



Notice

20 August 2026

Horizon Power

Type 1 licence breaches – Life support equipment

The Regional Power Corporation (trading as [Horizon Power](#)) has breached its electricity licence EIRL2 by disconnecting a life support equipment (LSE) customer in Wyndham on 24 March 2026 and 15 July 2026.

Customers using LSE receive additional regulatory protections under the *Code of Conduct for the Supply of Electricity to Small Use Customers 2022*, including that they cannot be disconnected for failure to pay a bill.

The LSE registered at the supply address is a breathing ventilator (a VPAP or BPAP machine, which is used to treat sleep apnoea). The customer did not report any harm from the disconnections.

Breach details

On two occasions, Horizon Power disconnected the same LSE customer:

- On 24 March 2026 the customer was disconnected from 9.00am to 11.18am the next day (26 hours).
- On 15 July 2026 the customer was disconnected from 11.01am to 12.09pm the same day (1 hour).

The first breach was caused by a crossed meter due to incorrect wiring, which has since been corrected. The supply address is one of two properties that share a meter box. When Horizon Power attempted to disconnect the other unit for failure to pay a bill, it inadvertently disconnected the LSE customer due to the crossed meters. Horizon Power disconnects customers remotely using its smart meters.

Horizon Power is investigating how the second, shorter disconnection occurred and is due to report its findings to the ERA by the end of August 2026.

The breaches have been identified during the ERA's independent audit of Horizon Power's compliance with its licence, which includes compliance with the Code. The ERA will publish the detailed audit findings later this year, including these breaches.

Preventative action taken by Horizon Power

To ensure there are no further breaches, Horizon Power:

- Has implemented temporary additional controls for disconnections while it investigates the causes of the breaches and implements new long-term controls to prevent further breaches.
- Is doing a review of all its LSE customers to verify it has the correct information for each supply address.
- Initiated a formal investigation to confirm the root cause of the breaches and the required process improvements.

The ERA's response to the breach

The breaches are considered serious by the ERA, as LSE customers could potentially suffer serious harm from being disconnected. We are also concerned that Horizon Power did not identify these breaches itself, with them being found by the ERA's audit.

The ERA will ensure Horizon Power puts in place effective controls to prevent further breaches. This includes ensuring Horizon Power implements the findings from its internal investigation and the independent audit. As part of the audit process, Horizon Power is required to submit a detailed post-audit implementation plan explaining how it will resolve licence breaches identified by the audit.

The ERA considers Horizon Power's preventative actions to be an appropriate response to the breach in the short term while it identifies long-term control improvements. The ERA will seek regular updates from Horizon Power on the outcomes of the investigation and monitor the implementation of its new controls.

Separately the ERA has today published details of another Type 1 breach by [Horizon Power](#).

Further information

General enquiries

Alex Kroon
Ph: 08 6557 7989
info@erawa.com.au

Media enquiries

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