



Notice

27 August 2025

Horizon Power

Type 1 licence breach

The Regional Power Corporation (trading as Horizon Power) has breached its electricity integrated regional licence EIRL2 by not notifying two life support equipment customers of a planned outage in the town of Roebourne in the Pilbara on 27 June 2025.

Customers using life support equipment (LSE) receive additional regulatory protections to ensure their power is not interrupted without prior notification.

The breaches did not harm the two customers.

Breach details

For two hours on 27 June 2025, two LSE customers had their power supply interrupted without being given at least three business days' written notice of the planned outage and without obtaining acknowledgement from the LSE customers that the notification was received, as required by the *Code of Conduct for the Supply of Electricity to Small Use Customers 2022*.¹

On 2 July 2025, Horizon Power notified the ERA that it had breached clause 84(1) of the Code, which the ERA classifies as a Type 1 licence obligation. Licensees must notify the ERA immediately when they become aware of a breach of a Type 1 licence obligation, as it may have a major effect on customers.

The breaches occurred because staff did not perform internal processes, including verification checks, during the outage planning and notification stages to identify affected LSE customers.

Horizon Power became aware of the breach because another customer contacted them on 27 June 2025 to tell them that they did not receive an outage notification. Horizon Power investigated the incident and found 204 (out of 424) customers were not notified of the outage, including the two LSE customers.

Impact on customers

Horizon Power contacted the two LSE customers on 2 July 2025 to check their wellbeing. Both LSE customers confirmed they had not suffered adverse effects from the outage. The registered LSE equipment for both customers is continuous positive airway pressure machines for treating sleep apnoea.

¹ The Code requires licensees to use best endeavours to obtain acknowledgement from LSE customers.

Preventative action taken by Horizon Power

Horizon Power has responded to the breach by:

- Communicating to outage management staff the nature of the incident and reiterating the importance of following procedures.
- Issuing an organisational-wide safety bulletin on the incident, actions taken and next steps.
- Conducting a formal investigation of the incident to confirm the root cause, contributing factors and required improvements.

At the time of reporting to the ERA, Horizon Power had completed the first two actions. Horizon Power completed its formal investigation on 1 August 2025.

Following a similar licence breach in 2021, Horizon Power started a Life Support and Outage Management (LSOM) project to automate customer notifications for outages. The LSOM system removes the need to manually select transformers and automatically matches meters with customers for notification purposes. If an LSE customer does not acknowledge receipt of the notice, the outage does not go ahead until Horizon Power receives the acknowledgement or has made best endeavours to obtain the acknowledgement. However, Horizon Power had not rolled out the LSOM system in the West Pilbara at the time of the Roebourne outage. Had the LSOM been operational for Roebourne at the time of the outage, it is unlikely that the breach would have occurred.

Horizon Power has now completed the LSOM system roll out and plans to undertake an independent assessment of the new process in October 2025.

The ERA's response to the breach

The ERA considers that the actions Horizon Power has taken, and intends to take, to prevent future recurrence are appropriate, particularly the implementation of the LSOM system, and does not intend to take further action.

The ERA will monitor Horizon Power's progress in completing the independent assessment of the new LSOM process.

Further information

General enquiries

Alex Kroon
Ph: 08 6557 789
info@erawa.com.au

Media enquiries

Ph: +61 428 859 826
media@erawa.com.au