



**2026 Network Quality and Reliability of Supply Audit
Electricity Licence EIRL3**

Report
September 2026

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Limitations of this Report

This report was prepared for distribution to the Economic Regulation Authority and Rottneest Island Authority ('RIA') for the purpose of fulfilling RIA's Network Quality and Reliability of Supply Audit obligations under its Electricity Licence. We disclaim any assumption of responsibility for any reliance on this report to any persons or users other than the Economic Regulation Authority and RIA, or for any purpose other than that for which it was prepared.

Because of the inherent limitations of any internal control environment, it is possible that fraud, error or non-compliance may occur and not be detected. An audit is not designed to detect all instances of non-compliance with the procedures and controls over the licence obligations of the Electricity Licence, since we do not examine all evidence and every transaction. The audit conclusions expressed in this report have been formed on this basis.

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Independent Auditor's Report

Introduction

The Rottnest Island Authority ('RIA') has an Electricity Integrated Regional Licence (EIRL3) issued by the Economic Regulation Authority ('ERA') under Sections 36(1) and 37(1) of the *Electricity Industry Act 2004* (WA). Version 6 of the licence is applicable from July 2018.

The licence is for the licence area of Rottnest Island to:

- construct and operate generating works or operate existing generating works;
- construct and operate a new distribution system or operate an existing distribution system; and
- sell electricity to customers; in accordance with the terms and conditions of this licence and for the purpose of supplying electricity to customers, otherwise than through the South West Interconnected System.

The RIA is required to comply with the terms and conditions of their licence, including applicable legislative provisions and performance reporting as set out in the Electricity Compliance Reporting Manual (January 2026).

Under obligation 483 (Network Quality and Reliability of Supply (NQRS) Audit):

A distributor or transmitter must arrange for an independent audit and report on its systems for monitoring, and its compliance with specific requirements. This is to be carried out in respect of the operation of such systems during each reporting period of 3 years or as specified by the ERA.

The 2026 Performance Audit provided to the ERA noted that the last internal independent audit and reporting on its systems for monitoring was conducted in 2020.

The RIA is required to comply with the *Electricity Industry (Network Quality and Reliability of Supply) Code 2005* ('the Code'). In accordance with Section 26 "Audit and report on monitoring systems" of the Code, RIA is required to arrange for an independent expert to audit and report on the operation of the systems that are in place to monitor its compliance with Part 2 of the Code or an instrument under Section 14(3). Under sub-section 25A(1)(a), the reporting period is "3 years" or as directed by the ERA.

Scope

Quantum Assurance has been engaged by Rottnest Island Authority to complete this NQRS Audit which is consistent with the requirements of the *Australian Standard on Assurance Engagement ASAE3000 – Assurance Engagements Other than Audits or Reviews of Historical Financial Information*.

The audit period is 6 years from 1 July 2020 to 30 June 2026.

This report is an accurate presentation of our findings and opinions.

The scope of this assurance audit relates to assessing RIA's systems and effectiveness of processes and regulatory controls to ensure compliance with the *Network Quality and Reliability of Supply Code 2005*.

Independent Opinion

In our opinion, based on the procedures performed and the evidence we have obtained, Rottnest Island Authority has complied, in all material respects, with the *Network Quality and Reliability of Supply Code 2005* obligations for the period from 1 July 2020 to 30 June 2026.

There were two non-compliances with minor impact in the audit period.

- The outages exceeding 4 hours in this audit period were 2 planned and 1 unplanned outage in 2025/26 and 5 planned and 1 unplanned outage in 2023/24. It is unclear if any of these outages occurred when ambient temperatures at Rottnest Island were 30°C or more. This criterion has not been reported in the Outage Register.

- The previous NQRS audit due for the 3 years to 2022/23 was not completed as noted in the 2026 Performance Audit of the licence obligations. This audit covers the 6 years to 2025/26. As there were no major non-compliances noted in this audit, this criterion is rated as Non-Compliant (Minor impact.). As the CMS Compliance Register has been updated with the due date for the next NQRS audit, no further recommendation is made

Recommendations

1. RIA should maintain in the Outage Register, the ambient temperature data for outages that exceed 4 hours especially if 30°C or more.

The audit also noted two opportunities for improvement to the processes as follows:

1. The RIA should complete the review and update of the Metrology Procedure (2017) which is currently in progress.
2. The Outage Register should be updated for the dates when customers are given notice of planned interruptions to confirm that at least 72 hours' notice is given to customers.

Basis for opinion

We conducted our engagement in accordance with Australian Standard on Assurance Engagements 3100 - Compliance Engagements (ASAE 3100). We believe that the assurance evidence we have obtained is sufficient and appropriate to provide a basis for our conclusion.

In accordance with ASAE 3100 we have:

- Used our professional judgement to plan our procedures and assess the risks that may cause material non-compliance with each of the compliance requirements to be concluded upon
- Considered internal controls implemented to meet the compliance requirements; and
- Ensured that the engagement team possess the appropriate knowledge, skills and professional competencies.

Summary of Procedures

The audit procedures consisted of:

- Developing a quotation, including our audit plan for approval by RIA.
- Interviewing relevant RIA staff to gain an understanding of process controls .
- Onsite visit to RIA's office and power plant on 20th August 2026 by our Director and Engineer.
- Assessing documents and performing walkthroughs of processes and controls to support the assessment of compliance and the effectiveness of the control environment in accordance with the NQRS Code.
- Preparing an audit report for review and approval by RIA.

How We Define Reasonable Assurance and Material Non-Compliance

Reasonable assurance is a high level of assurance but is not a guarantee that it will always detect a material non-compliance with the compliance requirements.

Instances of non-compliance are considered material if, individually or in the aggregate, they could reasonably be expected to influence relevant decisions of the intended users taken on the basis of the Licensee's compliance with the compliance requirements.

Inherent Limitations

Because of the inherent limitations of an assurance engagement, together with the internal control structure it is possible that fraud, error, or non-compliance with the compliance requirements may occur and not be detected.

A reasonable assurance engagement throughout the specified period does not provide assurance on whether compliance with the compliance requirements will continue in the future.

Use of this Assurance Report

This report has been prepared for RIA and the ERA for the purpose of assessing compliance with the requirements of the NQRS Code and may not be suitable for another purpose.

We understand that a copy of this report will be provided to the ERA for the purpose of reporting on the reasonable assurance engagement for the Licensee. We agree that a copy of this report may be provided to the ERA in connection with this purpose, but only on the basis that we accept no duty, liability or responsibility to the ERA in relation to the report. We disclaim any assumption of responsibility for any reliance on this report, to any person other than the Licensee and the ERA, or for any other purpose other than that for which it was prepared.

Management's responsibility

RIA's management are responsible for:

- The compliance activities undertaken to meet the requirements of the Licence.
- Identifying risks that threaten the compliance requirements identified above being met and identifying, designing and implementing controls to enable the compliance requirements to be met and, monitoring ongoing compliance.
- Ensuring that it has complied in all material respects with the requirements of the Licence.
- Establishing and maintaining an effective system of internal control over its systems designed to achieve its compliance with the Licence requirements.
- Implementing processes for assessing its compliance requirements and for reporting its level of compliance to the ERA.
- Implementing corrective actions for instances of non-compliance (if any).

Our responsibility

Our responsibility is to perform a reasonable assurance engagement in relation to RIA's compliance with the NQRS Code throughout the audit period and to issue an assurance report that includes our conclusion.

Our Independence and Quality Control

We have complied with our independence and other relevant ethical requirements of the *Code of Ethics for Professional Accountants* issued by the Australian Professional and Ethical Standards Board and complied with the applicable requirements of Australian Standard on Quality Control 1 to maintain a comprehensive system of quality control.

Quantum Assurance

Geoff White CA
Director

Date: 15 September 2026

1. Objectives and Scope of Audit

1.1 Introduction

The Rottnest Island Authority ('RIA') has an Electricity Integrated Regional Licence (EIRL3) issued by the Economic Regulation Authority ('ERA') under Sections 36(1) and 37(1) of the *Electricity Industry Act 2004* (WA). Version 6 of the licence is applicable from July 2018.

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- sell electricity to customers; in accordance with the terms and conditions of this licence and for the purpose of supplying electricity to customers, otherwise than through the South West Interconnected System.

The RIA is required to comply with the terms and conditions of their licence, including applicable legislative provisions and performance reporting as set out in the Electricity Compliance Reporting Manual (January 2026).

Under obligation 483 (Network Quality and Reliability of Supply (NQRS) Audit):

A distributor or transmitter must arrange for an independent audit and report on its systems for monitoring, and its compliance with specific requirements. This is to be carried out in respect of the operation of such systems during each reporting period of 3 years or as specified by the ERA.

The RIA is required to comply with the *Electricity Industry (Network Quality and Reliability of Supply) Code 2005* ('the Code'). In accordance with Section 26 "Audit and report on monitoring systems" of the Code, RIA is required to arrange for an independent expert to audit and report on the operation of the systems that are in place to monitor its compliance with Part 2 of the Code or an instrument under Section 14(3). Under sub-section 25A(1)(a), the reporting period is "3 years" or as directed by the ERA.

The 2026 Performance Audit provided to the ERA noted that the previous NQRS Audit was to 30 June 2020.

Quantum Assurance has been engaged by RIA to complete this NQRS Audit which is consistent with the requirements of the *Australian Standard on Assurance Engagement ASAE3000 – Assurance Engagements Other than Audits or Reviews of Historical Financial Information*. The audit period is 6 years from 1 July 2020 to 30 June 2026.

1.2 Objective and Scope

The audit objective was to assess and report on the operation of the systems implemented by the Licensee to monitor its compliance with Part 2 of the Code or an instrument under Section 14(3) of the Code.

Part 2 of the Code includes four Divisions:

- Division 1 (Section 4 to 8), "Quality Standards" for compliance with requirements for quality of supply at the point of connection to the customer, in regard to voltage fluctuations and harmonic distortion.
- Division 2, "Standards for the interruption of supply to individual customers" provides for the maintenance of supply and management of interruptions to customers, both in terms of the duration and number of interruptions. It includes for:
 - (Section 9) Provision of supply with the minimum number and duration of interruptions.
 - (Section 10) Reducing the effect of any interruptions to the customer.
 - (Section 10) Considering the provision of alternative supply if the interruption is expected to be significant, its effect substantial or if the customer has special health needs that require continuous supply.

- (Section 11) Allowing planned interruptions for the purpose of maintaining or altering the transmitter's or distributor's network, if the customer is suitably notified within a stipulated time and the duration does not exceed 6 hours, or 4 hours for temperatures over 30 C or north of the 26th parallel.
- (Section 11A) Where the electricity is not supplied from the network, interrupting the supply of electricity to restore it from the network, provided the interruption duration complies with Section 11.
- (Section 12) Requiring the distributor to remedy the causes of interruptions or enter into alternative arrangements if the supply has been interrupted more than 12 hours continuously or more than 16 times in the prescribed 12 months and the distributor considers that the prescribed standard (means supply without the specified interruptions for 9 years in every 10) is unlikely to be met for the customer.
- Division 3, "Standards for the duration of interruptions of supply in particular areas" provides that the average length of interruptions to any customer premises should not exceed 290 minutes (calculated as the total annual interruption minutes per customer premises, calculated for each of the last 4 years and then averaged over the 4 years) in any area of the State (for areas that apply to the Licensee).
- Division 3A. "Temporary reliability standards for supply to particular areas" (from 1 October 2018 to 30 September 2023) provides for restoration and maintenance to essential services loads and the majority of small use customers of:
 - 45 MW to Eastern Goldfields and
 - 50 MW to North Country.
 - as soon as is reasonably practicable following the occurrence of a planned or unplanned outage of a transmission element supplying the respective region.
- Division 4, "Variations of obligations under this Part" provides for:
 - review and approval by the Minister of alternative requirements and
 - agreement between the transmitter/distributor and the customer of extensions and modifications to the standards.

1.3 Audit Methodology

The audit followed in part the methodology defined in the ERA's Audit and Review Guidelines: Electricity and Gas Licences (January 2026) including:

- preparation of an audit plan and risk assessment in the quotation
- fieldwork, including a site visit and remote meetings.
- reporting.

The audit proceeded through a documentation review, meetings, interviews and checks of processes. These were supported by additional queries to clarify aspects of policies and procedures. The detailed observations for each obligation are included in Section 2 of this report.

The following representatives participated in the audit on RIA's behalf and/or contributed to sourcing the documentation and providing evidence to the audit:

- Brigid Ward - Environment Officer (Compliance)
- Roger Petit – Manager Electrical & Fuel Infrastructure
- Clint McDonald – Electrical Supervisor - PFM

The audit was completed by Geoff White, Director and Tanuja Sanders, Consulting Engineer in August/September 2026.

2. Detailed Observations

Heading	Section	Standard	Adequacy of Controls Rating ¹	Compliance Rating ²	Observation
	Part 2	Division 1 - Quality Standards			
Obligation to observe standards	Section 5(1)	A transmitter and a distributor must, so far as is reasonably practicable, ensure that electricity supplied by the transmitter or distributor to a customer's electrical installations, as measured at the point of connection of those installations to the network, at all times complies with the standards prescribed by sections 6(2) and 7.	B	1	The audit confirmed that RIA has a Metrology Procedure in place, which defines an interface, and provides the minimum requirements for an interface which allows interval energy data to be downloaded. The RIA has Type 5 and Type 6 meters. The audit confirmed that RIA's measurement of the electricity supplied complies with the standards prescribed by sections 6(2) and 7. Refer these sections below. The Metrology Procedure was last updated in 2017, although there was an independent update conducted by Qualeng in 2020, providing recommendations on updating the Metrology Procedure. The review and update is currently in progress. <u>Improvement 1/2026</u> <i>The RIA should complete the review and update of the Metrology Procedure (2017) which is currently in progress.</i>
Obligation to observe standards	Section 5(2)	Subsection (1) does not apply to electricity supplied to a customer's electrical installations if the cause of the non-compliance — a) Is in those installations; or b) Is an act or omission of the customer.	A	1	The following changes were made to the RIA's electrical network during this audit period: 1) 1MVA Transformer Kiosk was added to the network on Bedford St. on 24 November 2020. 2) Programmed (Facility Management) ('PFM') and RIA confirmed the non-compliant metering units are being replaced as part of the State Electrical Network The upgrade program and the current

¹ Controls Rating Scale: A=Adequate, B=Generally adequate, C=Inadequate, D=No controls, NP=Not performed.

² Compliance Rating Scale: 1=Compliant, 2=Non-compliant (minor impact), 3=Non-compliant – moderate impact, 4=Non-compliant - major impact, NR=Not rated.

Heading	Section	Standard	Adequacy of Controls Rating ¹	Compliance Rating ²	Observation
					schedule forecasts the completion of this task by December 2027 with 90% or more scheduled for completion by December 2026.
Voltage fluctuations	Section 6(1)	In the Table to subsection (2), the expressions Pst and Plt have the meanings that they have, as at the commencement of this Code, in Part 3.7 clause 3 of Standard 61000:2001 published jointly by Standards Australia and the Standards Council of New Zealand.	A	1	Power Quality Reports for all years since 2019/20 were reviewed by the auditor and can confirm that besides 2 voltage fluctuation incidents in 2020/21, there were no other incidents reported to date. Power Quality monitoring is undertaken in 7 different locations and by an external contractor, Nilsen
Voltage fluctuations	Section 6(2)	The standard for the voltage fluctuation of electricity supplied is a level of fluctuation that is less than the compatibility levels set out below <i>Pst is 1.0 Compatibility level</i> <i>Plt is 0.8 Compatibility level</i>	A	1	In the two instances reported in the 2020/21, there were no non-compliances with the short-time flicker as it remained within the planning levels for more than 99% of the time. The Long-time flicker, however, did not remain below the maximum allowed value of 0.8 for more than 99% of the time in 2 out of 7 monitored locations. They also appear on both feeders at the same time indicating that the issue was located close to the power source. The reasons for these voltage fluctuations could be because the system has to cope with the power generated from multiple sources (diesel and renewables). The power regulating system commanding the diesel generators and dynamic resistors has to act instantaneously to dampen the effect of the intermittent power sources and to re-route/absorb the generated excess power. This can lead to rapid voltage fluctuations. Since 2020/21, there have been no voltage fluctuation issues reported, hence the rating is reflective accordingly.
Harmonics	Section 7	The standard for the harmonic voltage distortion level of electricity supplied is a distortion level that is less than the compatibility levels set out in - Appendix A	A	1	After reviewing Power Quality Reports for this audit period, the audit confirmed that there was only one instance of harmonic voltage distortion non-compliance caused due to low load operations in 2023/24 for the 5th harmonic voltage which was larger than the limit nominated in the standard. Other than this one instance, there were no other harmonic voltage distortion issues on this network, hence the rating.

Heading	Section	Standard	Adequacy of Controls Rating ¹	Compliance Rating ²	Observation
Duty to disconnect if damage may result	Section 8	If — a) a transmitter or distributor is, or will be, unable to comply with section 5 in relation to a standard prescribed by section 6(2) or 7; and b) the failure may result in damage to a customer's electrical installations or property, c) The transmitter or distributor must, so far as is reasonably practicable, disconnect the supply of electricity to those installations or property, unless it is in the interests of the customer to maintain the supply. Note: This note relates to the standards prescribed by law for the voltage level and the frequency of electricity supplied by the networks operated by Western Power Corporation at the commencement of this Code. Those matters are not covered by this Code because they are provided for by the Electricity Act 1945 section 25(1)(d). Under that section — a) the voltage must be maintained at +/- 6% of the voltage declared for the purposes of that section namely, 240v single phase or 415v three phase; and b) the frequency must be maintained at +/- 2.5% of the frequency so declared namely, 50 cycles per second.	A	1	Upon reviewing all the Power Quality Reports for this network, the auditor can confirm that there was one location (Discovery Resort) out of the 7 locations that were being monitored for power quality in 2021/22 which experienced high voltage issues greater than the limit set by the standard (+/-6%), hence non-compliant. In 2023/24, Location 2 (Maley St) experienced high voltage issues greater than the limit, hence was non-compliant. All other measurements stayed within their limits. There were no compliance issues associated with the frequency measurements in this audit period. Based on the fact that there were no customer complaints or any major events during this audit period, the rating for this criterion remained unaffected.
	Part 2	Division 2 - Standards for the interruption of supply to individual customers			
General standard of reliability	Section 9	A transmitter or distributor must, so far as is reasonably practicable, ensure that the supply of electricity to a customer is maintained and the occurrence and duration of interruptions is kept to a minimum.	A	1	The RIA confirmed that all service level agreements are held by the RIA Property Manager. The service level agreements specify the maximum wait time should a power outage or malfunction occur on Rottnest Island. There was one unplanned interruption in the audit period

Heading	Section	Standard	Adequacy of Controls Rating ¹	Compliance Rating ²	Observation
					2022/23 at Geordie Bay Substation due to a contractor drilling through the LV Distribution Cable that led to partial outage for 4 customers with 9 connection points for 430 minutes in this network. Repairs were carried out as soon as possible. There was one planned outage which led to 413 minutes interruption of supply for one customer in 2023/24. The average length of total interruptions (CADI) in 2021/22 was 20.72 minutes which was lower than 2020/21 with 53.88 minutes. These were largely due to planned interruptions during transformer upgrades. (2022/23 report) The average length of customer interruptions in minutes (CADI) for 2022/23 was 11.76, for 2023/24 was 18.12, for 2024/25 was 25.66 and for 2025/26 was 73.20. These were largely due to planned interruptions during network upgrade works. The average number of interruptions (SAIFI) for 2022/23 was 3.6, for 2023/24 was 3.49, for 2024/25 was 4.34 and for 2025/26 was 1.31.
Duty to reduce effect of interruption	Section 10(1)	A distributor or transmitter must, so far as reasonably practicable, reduce the effect of any interruption on a customer.	A	1	The Electrical Service Recovery and Contingency Plan notes that the purpose of this plan is to maintain the supply of electricity on Rottnest Island with a minimum number and duration of interruptions. As per section 2 "Power Supply System" of this Plan, the audit noted that RIA holds 3 generators on the island at all times, and therefore, in the event of a significant interruption, customers can immediately be connected to an alternative supply. The audit noted in the Planned Outages Register that interruptions were kept to a minimum in the audit period. However, this was not the case for 2025/26 because of the network upgrade works being undertaken which was beyond RIA's control and was unavoidable.

Heading	Section	Standard	Adequacy of Controls Rating ¹	Compliance Rating ²	Observation
Duty to reduce effect of interruption	Section 10(2)	Without limiting subsection (1), a transmitter or distributor must consider whether the transmitter or distributor should supply electricity by alternative means to a customer who will be affected by a proposed interruption if — (a) the interruption is expected to exceed the relevant period under section 11(2); (b) the effect of the interruption on the customer's business is likely to be substantial; or (c) the transmitter or distributor is aware that a person living in the customer's premises has special health needs and requires electricity for the operation of equipment that caters to those needs.	A	1	As above. There have been no significant interruptions with all being short length during the audit period.
Planned interruptions	Section 11(1)	In this section — customer includes an eligible person as defined in section 16. It is not a breach of section 9 for a transmitter or distributor to interrupt the supply of electricity to a customer for the purpose of maintaining or altering the transmitter's or distributor's network if — (a) so far as is reasonably practicable, the length of the interruption does not exceed the relevant period specified in subsection (2); and (b) the transmitter or distributor has given notice of the proposed interruption to the customer — (i) not less than 72 hours before the start of the interruption; or (ii) if it is not reasonably practicable to comply with subparagraph (i), at the earliest practicable time before the start of the interruption.	B	1	On enquiry with RIA and review of the Network Quality and Reliability of Supply Reports for the last four years, the audit noted that the total length of interruptions of supply is calculated using the specified method over a four year period. (i.e. Calculation of year average: As prescribed in the System Performance Measures SAIDI SAIFI) CAIDI Procedure - The total sum of customer interruption duration (in hours) connections is divided by the number of customers served). The total number of connection points are 551 and the total number of customers are 194. The average figure should not be more than the four-year average. For the audit period, we noted that the yearly averages for years 2024/25 and 2025/26 exceeded the 4-year averages in this audit period. This is non-compliant. However, the audit notes that extensive network upgrade works being undertaken at Rottneest island would not be possible without numerous interruptions to supply. Hence, the rating is not affected because the standard also states "as far as practicable". The audit confirmed that at least 3 days' notice (72 hours) is given to customers via email for planned outages. The outages are also scheduled during non-business hours.

Heading	Section	Standard	Adequacy of Controls Rating ¹	Compliance Rating ²	Observation
					However, the column "Notification Period Given (Hrs.)" in the Outage Registers was left incomplete for years 2024/25 and 2025/26 <u>Improvement 2/2026</u> <i>The Outage Register should be updated for the dates when customers are given notice of planned interruptions to confirm that at least 72 hours' notice is given to customers.</i>
Planned interruptions	Section 11(2)	(2) The periods referred to in subsection (1)(a) and section 11A(3)(a) are — (a) if the customer's premises are on or south of the 26th parallel of latitude — (i) 6 hours; or (ii) 4 hours, if at the time when notice is given the forecast maximum temperature issued by the Bureau of Meteorology in Perth for the area in which the premises are situated is 30°C or more for any part of the period of the interruption; or (b) if the customer's premises are north of the 26th parallel of latitude, 4 hours.	B	2	RIA maintains annual Outage Registers and the audit has shown that there was one unplanned outage that occurred in 2022/23 affecting 4 customers with 9 connection points in the Geordie Bay network and one planned outage in 2023/24 affecting 1 customer in the Maley St Substation which exceeded the 6 hours duration in this audit period. The outages exceeding 4 hours in this audit period were 2 planned and 1 unplanned outage in 2025/26 and 5 planned and 1 unplanned outage in 2023/24. It is unclear if any of these outages occurred when ambient temperatures at Rottnest Island were 30°C or more. This criterion has not been reported in the Outage Register. Recommendation 1/2026: <i>RIA should maintain in the Outage Register, the ambient temperature data for outages that exceed 4 hours especially if 30°C or more.</i>
Planned interruptions	Section 11(3)	It is sufficient for the purposes of subsection (1)(b) if the notice — (a) is sent by post to the customer at the premises concerned or delivered to the customer's letterbox at those premises; or (aa) is sent by post to the customer to an address, other than the address of the premises concerned, that has been nominated by the customer for notices to be given by post under this section; or	A	1	The audit confirmed that notices of planned outages are provided to customers by email at least 72 hours before the planned outage.

Heading	Section	Standard	Adequacy of Controls Rating ¹	Compliance Rating ²	Observation
		(ab) is sent electronically to the customer, including by email, facsimile, text message or the internet; or (b) is broadcast twice on a television or radio station broadcasting to the area in which the premises are situated; or (c) is published in a newspaper circulating in that area.			
Planned interruptions	Section 11(4)	For the purposes of subsection (3)(ab), a notice cannot be given by telephone or by publication on a website maintained by the transmitter or distributor.	A	1	The audit confirmed that notices of planned outages are provided to customers by email at least 72 hours before the planned outage.
Interruptions to restore supply from network	Section 11A(1)	<i>In this section — customer includes an eligible person as defined in section 16.</i>	A	1	The audit confirmed that RIA maintains customer service agreements which have the eligible person's details.
Interruptions to restore supply from network	Section 11A(2)	This section applies if a customer is being supplied with electricity by alternative means because the customer is unable to receive supply from the network.	A	1	The RIA Electricity Supply relies on multiple generation sources including 3 standby diesel gensets. During interruption of supply from other sources, emergency diesel gensets are brought online in order to minimise the interruption duration as outlined in the Electrical Service Recovery and Contingency Plan.
Interruptions to restore supply from network	Section 11A(3)	It is not a breach of section 9 for a transmitter or distributor to interrupt the supply of electricity to a customer for the purpose of restoring the supply of electricity to the customer from the network if — (a) so far as is reasonably practicable, the length of the interruption does not exceed the relevant period specified in section 11(2); and (b) the transmitter or distributor has used its best endeavours to give notice of the proposed interruption by contacting — i. the customer; or ii. if the customer's premises are residential premises, the customer or	A	1	As above

Heading	Section	Standard	Adequacy of Controls Rating ¹	Compliance Rating ²	Observation
		another person who resides at those premises.			
Interruptions to restore supply from network	Section 11A(4)	For the purposes of subsection (3)(b), the customer or other person may be contacted face to face, by post or by telephone, email, facsimile, text message, the internet or other electronic means but not by the publication of a notice on a website maintained by the transmitter or distributor.	A	1	The audit confirmed that notices of planned outages are provided to customers by email at least 72 `hours prior to the planned outage.
Significant interruptions to small use customers	Section 12(1)	In this section — permitted number of times means — (a) for small use customers in the Perth CBD or the urban areas, 9 times; and (b) 16 times for small use customers in other areas; <i>prescribed standard means the supply of electricity for 9 years in every 10 without the interruption of supply exceeding that specified in subsection (2)(a) or (b); year means the period of 12 months ending on 30 June.</i>	A	1	Due to the network upgrade works, the number of interruptions has exceeded the number stated in the Standard. Understandably, the Standard also places emphasis to “so far as is reasonably practicable” and it is obvious in RIA’s situation that these interruptions were warranted, hence this clause has been rated accordingly.
Significant interruptions to small use customers	Section 12(2)	This section applies at any time when the supply of electricity by a distributor to a small use customer — (a) has been interrupted for more than 12 hours continuously; or (b) has in the preceding year been interrupted more than the permitted number of times, And the distributor considers that the prescribed standard is unlikely to be met in respect of the customer.	A	1	There were no outages that exceeded 12 hours in this audit period.
Significant interruptions to small use customers	Section 12(3)	The distributor must either — (a) remedy the cause or causes of interruption so that the prescribed standard is met; or	A	1	The RIA is in the process of upgrading their electricity supply network which will improve the availability and reliability of the network in the near future.

Heading	Section	Standard	Adequacy of Controls Rating ¹	Compliance Rating ²	Observation
		(b) enter into an alternative arrangement to the small use customer's satisfaction for the supply of electricity to the customer.			
	Part 2	Division 3 - Standards for the duration of interruption of supply in particular areas			
Standards prescribed for particular areas	Section 13(1)	In this section — customer premises means premises on which electrical installations are connected to a transmission or distribution system for the purpose of receiving supply.			
Standards prescribed for particular areas	Section 13(2)	A transmitter or distributor must, so far as is reasonably practicable, ensure that for customer premises in an area referred to in the first column of the Table (Appendix B) to this subsection the average total length of interruptions of supply, as calculated under subsection (3), does not exceed the number of minutes specified in the second column opposite the reference to that area.	A	1	RIA maintains annual Network Quality and Reliability of Supply (NQRS) Reports with data showing the average length of interruptions and the previous 4 year average.
Standards prescribed for particular areas	Section 13(3)	For the purposes of subsection (2), the average total length of interruptions of supply is to be calculated as at 30 June in each year — (a) by taking the average total length, in minutes, of interruptions of supply to customer premises in an area during each year of the period of 4 years ending on that day; and (b) by then taking the average of the 4 annual figures determined under paragraph (a).	A	1	RIA maintains annual NQRS Reports with data showing the average length of interruptions and the previous 4-year average.
Standards prescribed for particular areas	Section 13(4)	Each customer premises, or part of such premises, for which the supply of electricity is metered separately under the Energy Operators (Powers) Act 1979 section 62(5) are separate premises for the purposes of this section.	A	1	The audit confirmed that business customers are metered separately as stated in the service level agreements that are part of the property lease agreement.
	Part 2	Division 3A, B & C - Temporary reliability standards for supply to particular areas, <i>Not applicable to RIA.</i>			

Heading	Section	Standard	Adequacy of Controls Rating ¹	Compliance Rating ²	Observation
	Part 4	Division 3 – Performance reporting			
		(1) In this Division — reporting period, in relation to an audit and report under section 26, means — a) the period of 3 years; or b) for a transmitter or distributor given a notice by the Authority under section 26A, the reporting period stated in that notice; reporting period, in relation to a report under section 27, means the period of 1 year. (2) A reporting period begins on 1 July and ends on 30 June, as relevant to that period.			
Publication of information about performance	Section 27(1)	A transmitter and a distributor must — a) prepare a report setting out the information described in Schedule 1, so far as it relates to the operations of the transmitter or distributor, in respect of each year ending on 30 June; and b) publish that report not later than the following 1 October.	A	1	The audit confirmed the information required in Schedule 1 of the Code is provided in the NQRS reports prepared for each financial year to 2024/25 and the reports are published on the RIA website before 1 October each year.
Publication of information about performance	Section 27(2)	A report is published for the purposes of subsection (1)(a) if — a) copies of it are available to the public, without cost, at places where the transmitter or distributor transacts business with the public; and b) (b) a copy of it is posted on a website maintained by the transmitter or distributor.	A	1	As above.
Publication of information about performance	Section 27(3)	A copy of each report must be given to the Minister and the Authority not less than 7 days before it is published under subsection (1).	A	1	The audit confirmed the NQRS reports for each financial year to 2024/25 is provided to the ERA (this includes the Minister) at least 7 days before the reports are published on the RIA website.

Heading	Section	Standard	Adequacy of Controls Rating ¹	Compliance Rating ²	Observation
Reports not needed if there were no small use customers	Section 28	A transmitter or distributor only has to a) arrange for an audit and report under section 26; and b) prepare a report under section 27, in respect of a reporting period if, during that period, the transmitter or distributor had one or more small use customers.	B	2	The previous NQRS audit due for the 3 years to 2022/23 was not completed as noted in the 2026 Performance Audit of the licence obligations. This audit covers the 6 years to 2025/26. As there were no major non-compliances noted in this audit, this criterion is rated as Non-Compliant (Minor impact.) As the CMS Compliance Register has been updated with the due date for the next NQRS audit, no further recommendation is made.

Appendix A - Harmonics Table

Table

Compatibility levels for harmonic voltages (in percent of the nominal voltage)

Odd harmonics non multiple of 3		Odd harmonics multiple of 3		Even harmonics	
Order h	Harmonic voltage %	Order h	Harmonic voltage %	Order h	Harmonic voltage %
5	6	3	5	2	2
7	5	9	1.5	4	1
11	3.5	15	0.3	6	0.5
13	3	21	0.2	8	0.5
17	2	>21	0.2	10	0.5
19	1.5			12	0.2
23	1.5			>12	0.2
25	1.5				
>25	0.2+1.3 (25/h)				

Note — Total harmonic distortion (THD): 8%

Appendix B - Standard for average total length of interruptions

Table

Area	Standard for average total length of interruptions
the Perth CBD	30
the urban areas other than the Perth CBD	160
any other area of the State	290

End of report