

2026 Energy Charter Disclosure Report

Owned by the people of WA

HORIZON POWER

Acknowledgment of Country

We acknowledge and pay our respect to Aboriginal and Torres Strait Islander peoples as the First Peoples of Australia.

We are privileged to share their lands, throughout 2.3 million square kilometres of regional and remote Western Australia (WA) and Perth, where our corporate office is based, and we honour and pay our respect to the past, present and emerging Traditional Owners and Custodians of these lands.
We acknowledge Aboriginal and Torres Strait Islander peoples' continued cultural and spiritual connection to the seas and the lands on which we operate.

We acknowledge their ancestors who have walked this land and travelled the seas and their unique place in our nation's historical, cultural and linguistic history.

Acknowledgement of our Customer Council

We sincerely thank our Customer Council for their ongoing contribution throughout the year. The Council provides independent customer perspectives that help challenge our thinking, strengthen our decision making, and ensure the voices of the customers and communities we serve are reflected in our work.

We particularly acknowledge the Council's review of this year's Energy Charter Disclosure Report, including their independent assessment of our customer maturity rating and their feedback on our progress against our customer commitments.

Their continued partnership, candour and commitment are highly valued and play an important role in supporting Horizon Power's customer-centred approach.



CEO message

At Horizon Power, we are committed to improving the lives of our customers and communities through the delivery of safe, reliable and affordable energy.

Across regional and remote Western Australia, customers continue to face cost-of-living pressures while navigating a rapidly changing energy landscape. As a Western Australian-owned organisation, we have a responsibility to ensure the energy transition delivers lasting benefits for the customers and communities we serve.

The Energy Charter plays an important role in helping us remain accountable to that commitment by challenging us to put customers and communities at the centre of our decisions, strengthen transparency and work collaboratively to deliver better outcomes.

During the past year, we continued to deliver on our 2025-2030 strategy, Together, we're powerful, through practical initiatives that improve affordability, support customer choice and contribute to a more sustainable energy future. Programs such as Energy Ahead, Sunshine Saver, Smart Connect Solar and the Kimberley Communities Solar Saver Program are helping customers better understand and manage their energy use while improving affordability outcomes.

We also achieved a significant milestone with the launch of Community Wave, our virtual power plant, creating new opportunities for customers to participate directly in the energy transition through solar and battery technologies.

Across our regions, we continued investing in infrastructure and partnerships needed to support long-term energy transformation. Projects including the Exmouth Power Project, Blackstone Hybrid Energy Solution and Kimberley Future Energy System planning are helping deliver regional aspirations and community priorities.

Working alongside First Nations communities remains fundamental to our approach. Through ongoing engagement with Traditional Owners, Aboriginal organisations and community representatives, we are delivering tangible improvements across remote communities, including the rollout of advanced metering infrastructure, upgrades to ageing power systems and the commissioning of new stand-alone power systems. These investments are improving safety, reliability and energy equity, and progress our commitment to our remote communities.

Improving customer experience continues to be a core focus. During the year we enhanced digital services, strengthened support for customers experiencing vulnerability, expanded outage and life support notification capabilities, and continued investing in more accessible customer communications.

As an active Energy Charter signatory, we continue to contribute to industry leadership through participation on the CEO Executive Council, leadership of the Industry Working Group and co-leadership of the Better Together Battery Safety initiative.

While we are proud of the progress made, we recognise there is more work to do. Customer feedback remains central to how we learn, improve and strengthen the services we provide.

Thank you to our customers, communities, employees, partners and stakeholders for your ongoing support and collaboration.

Together, we're powerful.



Krystal Skinner

Krystal Skinner
Chief Executive Officer

Our Energy Charter commitment

Horizon Power is the only Western Australian based signatory to The Energy Charter, reinforcing our commitment to delivering better outcomes for customers and communities.

The Energy Charter gives us a shared framework to listen, act and report transparently against five customer centred Principles. Our commitment continues through leadership across the energy sector and collaboration with customers, communities and industry partners.

The Energy Charter Principles

Principle 2

We will improve energy affordability and value for customers and communities

Principle 3

We will provide energy safely, sustainably and reliably

Principle 1

We will put customers and communities at the centre of our business and the energy system

Principle 4

We will improve the customer and community experience

Principle 5

We will support customers and communities facing vulnerable circumstances

#BetterTogether: Building confidence in battery safety

Horizon Power is co-leading the #BetterTogether Battery Safety initiative with Endeavour Energy and Intium. The initiative brings industry, customers, communities and stakeholders together to improve customer understanding and confidence in battery safety.

Through this cross sector collaboration, we will co-design evidence based resources, test community engagement approaches, and evaluate what works. The goal is to support safe, informed adoption of battery technologies.

This #BetterTogether initiative aligns with: **Principle 3** We will provide energy safely, sustainably and reliably.

Our progress and impact

The Energy Charter's Customer Maturity Framework provides a way to measure our progress against the five Principles and the outcomes we deliver for customers and communities.



2026 maturity

In 2026, we continued to strengthen our performance across all Principles, with strong maturity in Principles 1, 2 and 5 and ongoing progress in Principles 3 and 4.

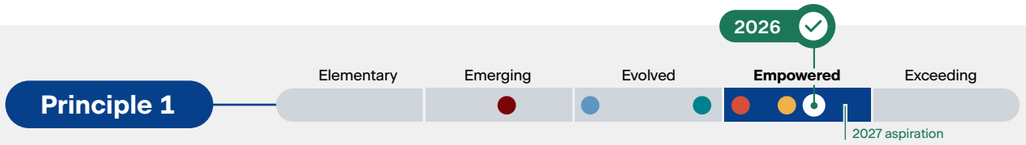
Principle 1	Principle 2	Principle 3	Principle 4	Principle 5
Empowered	**Empowered**	**Evolved**	**Evolved**	**Empowered**
2027 aspirational: Empowered	2027 aspirational: Empowered	2027 aspirational: Empowered	2027 aspirational: Empowered	2027 aspirational: Empowered

Maturity assessment

Our maturity ratings are self-assessed using the Energy Charter Maturity Model and is independently assessed by Horizon Power's Customer Council. Ratings reflect 2025/2026 performance, progress against prior commitments, and our targeted maturity trajectory.

The following pages highlight where we are making a difference today and where we will continue to focus.





We will put customers and communities at the centre of our business and the energy system

2021 2022 2023 2024 2025

Making it easier to access solar and battery

Delivered

Customers told us they wanted trusted information and support to help them navigate solar and battery options. A Town Activation pilot in Broome brought customers, accredited installers and practical information together.

~270 customers connected with trusted local installers and information

86% event satisfaction customer rating

Increased customer knowledge and confidence to adopt Customer Energy Resources



Broome customer

‘Didn’t realise there was so many local installers, now know who to talk with about solutions for my home and community’

Keeping customers informed during outages

On track

PowerAlert was rolled out across all regions, providing customers with faster outage notifications and helping them stay informed during an outage. Further improvements, including an upgraded outage map, are planned for release late 2026.

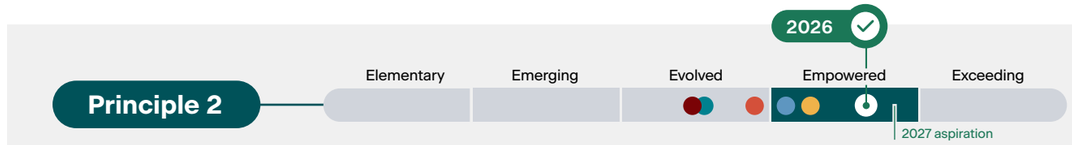
Enhanced support for life support customers

Outage communication satisfaction increased
(+10 points residential customers and +16 points business customers*)

Performance scorecard

Measurement	2025	2026	2026 Target	Status
Brand reputation*	80%	**86%**	>70%	✓
Customer service*	75%	**81%**	>70%	✓
Customer Essentials eLearning#	91%	**90%**	>80%	✓
Community Partnership funding^	$1.1m	**$1.1m**	$1.1m	✓
Community Partnership community initiatives^	133	**141**	Not set	✓

*Customer responses from Horizon Power’s Annual Brand and Customer Satisfaction Survey, conducted May 2026. #Customer Essentials Training and Evaluation Report.
^Horizon Power’s Community Partnership Program has provided more than $6m in funding across more than 700 community initiatives since 2020.



We will improve energy affordability and value for customers and communities

2021 2022 2023 2024 2025

Helping more customers save with Sunshine Saver

Delivered

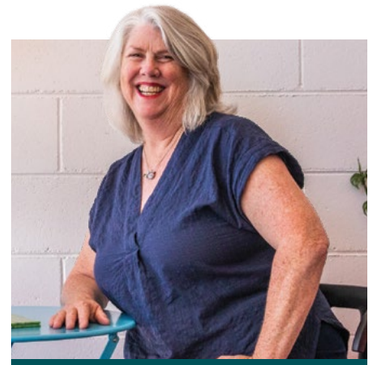
More customers are now able to benefit from renewable energy savings through the expanded Sunshine Saver program. Designed for customers who may not be able to install rooftop solar, including renters and those facing other barriers, Sunshine Saver provides simple, accessible and guaranteed energy bill savings while supporting a more inclusive energy transition.

Expanded from **7** to **16** towns

1,845 customers supported

$118 annual minimum guaranteed bill credit per household PLUS **25%** daytime energy discount

More than **$420,000** in annual customer benefits applied



Esperance customer

‘Being on Sunshine Plan has been really good for me as a pensioner’

Expanding access to renewable energy: Kimberley Communities Solar Saver (KCSS)

On track

More households are benefiting from bill savings through KCSS, providing access to solar benefits without the need to install their own system.

$212,000 in energy bill credits delivered

435 households benefiting across five communities

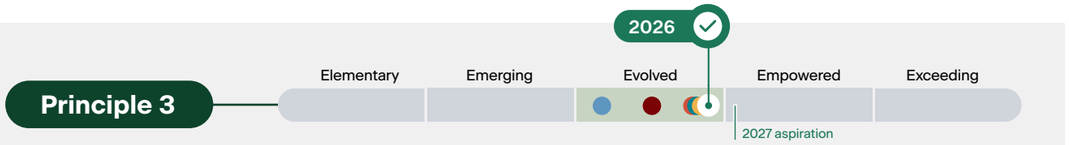
$450 average annual household savings

Expansion to one additional community by the end of 2026.

Performance scorecard

Measurement	2025	2026	2026 Target	Status
Additional customer rooftop solar approved#	8.9 MW	**18.3 MW**	18 MW	✓
Customers with concessions applied^	8.87%	**15.6%**	Monitor only	✓
Customers say have the opportunity to reduce their bill*	48%	**52%**	>50%	✓

#Renewables tracking report ^Customer Insights Database
*Customer responses from Horizon Power’s Annual Brand and Customer Satisfaction Survey, conducted May 2026.



We will provide energy safely, sustainably and reliably

2021 2022 2023 2024 2025

Improving energy services in remote communities

On track

We're making it easier for customers in remote communities to access information, support and more reliable energy services through advanced metering, customer support and infrastructure upgrades.

16 communities equipped with advanced metering

Completed face to face engagement across **99%** of our **117** remote communities and provided culturally appropriate education and support



Cockatoo Springs Traditional Owner

"'The new system, a week now we're only spending about $5-10 and lower than that, before I used to spend almost $1,000 a fortnight or a week (on diesel), it all depends on the weather. We use the (Horizon Power) app, so I don't have to go into town to put power to my house. I can access everything in my own house. It saves me time and saves me fuel.'

Supporting Exmouth with cleaner energy

On track

Shaped by community feedback and engagement, the Jirndal Solar Farm is helping Exmouth transition to a cleaner energy future. Construction is now complete, with the hybrid energy system expected to be fully operational in mid 2026.

Up to **80%** renewable energy from a mix of large scale and rooftop solar, and battery storage

~14,000 tonnes of CO_2 emissions reduction each year

Cleaner energy through hybrid and stand-alone solutions

On track

Customers in remote communities are benefiting from cleaner, more reliable energy as hybrid and stand-alone power systems reduce reliance on diesel generation.

34 communities included in the regeneration program

7 communities completed in FY2026

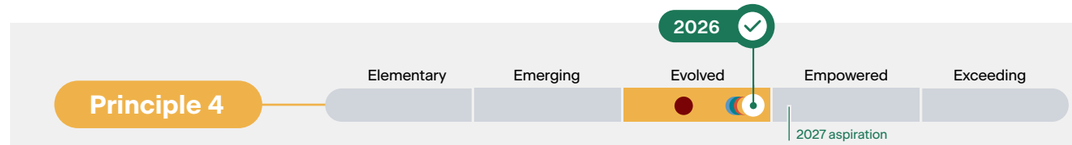
~90% reduction in diesel use achieved through Cockatoo Springs hybrid energy system

First stand-alone power system delivered in Embalgun

Performance scorecard

Measurement	2025	2026	2026 Target	Status
Performing systems (of our 38 microgrids)#	32	**34**	33	✓
Supply Interruptions >12 hours#	1128	**1048**^	Monitor only	–

#Asset Management Reports ^ The reported figure of 1,048 customers experiencing outages greater than 12 hours excludes 4,112 customers impacted by Tropical Cyclone Narelle and Mitchell.



We will improve the customer and community experience

2021 2022 2023 2024 2025

Planning future energy solutions with Kimberley communities

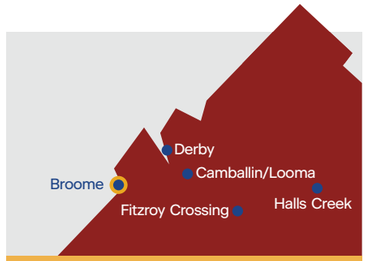
On track

Kimberley Future Energy Systems is working with communities to understand local priorities and help shape plans for future energy solutions that aim to deliver long term environmental, economic and community benefits.

5 Kimberley towns engagement completed

Community consultation and priorities informing future energy planning

Renewable energy solutions under development



Kimberley

"Delivering the Kimberley Future Energy System across Broome, Derby, Fitzroy Crossing, Halls Creek and Looma.

Making services and information easier to access and culturally relevant

In progress

We are improving customer communications through greater use of plain English, accessibility training and more inclusive, culturally appropriate customer resources.

Culturally tailored resources designed to better meet community needs

Accessibility improvements progressing across communications and digital channels

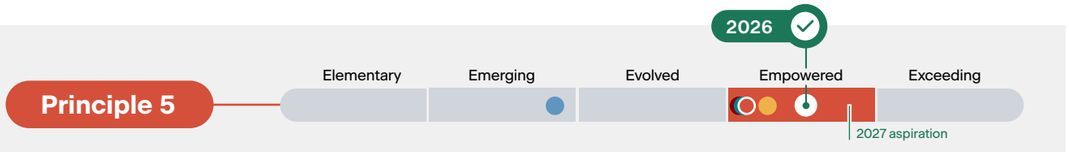
81% overall performance customer rating, exceeding the **70%** target

Active leadership sharing our culturally tailored resources to improve customer outcomes across the sector

Performance scorecard

Measurement	2025	2026	2026 Target	Status
Ombudsman complaints (0 at fault or 0 per 10,000)*	10	**18**	<20	–
Net Promoter Score (NPS) Contact Centre Customer Service*	52	**66**	50	✓
Customer Effort Score Digital channels (1 difficult - 7 very easy)^	5.5	**4.6**	>5	–
Grade of Service*	72%	**79%**	>70%	✓

*Energy Ombudsman and Customer Service Monthly Report Customer Service Monthly Report ^Digital Monthly Report



We will support customers and communities facing vulnerable circumstances

2021 2022 2023 2024 2025

Helping customers reduce their energy costs

Delivered

The Energy Ahead program helped customers lower their energy use and reduce costs through personalised energy coaching and practical home energy improvements. The program was recognised nationally with the Energy Efficiency Council's Inclusion Champion of the Year Award.

204 energy checks completed

223 energy-efficient items delivered

$150 average annual bill saving per participating household

Funded to expand initiative to more regional towns through to 2028



Energy Ahead participant

"'Program was good. Was surprised (to learn) about leaving power points on when not using power, power is still being used.'

Providing support when customers need it most

Delivered

We strengthened our Vulnerability Framework to help customers who may need extra support, delivered in a consistent, respectful and compassionate way.

Vulnerability Framework established

Improved understanding of customer support needs across the business

Performance scorecard

Measurement	2025	2026	2026 Target	Status
Residential customer disconnections non-payment*	2678	**2968**	Monitor only	–

ERA Annual Performance Data CCR40 (excludes pre-payment customers).

What we commit to next

We will continue to support customers through cost-of-living pressures, with a focus on strengthening reliability, affordability and equitable access.

Our priorities for 2027 are designed to help more customers and communities participate in and benefit from the energy transition.

2027 focus	What we will do	Principle 1	Principle 2	Principle 3	Principle 4	Principle 5
Access to renewable energy	Expand Kimberley Communities Solar Saver and trial new initiatives that help more customers access affordable, renewable energy.	●	●			
Making energy more affordable	Expand Energy Ahead program to support more households across our service areas.					●
Supporting the energy transition	Deliver the Retail System Replacement, improve access to solar and battery information, and continue Kimberley Future Energy Systems planning with communities to deliver renewable led new energy system solutions that provide long-term benefit by 2030.	●	●	●	●	
Strengthening remote community energy outcomes	Continue advanced metering rollout, deliver infrastructure upgrades and renewable energy improvements to improve safety, reliability, compliance and customer support by 2031.	●		●		
Improving customer experience	Make bills, digital services and customer communications clearer through plain English, inclusive design and culturally appropriate resources. Strengthen advanced metering, concessions and payment experience to better support Aboriginal and remote community customers.				●	
Supporting customers facing vulnerable circumstances	Embed the Vulnerability Framework across the customer journey and strengthen practical support for when customers need it most.				●	●
Progressing cleaner energy solutions through new technologies and partnerships	Advance community energy partnerships, next generation storage, cleaner fuels and lower carbon technologies to support the transition to a lower emissions future.			●		

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