Developed in partnership with the Ngaanyatjarra Council, the project includes solar, batteries, and backup diesel, plus a Community Energy Fund to reinvest savings into local infrastructure. We're also partnering with local service providers to create employment and training opportunities for long-term community benefit.

A broader long-term regeneration program is underway for 34 priority communities, improving safety, reliability and sustainability. Solutions are tailored and include standalone systems for smaller sites, hybrids for larger ones - based on asset condition, land tenure, environmental and heritage factors, and community engagement.

Looking ahead to 2026 and beyond

We're expanding Advanced Metering Infrastructure (AMI) installations across 13 remote communities in the Kimberley, Goldfields-Esperance and Pilbara-Mid West regions by mid-2026, backed by \$4.1 million investment.

Alongside this, we're advancing renewable energy projects shaped by two years of planning to empower communities with more resilient, sustainable and locally supported energy solutions.

Dampier Peninsula and Warmun independent power producer buy-out

Horizon Power has acquired the existing Dampier Peninsula and Warmun power stations—both nearing end-of-life—from independent power producers. This strategic move secures continuity of supply establishes an operational presence that gives us greater flexibility to integrate renewables in the future. We're actively engaging with Beagle Bay, Djarindjin/Lombadina, Ardyaloon, Bidyadanga, and Warmun communities through our Future Energy Planning framework to deliver reliable, sustainable energy solutions by 2027.

Improving transparency and accountability

We've strengthened how we track and report environmental, social and governance (ESG) performance, aligning with recognised frameworks. This gives customers greater confidence in our reporting and supports those pursuing low-carbon goals. We're also working with the State government to stay aligned with evolving disclosure standards.

Commitments for the future

Next-gen energy storage for regional WA

We're trialling advanced sodium-sulphur and nickel-hydrogen battery technologies in Carnarvon and Nullagine from 2026 to improve renewable energy storage for longer duration.

Exploring new pathways to a low-carbon future

Following a successful trial with Melbourne-based Kapture, we're exploring Carbon Capture, Usage and Storage (CCUS) technology for diesel generators. This approach stores CO₂ in concrete, offering a practical way to reduce emissions and support long-term sustainability goals.

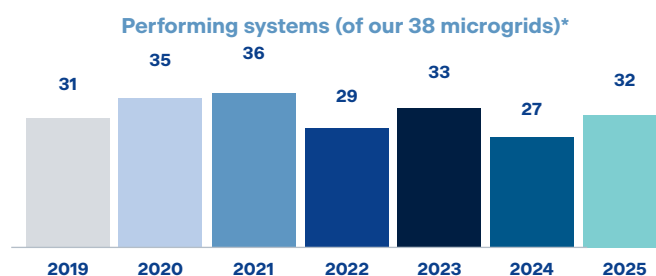
Switching to cleaner fuels in regional power systems

To reduce emissions and support cleaner energy for remote communities, we're trialling Hydrotreated Vegetable Oil (HVO) as a renewable diesel alternative at a regional power station in 2026 to help cut emissions. HVO can reduce carbon impacts without major infrastructure changes.

Delivering cleaner, more reliable energy for Denham

Denham customers can look forward to a more resilient and sustainable power supply as we plan to replace the ageing wind turbines with modern technology that reduces diesel reliance and improves reliability. Community and Traditional Owner engagement is underway to make sure the solution reflects local needs.

How we measure outcomes



*Source: Asset Management Reports

The number of performing systems has increased to 32 out of 38 systems. This is a key internal measure of our performance which takes into account both the duration and frequency of interruptions experienced by our customers in each of our service areas.

Generation outages and network issues including lightning, storm activity, and wildlife interactions have all impacted reliability performance in our non-performing systems at Hopetoun Rural, Kalumburu, Lake Argyle, Laverton, Mount Magnet and Nullagine.

Internal rating assessment of system performance within target SAIDI / SAIFI limits. (SAIDI - System Average Interruption Duration Index; SAIFI - System Average Interruption Frequency Index).

How we're tracking on the promises we made

Delivering on our clean energy promise for Exmouth

Through our partnership with Pacific Energy, we're building a new energy system that will supply up to 80% of the town's power from renewable sources, supported by large-scale solar, rooftop solar, battery storage, and backup gas generation. With completion expected by mid 2026, this project is a major step towards emissions reduction goals and will deliver lasting benefits for the Exmouth community.

Keeping remote communities safe and powered through summer

The 2024/25 summer saw one of WA's most active cyclone seasons in 25 years. Severe Tropical Cyclone Zelia impacted four Pilbara remote communities, but thanks to our Summer Readiness plan—including upgraded fuel capacity, smarter remote monitoring, network and generation infrastructure improvements, services remained resilient. No emergency aviation refuelling was needed, and coordinated efforts with DFES helped keep communities safe.

Principle 4

Status: **Delayed**

We will improve the customer and community experience.

With the fast-moving energy transition, it's important we keep up with changing needs and expectations. By staying connected and listening, we gain valuable insights that help us design new solutions and services to deliver positive outcomes for our customers.

Principle 4 progression status was delayed due to feedback from customers highlighting the need for clearer digital bill communication. This taught us the importance of flexible planning and co-designing solutions with our customers. As a result we are piloting new communication formats to better meet customer needs.



Outcomes achieved

Restoring reliable power for Laverton customers—fast

When Laverton experienced a catastrophic power system failure during one of the hottest summers on record, customers were left facing extreme conditions without reliable electricity. In response, we mobilised rapidly—completing what would normally take over a year, within just six weeks. Our teams worked around the clock, alongside our partner Aggreko, to replace the entire generation system and restore safe, stable power to the community. This whole-of-business effort was driven by one goal: to improve the customer experience and support Laverton residents in having the energy security they needed during peak summer demand. We're now exploring long-term solutions for Laverton and Menzies that will deliver even greater reliability and renewable energy benefits into the future.

Partnering with communities on our reconciliation journey

As one of the few energy organisations invited by Reconciliation Australia to develop a Stretch Reconciliation Action Plan (RAP)—a distinction held by less than 15 per cent of RAP organisations—we're proud to take a leadership role in advancing reconciliation. Through the commitments in our Stretch RAP, planned to launch in the second half of 2025, we will strengthen sustainable partnerships with Aboriginal communities and work closely with town-based and remote communities to deliver equitable energy services aligned with the Federal Government's Closing the Gap target 9B. Communities will be empowered to actively participate in and benefit from cleaner, more affordable energy—reducing reliance on fossil fuels and helping shape a more equitable and connected energy future for all.

Works in progress

Enhancing bill accessibility for all customers

To improve the customer experience, we are reviewing and enhancing the accessibility of our customer communications across our website, customer portal and billing. We've simplified bill language by replacing technical terms with plain English to improve clarity and comprehension. In partnership with our bill provider and accessibility specialists, we're now working to confirm screen reader technology accurately translates bill content—making bills more accessible for vision-impaired customers.

Community-led energy planning in Kimberley

The Kimberley Future Energy Systems (FES) initiative—covering Broome, Derby, Looma-Camballin, Fitzroy Crossing, and Halls Creek—is being shaped through early and ongoing engagement with local communities. Guided by the Future Energy Framework, the project prioritises two-way dialogue, cultural respect, and transparency to make sure the future energy solutions reflect community values and aspirations. Since August 2023, Horizon Power has delivered in-person sessions, maintained a dedicated project website, and provided multiple channels for feedback, enabling communities to provide their feedback throughout the process.

This approach has surfaced strong community support for sustainability, protection of natural and cultural heritage, and renewable energy technology. As planning continues, Horizon Power is incorporating this feedback into system designs that balance reliability with cleaner energy outcomes—supporting WA's net zero targets while improving the customer and community experience through inclusive, place-based energy transition planning.

Commitments for the future

Customer Service on the move: bringing personalised support to customers, wherever they are

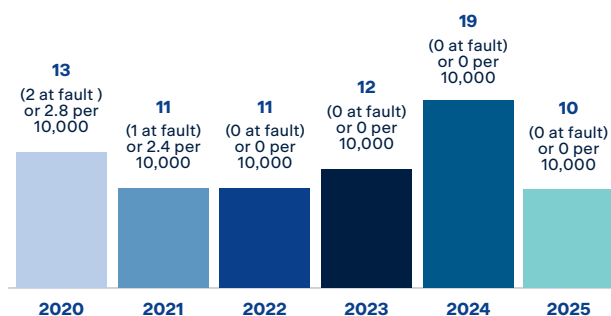
We're committed to making our services more accessible and responsive for customers in regional and remote communities. Through our Customer Service on the Move initiative, we visited 23 towns and supported over 450 customers this financial year—providing face-to-face assistance with concession cards, payment plans, rebates, and more. By being on-the-ground and meeting customers at easily accessible locations, including at community centres and seniors clubs, we're removing barriers to access our support and improving the customer experience. We'll continue expanding this service so more customers receive the help they need, when and where they need it most.



Customer Service on the move

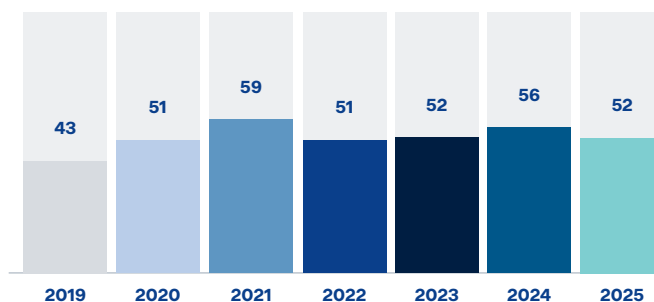
How we measure outcomes

Ombudsman complaints*



* Source: Energy Ombudsman and Customer Service Monthly Report
Horizon Power works closely with the WA Energy Ombudsman to resolve customer complaints. The following information is tracked and advised by the Ombudsman. Of all closed complaints, Horizon Power has not been found at fault for any. At the time of reporting, there were three active complaints at investigation.

Net Promoter Score (NPS)*



*Source: Customer Service Monthly Report
Net Promoter Score attained at the contact centre for customer service calls. 2024 Australian energy sector NPS benchmark = -23 (Source: Energy Consumers Australia)

How we're tracking on the promises we made



Expanding digital self-service to improve customer experience through our new Horizon Power MyAccount

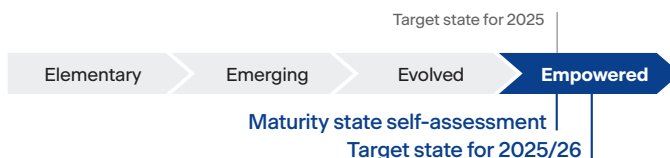
Over the past 12 months, enhancements to MyAccount and the launch of our new app have delivered more convenient self-service options making it easier for customers to manage their energy online. These improvements allow customers to check concession eligibility and easily update their concession card details, set up direct debit, and make a payment, or top up Prepaid Power credit without needing to log in or download an app. These improvements have driven strong digital adoption, with over 60% of payments now made online. More advanced features include easy to use solar and battery savings calculators, next bill estimator, and linking multiple accounts.

With the new MyAccount now live, we're seeing more customers choose digital channels for convenience and confidence. Looking ahead, we'll continue to evolve MyAccount with tailored features for business customers and further enhancements to support a seamless, self-service digital experience.

Principle 5

Status: **On track**

We will support customers and communities facing vulnerable circumstances.



We're committed to supporting all customers through the energy transition, especially those facing vulnerability—whether due to financial hardship or reliance on life support equipment. Through proactive outreach, tailored assistance, and improved outage notifications, we're helping customers needing extra support to stay safe, informed, and connected.

Outcomes achieved

Energy Ahead: Empowering households to take charge of their energy use

Now in its second year in the West Kimberley, the Energy Ahead program—delivered by Horizon Power in partnership with Nirrumbuk Environmental Health and Services and Energy Policy WA—is making a real difference for local households in the West Kimberley and Pilbara regions. Through individualised coaching, in-home energy audits, and practical energy efficiency packs, 138 customers across Broome and the Dampier Peninsula have gained the tools and knowledge to reduce their power bills and improve their living standards and comfort. Based on the results of these audits, 28 recommendations for high-cost appliance upgrades were approved, leading to an average 27% reduction in electricity costs—saving participants approximately \$480 annually. Many have shared how the program helped them realise they can control their energy use, turning what felt like a fixed cost into an opportunity for savings and empowerment.



The Horizon Power bill used to stress me out. Every bill was like \$500 and I had to borrow money from family to pay it. And sometimes I couldn't pay it - I got disconnected twice. Sometimes it was just that I didn't have a car to get to town and pay my bill. But Jack [the Energy Coach] got me on a payment plan and showed me how to use the app. Now I am \$200 in credit."

Kimberley Householder



I didn't know about any of these things. I just turned everything on and left everything on all the time. It's easy to understand, but I just didn't think about it. Now I can do something"

Kimberley Householder



Now I run my air-conditioner at a higher temperature than before. I run them for a short time to cool the house in the late afternoon. Then I turn them off in the evening. I don't run them in the morning or at night anymore. I've really cut back on my aircon."

Kimberley Householder



138 customers

benefited with individualised energy efficiency coaching and energy savings

27%

in average savings delivered

\$480

in savings from energy bills (approx.)

Works in progress

Strengthening our vulnerability framework

We're enhancing our Vulnerability Framework to deepen our understanding and improve support for customers who may be experiencing vulnerability. The initial draft outlines what vulnerability looks like, identifying different types, and explores practical ways we can support these customers. Over the coming months, we'll build on this foundation through internal workshops and engagement with selected external organisations and lived-experience panels to gather feedback, helping to refine the framework ensuring our responses truly make a difference for those who need it most.

Rolling out a smarter outage system

Customers are now better informed during outages with PowerAlert—our new automated notification service. The rollout will be complete, with the last region of Gascoyne-Mid West going live in August. It helps us deliver faster, more responsive support by integrating with key systems to plan, notify, and manage outages—especially for customers in vulnerable circumstances.

In response to customer feedback on our outage management communications, we're also redesigning our online outage map to improve location accuracy and usability. The upgraded map will show outage areas down to street level, giving all community residents clearer, more detailed information during outages. This enhancement is now underway and will be delivered in 2026 as part of our commitment to a smarter, more customer-focused outage experience.

Commitments for the future

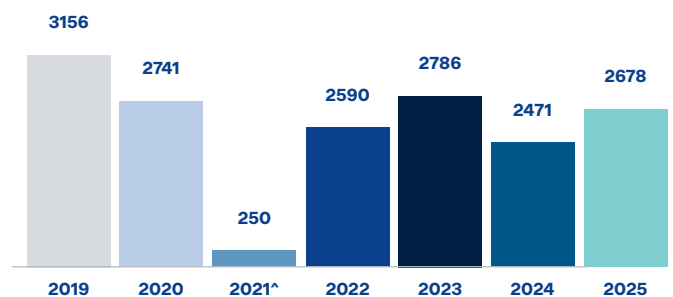
Expanding Energy Ahead: Empowering more households

Energy Ahead is growing to support even more households with practical, personalised energy advice. Now in its second year, the program has already helped 138 customers reduce energy use and costs—delivering average savings of 27% or around \$480 a year.

With tailored coaching, in-home audits, and energy-efficient upgrades, we're committed to continue to expand the program's reach.

How we measure outcomes

Residential customer non-payment disconnection*



* Source: ERA Annual Performance Data CCR40 (excludes pre-payment customers).

^COVID-19 disconnection moratorium in place

How we're tracking on the promises we made



Improving customer safety through smarter life support and outage management

Customers now receive timely, direct notifications via their nominated preferred channel, SMS or email when outages occur with PowerAlert—keeping them informed and supported when it matters most. Life Support customers and their nominated contacts can also acknowledge planned outage alerts instantly, helping us respond more effectively and improving their support network. These improvements are part of a broader upgrade to our Life Support and Outage Management System, which now provides full visibility of life support customer premises and critical load sites across our network. This end-to-end solution was delivered through a collaborative effort involving extensive planning, application development, integration, and testing across the business. It enables us to identify impacted customers more accurately, automate notifications, and better protect the most vulnerable members of our community.



It was so much easier to receive an SMS rather than a phone call or home visit, as I am not always available. It is quick and easy to now just reply by SMS. As I am the account holder, I was able to forward that SMS onto my parents who also live in the property with me to let them know."

Mel, Esperance customer

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