



# Notice

18 March 2026

## Eglinton Village Energy Pty Ltd 2025 performance audit and asset management system review

The Economic Regulation Authority has published the 2025 performance audits and asset management system review report and the post-audit implementation plan for [Eglinton Village Energy Pty Ltd's](#) electricity distribution licence EDL10 and electricity retail licence ERL33. These are the first audits and review of Eglinton Village Energy's licences.

Eglinton Village Energy owns and operates the electricity microgrid located in the coastal Eglinton Village housing development, located approximately 50 kilometres north of Perth within the City of Wanneroo. Eglinton Village Energy supplies electricity to 39 homes and two businesses.

Eglinton Village Energy is a subsidiary of Zenith Connected Energy, which is owned by Zenith Energy Pty Ltd.

### The ERA's decision

The ERA has decided to increase the audits and review period to 36 months, as Eglinton Village Energy has achieved a good level of compliance with its licences and has an effective asset management system.

The next audits and review will cover the period 1 September 2025 to 31 August 2028.

### Audit and review findings

#### Audit

The audit of the 400 licence obligations applicable to Eglinton Village Energy's two licences found three non-compliances and no control deficiencies.

- Eglinton Village Energy breached one retail licence obligation because its Financial Hardship Policy did not include the telephone number for services to assist customers with speech or hearing impairment. Eglinton Village Energy has already addressed the auditor's recommendation by updating its policy.
- Eglinton Village Energy breached two distribution licence obligations because it paid an ERA licence fee late and it did not publish Communication Rules for the microgrid, as required by the *Electricity Industry (Metering) Code 2012*.<sup>1</sup>

<sup>1</sup> Communication Rules define the automated processes, procedures and methods network operators and network users (generators and retailers) use to communicate about metering services.

The auditor did not make any recommendations to address the distribution licence breaches because:

- Eglinton Village Energy improved its controls for the receipt and payment of ERA licence fees during the audit period.
- Communication Rules are not required while Eglinton Village Energy is the network operator and only retailer on the microgrid.

## Review

The assessment of the 12 asset management system processes prescribed in the ERA's *2025 Audit and Review Guidelines: Electricity and Gas Licences* found no asset management system deficiencies.

## The ERA's assessment of the audits and review findings

The ERA considers the missing telephone number in Eglinton Village Energy's Financial Hardship Policy a minor non-compliance, as the policy on its website had a link to the National Relay Service.

The ERA considers that the late payment of an ERA licence fee a minor administrative non-compliance that did not affect Eglinton Village Energy's customers.

Eglinton Village Energy did not publish Communication Rules during the audit period because they are usually only needed for large networks with many users, such as the South West Interconnected System. There are some parts of the Metering Code, such as the development and publication of Communication Rules, that are challenging for small network operators to comply with. As there is little practical benefit in requiring Eglinton Village Energy to develop Communication Rules while it is the network operator and only retailer on the microgrid, the ERA has decided not to require it to implement Communication Rules.

## Further information

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