

Network Quality and Reliability of Supply Code

2024/25 Performance Report

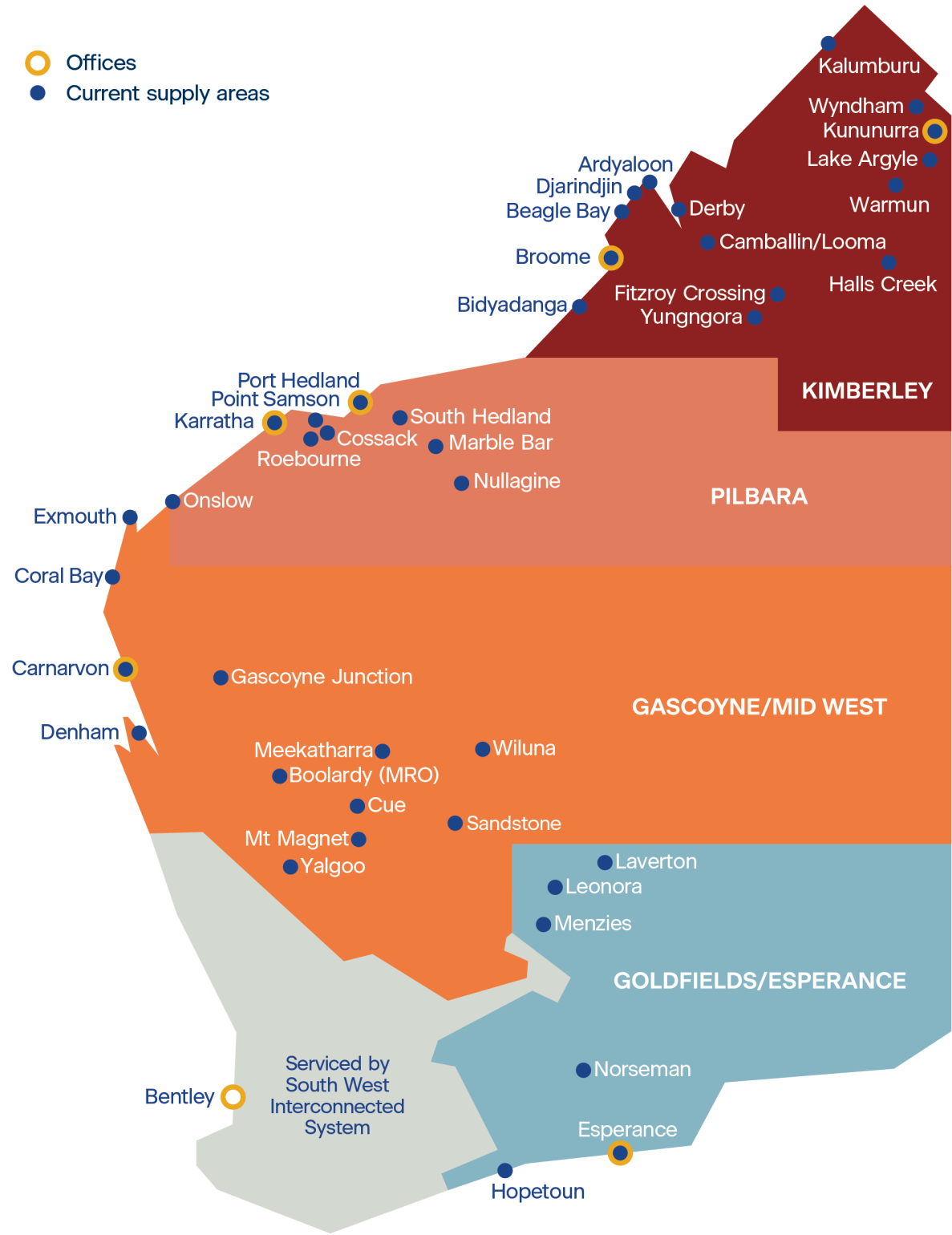
Prepared by: Asset Systems

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Table of Contents

INTRODUCTION	5
AUDIT REQUIREMENTS	5
SCHEDULE 1 - INFORMATION TO BE PUBLISHED	6
Clause 3: Stand-alone Power Systems (SPS)	6
Clause 4 and 10 – Breaches and Remedial Action	7
Clause 4(a) Number of breaches of each provision of the Code:	7
Clause 4(b) Remedial action taken for each provision:	7
Clause 5 - Significant interruptions to small use customers	8
Clause 6 and 10 - Total number of complaints received	13
Clause 7 and 10 - Number of customer complaints in each discrete area	13
Clause 8 and 10 - Total amount spent addressing Power Quality and Reliability complaints	14
Clause 9 and 10 - Payments to customers for failure to meet certain standards	14
Clause 11(a), 12 and 13 - Average Length of Interruption of Supply to Customer Premises in Minutes ²	15
Clause 11(b), 12 and 13 - Average Number of Interruptions of Supply to Customer Premises ³	16
Clause 11(c), 12 and 13 - Average Percentage of Time that Electricity has been Supplied to Customer Premises	17
Clause 11(d), 12 and 13 - Average Total Length of All Interruptions of Supply to Customer Premises in Minutes ⁴	18
Clause 14 – 15 - Deleted	19
4. MAJOR EVENT DAYS	19
5. APPENDIX A	20
Major Event Days	20
Major Event Day Classification	20
Normalised Data Set - Unplanned	20
6. APPENDIX B	21
NWIS Substation Reliability	21

Service Area



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 for the 2023 report and the next audit will be conducted in 2026.

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	2023/24	2024/25
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	FY2021/22	FY2022/23	FY2023/24	FY2024/25	Average
Carnarvon SPS	N/A	362.00	0.00	113.00	158.33
Esperance SPS	286.67	719.38	1081.16	337.74	606.23
Exmouth SPS	0.00	271.16	0.00	217.20	122.09
Hopetoun SPS	0.00	0.00	740.00	1844.00	646.00
Horizon Power SPS	286.67	613.65	1048.67	351.88	575.22

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

System	FY2021/22	FY2022/23	FY2023/24	FY2024/25	Average
Carnarvon SPS	N/A	2.00	0.00	1.00	1.00
Esperance SPS	0.10	0.15	0.26	0.53	0.26
Exmouth SPS	0.00	1.00	0.00	5.00	1.50
Hopetoun SPS	0.00	0.00	2.00	1.00	0.75
Horizon Power SPS	0.10	0.20	0.27	0.60	0.29

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

System	FY2021/22	FY2022/23	FY2023/24	FY2024/25	Average
Carnarvon SPS	N/A	99.93	100.00	99.98	99.97
Esperance SPS	99.95	99.86	99.79	99.94	99.88
Exmouth SPS	100.00	99.95	100.00	99.96	99.98
Hopetoun SPS	100.00	100.00	99.86	99.65	99.88
Horizon Power SPS	99.95	99.88	99.80	99.93	99.89

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

System	FY2021/22	FY2022/23	FY2023/24	FY2024/25	Average
Carnarvon SPS	N/A	724.00	0.00	113.00	279.00
Esperance SPS	29.66	110.67	277.59	179.83	149.44
Exmouth SPS	0.00	271.16	0.00	1086.00	339.29
Hopetoun SPS	0.00	0.00	1480.00	1844.00	831.00
Horizon Power SPS	27.74	122.73	286.00	211.13	161.90

Note: Corrected calculation methodology to exclude Customer Installation.

Clause 4 and 10 – Breaches and Remedial Action

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

Quality of Supply	2023/24	2024/25
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	2023/24	2024/25
Clause 5(a) Number of premises that experienced interruptions greater than 12 hours continuous	596	1,132
Clause 5(b) Number of premises that experienced more than 16 interruptions.	375	302

The number of premises experiencing more than 16 interruptions are mainly in Laverton, Esperance, Halls Creek and Carnarvon.

Detailed information of interruptions where duration is greater than 12 hours (720 minutes) continuously for 2024/25 is outlined in the table below:

System	Duration (Min)	Premises	Start Date	Cause Description	Incident Category
Broome	1503	1	1/12/2024	Plan Outage or Disconnection	No Power
Broome	3103	1	2/12/2024	Plan Outage or Disconnection	Network Planned Incident
Broome	1097	1	17/12/2024	Machine or Tool	Miscellaneous Non Hazard
Broome	2333	1	24/12/2024	Equipment Failure	No Power
Broome	1933	1	25/12/2024	Plan Outage or Disconnection	Network Planned Incident
Broome	896	1	11/02/2025	Vehicle	Underground Dome Damaged
Broome	808	1	3/03/2025	Equipment Failure	Street Wire Down
Broome	3399	1	28/05/2025	Plan Outage or Disconnection	Network Planned Incident
Carnarvon	4199	20	16/09/2024	Emergency Outage For Hazard	Switch Isolation
Carnarvon	892	1	29/01/2025	Equipment Failure	Recloser Trip
Carnarvon	1807	1	13/02/2025	Equipment Failure	No Power
Carnarvon	992	1	23/06/2025	Equipment Failure	Part Power
Coral Bay	9773	1	11/12/2024	Machine or Tool	Miscellaneous Hazard
Denham	1182	1	13/02/2025	Equipment Failure	Part Power
Denham	1151	1	20/02/2025	Equipment Failure	Part Power
Denham	1043	1	18/03/2025	Equipment Failure	Pole Down
Denham	1237	1	25/03/2025	Equipment Failure	Part Power
Denham	1573	1	2/04/2025	Equipment Failure	Potential Neutral Problem - AMI
Derby	1438	1	7/08/2024	Fire (Not Pole Top Fire)	Underground Dome Damaged
Derby	1009	1	30/03/2025	Machine or Tool	Part Power
Derby	1019	1	30/03/2025	Machine or Tool	Part Power
Derby	1522	1	17/06/2025	Vehicle	Underground Dome Damaged
Derby	1203	11	28/06/2025	Emergency Outage For Hazard	Switch Isolation
Derby	1317	1	28/06/2025	Machine or Tool	Equipment Fire (Not Pole)
Esperance	766	1	3/07/2024	Unknown	No Power
Esperance	931	1	3/07/2024	Generation Failure	No Power

Esperance	1141	1	9/08/2024	Vehicle	Reconnection
Esperance	781	1	17/08/2024	Lightning	AMI - No Power
Esperance	913	1	4/09/2024	Vehicle	Low Hanging Street Wire
Esperance	871	1	28/10/2024	Wind or Wind Bourne Debris	No Power
Esperance	1329	1	4/11/2024	Unknown	No Power
Esperance	1457	1	9/12/2024	Animal	Low Hanging Service Wire
Esperance	914	13	23/12/2024	Equipment Failure	Drop Out Fuse Trip
Esperance	791	1	24/12/2024	Pollution	Transformer On A Pole Damaged
Esperance	3506	1	8/01/2025	Lightning	No Power
Esperance	3704	1	8/01/2025	Wind or Wind Bourne Debris	Service Wire Down
Esperance	1022	1	17/01/2025	Unknown	No Power
Esperance	771	1	24/01/2025	Equipment Failure	No Power
Esperance	1010	1	24/01/2025	Lightning	No Power
Esperance	1559	1	24/01/2025	Unknown	No Power
Esperance	732	1	9/02/2025	Equipment Failure	AMI - No Power
Esperance	846	1	10/02/2025	Equipment Failure	Part Power
Esperance	1515	3	11/02/2025	Fire (Not Pole Top Fire)	Network Planned Incident
Esperance	3400	7	12/02/2025	Vehicle	Drop Out Fuse Trip
Esperance	8319	1	12/02/2025	Vehicle	Street Wire Down
Esperance	846	6	20/02/2025	Unknown	Drop Out Fuse Trip
Esperance	1102	5	20/02/2025	Unknown	Drop Out Fuse Trip
Esperance	1354	8	20/02/2025	Lightning	Recloser Trip
Esperance	792	8	21/02/2025	Lightning	Recloser Trip
Esperance	733	9	1/03/2025	Vehicle	Drop Out Fuse Trip
Esperance	1890	7	11/03/2025	Unknown	Drop Out Fuse Trip
Esperance	748	207	12/03/2025	Unknown	Recloser Trip
Esperance	796	19	12/03/2025	Unknown	Recloser Trip
Esperance	871	6	12/03/2025	Lightning	Recloser Trip
Esperance	937	12	12/03/2025	Lightning	Recloser Trip
Esperance	1500	13	12/03/2025	Lightning	Drop Out Fuse Trip
Esperance	756	1	16/03/2025	Unknown	Sectionaliser Trip
Esperance	2424	10	19/03/2025	Vehicle	Sectionaliser Trip
Esperance	1582	1	3/04/2025	Machine or Tool	Miscellaneous Hazard
Esperance	823	20	13/04/2025	Lightning	Drop Out Fuse Trip
Esperance	856	1	13/04/2025	Lightning	No Power
Esperance	857	1	13/04/2025	Lightning	Arcing Street Wire
Esperance	864	1	13/04/2025	Lightning	No Power

Esperance	1389	1	27/05/2025	Unknown	Debris On Service Wire
Esperance	1604	1	10/06/2025	Equipment Failure	Drop Out Fuse Trip
Esperance	1263	1	19/06/2025	Equipment Failure	No Power
Exmouth	1630	1	10/09/2024	Equipment Failure	Underground Cable Damaged
Exmouth	984	1	2/10/2024	Vehicle	No Power
Exmouth	803	28	11/12/2024	Unknown	Drop Out Fuse Trip
Exmouth	6464	1	5/01/2025	Wind or Wind Bourne Debris	Recloser Trip
Exmouth	12728	80	19/01/2025	Lightning	Feeder Trip
Exmouth	1124	1	20/01/2025	Wind or Wind Bourne Debris	Low Hanging Service Wire Across Road
Exmouth	1829	3	20/01/2025	Lightning	Feeder Trip
Exmouth	2521	1	20/01/2025	Wind or Wind Bourne Debris	Miscellaneous Non Hazard
Exmouth	2535	1	20/01/2025	Wind or Wind Bourne Debris	Debris On Street Wire
Exmouth	2701	1	20/01/2025	Wind or Wind Bourne Debris	Miscellaneous Hazard
Exmouth	2912	1	20/01/2025	Unknown	Part Power
Exmouth	8018	74	20/01/2025	Wind or Wind Bourne Debris	Feeder Trip
Exmouth	1338	1	21/01/2025	Unknown	Part Power
Exmouth	1429	1	21/01/2025	Wind or Wind Bourne Debris	Part Power
Exmouth	1434	1	21/01/2025	Wind or Wind Bourne Debris	Part Power
Exmouth	1468	1	21/01/2025	Wind or Wind Bourne Debris	No Power
Exmouth	1478	1	21/01/2025	Wind or Wind Bourne Debris	Part Power
Exmouth	1644	1	21/01/2025	Wind or Wind Bourne Debris	Part Power
Exmouth	2627	1	21/01/2025	Wind or Wind Bourne Debris	Miscellaneous Hazard
Exmouth	1023	1	16/02/2025	Vegetation	Debris On Service Wire
Exmouth	783	1	8/03/2025	Unknown	Transformer On A Pole Damaged
Exmouth	4813	1	6/06/2025	Equipment Failure	Miscellaneous Hazard
Fitzroy Crossing	1206	1	13/12/2024	Equipment Failure	No Power
Fitzroy Crossing	1570	1	14/12/2024	Equipment Failure	No Power
Fitzroy Crossing	1133	1	6/01/2025	Human Error	No Power
Fitzroy Crossing	949	1	9/01/2025	Lightning	No Power
Fitzroy Crossing	987	1	9/01/2025	Lightning	No Power
Halls Creek	1971	1	14/01/2025	Equipment Failure	AMI - No Power

Halls Creek	945	1	15/01/2025	Equipment Failure	No Power
Halls Creek	910	1	26/05/2025	Equipment Failure	AMI - No Power
Hopetoun	917	1	7/01/2025	Lightning	No Power
Hopetoun	1844	1	9/01/2025	Equipment Failure	No Power
Hopetoun	845	1	24/02/2025	Unknown	No Power
Hopetoun	742	1	3/06/2025	Lightning	No Power
Kalumburu	887	26	23/12/2024	Generation Failure	Feeder Trip
Kalumburu	888	100	23/12/2024	Generation Failure	Feeder Trip
Kununurra	767	1	9/10/2024	Fire (Not Pole Top Fire)	House / Building Fire
Kununurra	984	4	5/12/2024	Lightning	Drop Out Fuse Trip
Kununurra	1569	1	16/12/2024	Human Error	Reconnection
Kununurra	842	14	12/01/2025	Lightning	Drop Out Fuse Trip
Kununurra	833	1	14/01/2025	Lightning	AMI - No Power
Kununurra	723	1	25/01/2025	Bat	No Power
Kununurra	877	1	3/02/2025	Lightning	Part Power
Laverton	1743	1	13/09/2024	Vehicle	Street Wire Down
Laverton	1642	3	13/03/2025	Lightning	Feeder Trip
Leonora	1715	1	13/09/2024	Human Error	Service Wire Down
Leonora	2255	2	13/09/2024	Vehicle	Recloser Trip
Leonora	2674	1	13/09/2024	Unknown	Reconnection
Leonora	881	1	6/01/2025	Equipment Failure	AMI - No Power
Leonora	825	1	22/01/2025	Equipment Failure	No Power
Leonora	856	1	13/03/2025	Lightning	No Power
Leonora	1106	1	13/03/2025	Unknown	No Power
Leonora	1549	1	13/03/2025	Lightning	No Power
Leonora	1527	1	23/04/2025	Equipment Failure	Pole Arcing
Marble Bar	1190	1	9/12/2024	Equipment Failure	No Power
Marble Bar	3791	1	13/01/2025	Equipment Failure	AMI - No Power
Marble Bar	3808	1	13/01/2025	Equipment Failure	No Power
Marble Bar	2881	1	14/01/2025	Equipment Failure	Potential Neutral Problem - AMI
Marble Bar	1280	27	23/01/2025	Wind or Wind Bourne Debris	Feeder Trip
Marble Bar	2880	1	23/01/2025	Wind or Wind Bourne Debris	Debris On Service Wire
Marble Bar	799	50	14/02/2025	Wind or Wind Bourne Debris	Feeder Trip
Marble Bar	1310	1	14/02/2025	Wind or Wind Bourne Debris	No Power
Meekatharra	914	1	4/07/2024	Unknown	Reconnection
Meekatharra	1385	1	12/03/2025	Unknown	No Power
Meekatharra	2018	1	19/03/2025	Wind or Wind Bourne Debris	LV Fuse Trip
Menzies	1848	1	19/11/2024	Human Error	Underground Dome Damaged
Mount Magnet	1556	7	2/10/2024	Emergency Outage For Hazard	Feeder Trip
Mount Magnet	2707	1	6/01/2025	Equipment Failure	Feeder Trip

Nullagine	1310	1	9/01/2025	Lightning	Switch Isolation
NWIS	1225	18	24/01/2025	Equipment Failure	Feeder Trip
NWIS	1296	1	14/02/2025	Emergency Outage For Hazard	Pole Down
NWIS	4234	14	14/02/2025	Equipment Failure	Feeder Trip
NWIS	1685	1	27/02/2025	Emergency Outage For Hazard	No Power
NWIS	1403	88	1/03/2025	Equipment Failure	RMU Fuse Trip
NWIS	839	9	4/04/2025	Equipment Failure	Feeder Trip
NWIS	935	1	4/04/2025	Equipment Failure	No Power
NWIS	1103	1	22/04/2025	Equipment Failure	AMI - Part Power
NWIS	3091	31	9/05/2025	Unknown	LV Fuse Trip
NWIS	1493	1	13/05/2025	Vehicle	Underground Kiosk Damaged
NWIS	4688	48	13/05/2025	Vehicle	Feeder Trip
Wiluna	2171	1	12/12/2024	Unknown	Reconnection
Wiluna	1386	1	19/05/2025	Unknown	Miscellaneous Hazard
Wyndham	2772	1	26/08/2024	Equipment Failure	Potential Neutral Problem - AMI
Wyndham	2308 2	1	26/08/2024	Plan Outage or Disconnection	Network Planned Incident
Wyndham	1671	3	13/11/2024	Lightning	Drop Out Fuse Trip
Wyndham	1809	3	13/11/2024	Lightning	LV Fuse Trip
Yalgoo	1149	1	21/11/2024	Unknown	Reconnection
Yalgoo	1759	1	2/04/2025	Vegetation	SFW Tree Fouling Street Wire
Yalgoo	963	1	14/04/2025	Unknown	Part Power

1,132 Number of Interruptions* = 155

*Interruptions listed are beyond the control of the customer.

The following are significant weather events (cyclones, severe storms, fire & floods) affecting Horizon Power systems in 2024/25.

Power System	Significant Event Dates	Event
Exmouth	19-20 January 2025	Cyclone Sean
Marble Bar	23 January 2025	High winds
Marble Bar	14 February 2025	Flooding from Cyclone Zelia

Clause 6 and 10 - Total number of complaints received

2023/24	2024/25
45	97

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

Discrete Area	2023/24	2024/25
NWIS		42
Ardyaloon		
Beagle Bay		
Bidyadanga		
Broome	2	
Carnarvon	1	3
Coral Bay		
Cue		
Denham		
Derby	3	
Djarindjin		
Esperance	11	26
Exmouth	1	21
Fitzroy Crossing	1	2
Gascoyne Junction		
Halls Creek	2	
Hopetoun	8	
Kalumburu		
Kununurra	1	1
Lake Argyle		
Laverton	3	
Leonora		
Looma		
Marble Bar		
Meekatharra		1
Menzies		
Mount Magnet		
Norseman	12	
Nullagine		
Onslow		1
Sandstone		
Warmun		
Wiluna		
Wyndham		
Yalgoo		
Yungngora		
Horizon Power Total	45	97

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

2023/24	2024/25
\$1,456,528	\$2,168,849

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.

2023/24		2024/25	
Number	Cost	Number	Cost
1	\$20	11	\$220

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

2023/24		2024/25	
Number	Cost	Number	Cost
40	\$4,800	83	\$9,960

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

System	2021/22	2022/23	2023/24	2024/25	Average
NWIS ¹	88.09	89.71	161.15	120.75	114.93
Ardyaloon	7.72	10.94	0.00	7.74	6.60
Beagle Bay	77.72	87.25	67.24	129.88	90.52
Bidyadanga	897.43	103.01	189.82	48.49	309.69
Broome	58.09	207.69	101.72	141.58	127.27
Carnarvon	108.17	50.50	45.29	82.49	71.61
Coral Bay	11.19	247.69	15.38	24.50	74.69
Cue	83.38	66.64	78.93	71.08	75.01
Denham	118.38	34.53	18.79	69.41	60.28
Derby	113.95	59.61	145.45	132.09	112.78
Djarindjin	11.54	0.00	0.00	132.79	36.08
Esperance	92.60	58.12	87.99	81.92	80.16
Exmouth	123.32	137.34	82.60	107.96	112.81
Fitzroy Crossing	272.23	239.28	131.34	152.20	198.76
Gascoyne Junction	91.20	179.59	161.23	72.35	126.09
Halls Creek	54.88	46.78	64.77	39.22	51.41
Hopetoun	217.35	96.17	65.44	76.82	113.95
Kalumburu	104.43	24.14	32.22	317.61	119.60
Kununurra	36.01	19.52	42.22	27.51	31.32
Lake Argyle	38.41	213.97	84.80	52.73	97.48
Laverton	81.08	140.60	80.38	92.79	98.71
Leonora	94.36	41.21	82.40	29.00	61.74
Looma	22.50	1297.07	118.95	130.53	392.26
Marble Bar	107.08	121.36	70.30	323.93	155.67
Meekatharra	198.12	127.20	63.84	62.97	113.03
Menzies	117.81	8.32	127.66	74.78	82.14
Mount Magnet	69.57	100.04	30.40	120.82	80.21
Norseman	122.64	105.84	230.36	54.72	128.39
Nullagine	112.82	58.88	80.31	26.69	69.67
Onslow	133.19	26.61	24.25	300.01	121.01
Sandstone	209.22	43.47	213.71	213.01	169.85
Warmun	47.14	262.69	109.61	9.39	107.21
Wiluna	105.91	82.35	111.56	50.69	87.63
Wyndham	35.27	110.89	16.62	69.47	58.06
Yalgoo	105.45	164.94	185.49	120.42	144.08
Yungngora	79.76	15.08	77.18	333.71	126.43
Horizon Power Total	94.20	83.64	79.38	87.55	86.19

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

²Corresponds to Customer Average Interruption Duration Index (CAIDI)

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

System	2021/22	2022/23	2023/24	2024/25	Average
NWIS ¹	0.74	1.22	0.40	0.73	0.77
Ardyaloon	0.84	2.13	0.00	0.84	0.95
Beagle Bay	1.60	0.05	1.84	0.36	0.96
Bidyadanga	0.09	3.30	2.44	3.95	2.45
Broome	1.49	1.98	1.80	1.20	1.62
Carnarvon	3.82	5.84	7.88	3.13	5.17
Coral Bay	0.84	0.04	0.80	0.04	0.43
Cue	1.87	3.06	2.43	5.71	3.27
Denham	4.98	1.01	0.58	1.05	1.90
Derby	1.73	3.82	0.51	0.60	1.66
Djarindjin	1.62	0.00	0.00	2.94	1.14
Esperance	5.44	8.25	3.43	3.16	5.07
Exmouth	3.13	2.22	3.00	5.81	3.54
Fitzroy Crossing	2.03	6.89	6.56	1.51	4.25
Gascoyne Junction	5.74	0.53	5.26	1.78	3.33
Halls Creek	6.78	14.50	5.84	1.31	7.11
Hopetoun	1.60	3.03	7.45	3.07	3.79
Kalumburu	9.51	2.31	0.71	2.70	3.81
Kununurra	2.20	1.87	2.82	5.21	3.02
Lake Argyle	0.94	2.10	0.56	10.00	3.40
Laverton	5.20	4.67	14.54	9.28	8.42
Leonora	5.15	4.76	3.07	4.85	4.46
Looma	1.45	1.13	2.51	0.82	1.48
Marble Bar	8.31	2.45	1.66	2.50	3.73
Meekatharra	3.37	1.76	5.64	7.40	4.54
Menzies	1.93	1.25	1.61	1.42	1.55
Mount Magnet	11.44	6.26	12.28	8.53	9.63
Norseman	4.12	4.61	3.76	2.76	3.81
Nullagine	3.11	2.20	2.70	8.09	4.03
Onslow	6.29	2.89	8.35	0.20	4.43
Sandstone	3.71	3.62	0.31	0.63	2.07
Warmun	0.94	0.42	2.02	1.24	1.15
Wiluna	3.61	3.05	1.03	3.73	2.86
Wyndham	1.79	3.08	2.27	2.95	2.52
Yalgoo	1.16	4.51	1.35	2.10	2.28
Yungngora	4.09	3.38	2.30	0.39	2.54
Horizon Power Total	2.48	3.35	2.46	2.11	2.60

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

³ Corresponds 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 %	2021/22	2022/23	2023/24	2024/25	Average
NWIS ¹	99.98	99.98	99.97	99.98	99.98
Ardyaloon	100.00	100.00	100.00	100.00	100.00
Beagle Bay	99.99	99.98	99.99	99.98	99.98
Bidyadanga	99.83	99.98	99.96	99.99	99.94
Broome	99.99	99.96	99.98	99.97	99.98
Carnarvon	99.98	99.99	99.99	99.98	99.99
Coral Bay	100.00	99.95	100.00	100.00	99.99
Cue	99.98	99.99	99.98	99.99	99.99
Denham	99.98	99.99	100.00	99.99	99.99
Derby	99.98	99.99	99.97	99.97	99.98
Djarindjin	100.00	100.00	100.00	99.97	99.99
Esperance	99.98	99.99	99.98	99.98	99.98
Exmouth	99.98	99.97	99.98	99.98	99.98
Fitzroy Crossing	99.95	99.95	99.98	99.97	99.96
Gascoyne Junction	99.98	99.97	99.97	99.99	99.98
Halls Creek	99.99	99.99	99.99	99.99	99.99
Hopetoun	99.96	99.98	99.99	99.99	99.98
Kalumburu	99.98	100.00	99.99	99.94	99.98
Kununurra	99.99	100.00	99.99	99.99	99.99
Lake Argyle	99.99	99.96	99.98	99.99	99.98
Laverton	99.98	99.97	99.98	99.98	99.98
Leonora	99.98	99.99	99.98	99.99	99.99
Looma	100.00	99.75	99.98	99.98	99.93
Marble Bar	99.98	99.98	99.99	99.94	99.97
Meekatharra	99.96	99.98	99.99	99.99	99.98
Menzies	99.98	100.00	99.98	99.99	99.98
Mount Magnet	99.99	99.98	99.99	99.98	99.98
Norseman	99.98	99.98	99.96	99.99	99.98
Nullagine	99.98	99.99	99.98	99.99	99.99
Onslow	99.97	99.99	100.00	99.94	99.98
Sandstone	99.96	99.99	99.96	99.96	99.97
Warmun	99.99	99.95	99.98	100.00	99.98
Wiluna	99.98	99.98	99.98	99.99	99.98
Wyndham	99.99	99.98	100.00	99.99	99.99
Yalgoo	99.98	99.97	99.96	99.98	99.97
Yungngora	99.98	100.00	99.99	99.94	99.98
Horizon Power Total	99.98	99.98	99.98	99.98	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	2021/22	2022/23	2023/24	2024/25	Average
NWIS ¹	65	110	65	88	82
Ardyaloon	6	23	0	7	9
Beagle Bay	124	5	124	46	75
Bidyadanga	83	340	464	192	270
Broome	87	411	183	170	213
Carnarvon	414	295	357	258	331
Coral Bay	9	9	12	1	8
Cue	156	204	192	406	239
Denham	589	35	11	73	177
Derby	197	227	74	80	145
Djarindjin	19	0	0	391	102
Esperance	504	480	302	259	386
Exmouth	386	305	248	627	391
Fitzroy Crossing	552	1649	862	230	823
Gascoyne Junction	524	96	848	128	399
Halls Creek	372	678	378	51	370
Hopetoun	349	291	487	236	341
Kalumburu	993	56	23	858	482
Kununurra	79	36	119	143	95
Lake Argyle	36	449	48	527	265
Laverton	422	656	1169	861	777
Leonora	486	196	253	141	269
Looma	33	1463	299	107	475
Marble Bar	889	298	116	811	529
Meekatharra	667	223	360	466	429
Menzies	227	10	205	106	137
Mount Magnet	796	626	373	1031	707
Norseman	505	488	865	151	502
Nullagine	351	130	217	216	228
Onslow	838	77	202	59	294
Sandstone	776	157	66	134	283
Warmun	44	111	221	12	97
Wiluna	383	251	115	189	234
Wyndham	63	342	38	205	162
Yalgoo	123	743	250	253	342
Yungngora	326	51	177	130	171
Horizon Power Total	234	280	195	184	223

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

⁴Corresponds to System Average Interruption Duration Index (SAIDI)

Clause 14 – 15 - Deleted

Deleted from information to be published since 2021/22

4. MAJOR EVENT DAYS

In the period 01/07/2024 to 30/06/2025 there were 2 systems impacted by 3 significant weather events for which Major Event Days were recorded.

System	Major Event Days	Event
Exmouth	19-20 January 2025	Cyclone Sean
Marble Bar	23 January 2025	High winds
Marble Bar	14 February 2025	Flooding from Cyclone Zelia

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	2024/25
NWIS	East Pilbara	Port Hedland	Anderson Street	104
NWIS	East Pilbara	South Hedland	Murdoch Drive	135
NWIS	East Pilbara	Wedgefield	Wedgefield	252
NWIS	West Pilbara	Karratha East	Bulgarra	25
NWIS	West Pilbara	Karratha West	Pegs Creek	49
NWIS	West Pilbara	Dampier	Dampier	316
NWIS	West Pilbara	Point Samson	Cape Lambert	150
NWIS	West Pilbara	Roebourne	Roebourne	157

Average Number of Interruptions of Supply to Customer Premises³

System	Region	Town/Area	Substation	2024/25
NWIS	East Pilbara	Port Hedland	Anderson Street	0.35
NWIS	East Pilbara	South Hedland	Murdoch Drive	0.86
NWIS	East Pilbara	Wedgefield	Wedgefield	1.05
NWIS	West Pilbara	Karratha East	Bulgarra	0.18
NWIS	West Pilbara	Karratha West	Pegs Creek	0.60
NWIS	West Pilbara	Dampier	Dampier	5.07
NWIS	West Pilbara	Point Samson	Cape Lambert	5.59
NWIS	West Pilbara	Roebourne	Roebourne	3.54

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

System	Region	Town/Area	Substation	2024/25
NWIS	East Pilbara	Port Hedland	Anderson Street	36
NWIS	East Pilbara	South Hedland	Murdoch Drive	116
NWIS	East Pilbara	Wedgefield	Wedgefield	266
NWIS	West Pilbara	Karratha East	Bulgarra	4
NWIS	West Pilbara	Karratha West	Pegs Creek	29
NWIS	West Pilbara	Dampier	Dampier	1601
NWIS	West Pilbara	Point Samson	Cape Lambert	835
NWIS	West Pilbara	Roebourne	Roebourne	556

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

² Corresponds to Customer Average Interruption Duration Index (CAIDI)

³ Corresponds to System Average Interruption Frequency Index (SAIFI)

⁴ Corresponds to System Average Interruption Duration Index (SAIDI)