

2022/23 energy sector data for distributors



All comparisons are to the Economic Regulation Authority's 2021/22 data.

Electricity



Extended outages of 12+ hours

Western Power down **46.5%**
Horizon Power up **154.5%**



Rural outages 16+ per year

16 or more outages per year, down **41%**



Customer complaints

Western Power down **29%**
Horizon Power down **51%**

Gas



Extended outages of 12+ hours

0.04% of all gas customers



Customer complaints

ATCO up **8.7%**

Streetlighting



Streetlight faults

Metropolitan down **6.6%**
Regional down **11.1%**



Economic Regulation Authority

The Economic Regulation Authority is Western Australia's independent economic regulator. We use data from electricity and gas distributors to report annually on issues like outages, streetlight faults and customer service. For more information visit erawa.com.au/energyreports.

