



Annual Reliability and Power Quality Report for the year ending 30 June 2026

Electricity Industry (Network Quality and Reliability of Supply) Code 2005

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1. EGLINTON VILLAGE ENERGY MICROGRID OVERVIEW

Eglinton Village is a residential development 45km north of Perth in the City of Waneroo, which is developed by Cedar Woods. Eglinton Village Energy (EVE) owns and operates the Eglinton Village microgrid, which provides power to customers connected to the microgrid. EVE has a physical connection to Western Power's 22 kV distribution network. Electricity is procured by EVE under an electricity supply agreement. Electricity is then retailed to EVE customers inside the microgrid. Load is distributed by two underground 22 kV circuits which reticulates throughout the microgrid to several 22kV/415V distribution transformers. Individual sites within the microgrid are supplied by radial underground low voltage cables from these distribution substations and related switchgear. The customer metering arrangement is under a service agreement with an external service provider. Metering data is sent to EVE's billing and account management agent. EVE oversees and provides new customer connections following advice and design from internal and external resources. Microgrid maintenance activities are conducted by an external contractor.

EVE took ownership of the microgrid towards the end of 2024 and the first permanent small use customers were connected in January 2025. As of 30 June 2026 a total of 190 customers (188 residential and 2 non-residential) were permanently connected to the microgrid.

2. NON-COMPLIANCES

No non-compliances with the Electricity Industry (Network Quality and Reliability of Supply) Code 2005 (NQRS) were detected in FY26.

3. SUPPLY INTERRUPTIONS

3.1. *INTERRUPTIONS EXCEEDING 12 HOURS*

There were no interruptions of supply to small use customers that exceeded 12 hours in FY26.

3.2. *INTERRUPTIONS EXCEEDING THE PERMITTED NUMBER OF TIMES*

No small use customer experienced interruptions exceeding the permitted number of times.

4. CUSTOMER COMPLAINTS



4.1. TOTAL NUMBER OF COMPLAINTS

	2024/25	2025/26
Total number of complaints	2	3

4.2. NUMBER OF COMPLAINTS FOR EACH DISCRETE AREA

	2024/25	2025/26
Urban area excluding Perth CBD	2	3

5. PAYMENTS TO CUSTOMERS

5.1. TOTAL AMOUNT SPENT ADDRESSING COMPLAINTS (EXCL. CL 18,19)

	2024/25	2025/26
Total amount spent in addressing complaints (not including sections 18, 19)	\$0	\$0

5.2 TOTAL AMOUNT SPENT ADDRESSING COMPLAINTS REGARDING CL 18,19

	2024/25	2025/26
Total amount spent in addressing complaints (not including sections 18, 19)	\$0	\$0



6. RELIABILITY OF SUPPLY

Urban areas excluding Perth CBD

	2022/23	2023/24	2024/25	2025/26	4 year average
Average interruption length (minutes)	n/a	n/a	36.5	7	n/a
Average number of interruptions	n/a	n/a	1.5	0.25	n/a
Average percentage of time of electricity supply	n/a	n/a	99.8%	99.9%	n/a
Average total lengths of all interruptions	n/a	n/a	24.6	28.0	n/a

EVE did not provide stand-alone power systems.

END