Document Classification - PUBLIC

Annual Reliability and Power Quality Report for the year ending 30 June 2025

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

Issue Date: 1 October 2025

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1. EGLINTON VILLAGE ENERGY MICROGRID OVERVIEW

Eglington Village is a residential development 45km north of Perth in the City of Wanneroo, which is currently being developed by Cedar Woods Property Group. Eglinton Village Energy (EVE) owns and operates the Eglington Village microgrid, which retails energy 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. Power is distributed via two underground 22 kV HV 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 supported by a service agreement with an external service provider. Metering data is supplied to EVE's billing and account management agent. EVE manages and delivers new customer connections, drawing on advice and designs from both internal and external resources. Microgrid and HV and LV maintenance activities are managed by EVE and executed by an external contractor.

EVE took stage 1 handover of the microgrid in November 2024 and the first permanent small use customers were connected in January 2025. As of 30 June 2025, a total of 41 customers (39 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 FY25.

3. SUPPLY INTERRUPTIONS

3.1. INTERRUPTIONS EXCEEDING 12 HOURS

There were no interruptions of supply to small use customers that exceeded 12 hours in FY25. EVE did not own the microgrid in FY24 and there were no customers connected to the microgrid.

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

	2023/24	2024/25
Total number of complaints	n/a	2

4.2. NUMBER OF COMPLAINTS FOR EACH DISCRETE AREA

	2023/24	2024/25
Urban area excluding Perth CBD	n/a	2

5. PAYMENTS TO CUSTOMERS

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

	2023/24	2024/25
Total amount spent in addressing complaints (not including sections 18, 19)	n/a	$0

5.2 TOTAL AMOUNT SPENT ADDRESSING COMPLAINTS REGARDING CL 18,19

	2023/24	2024/25
Total amount spent in addressing complaints (not including	n/a	$0

sections 18, 19)		

6. RELIABILITY OF SUPPLY

6.1. URBAN AREAS EXCLUDING PERTH CBD

	2021/22	2022/23	2023/24	2024/25	4 year average
Average interruption length (minutes)	n/a	n/a	n/a	36.5	n/a
Average number of interruptions	n/a	n/a	n/a	1.5	n/a
Average percentage of time of electricity supply	n/a	n/a	n/a	99.8%	n/a
Average total lengths of all interruptions	n/a	n/a	n/a	24.6	n/a

EVE did not provide stand-alone power systems.

END