

Ocean Reef Renewable Energy Pty Ltd

a subsidiary of Zenith Connected Energy

2026 Network Quality and Reliability of Supply Audit

Electricity Licence EDL9

Report

August 2026

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Limitations of this Report

This report was prepared for distribution to the Economic Regulation Authority and Ocean Reef Renewable Energy Pty Ltd ('ORRE') for the purpose of fulfilling ORRE'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 ORRE, 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

Ocean Reef Renewable Energy Pty Ltd (ORRE), a subsidiary of Zenith Connected Energy (ZCE), is the licensee of the Economic Regulation Authority (ERA) for the electricity distribution licence (EDL9) under the provisions contained in the *Electricity Industry Act 2004.*

Ocean Reef Marina development is a multifaceted development nestled within the boundaries of the City of Joondalup catering for recreation, maritime activities, residential living and tourism. The project's scope includes the creation of more than 1,000 residential units, including single- family dwellings, apartments and mixed use structures, complemented by approximately 12,000 square meters of retail and commercial spaces.

The ORRE microgrid is interconnected to the Western Power network via an initial single "parent meter" location at the SWIS Connection Point. The connection occurred in June 2025 with the first temporary power supply commencing in July 2025. Electricity is procured by ORRE from Perth Energy under an electricity supply agreement. Future plans of the development are to request a dedicated feeder from Western Power as demand grows within the development.

The microgrid currently consists of 22kv RMU and an underground 22kv/415V Distribution System. There are currently 9 customers connected, some on permanent and some on temporary basis (Telstra, Georgiou, Development WA), and no residential customers have been connected. The customer metering is performed by Intellihub , with metering data send to WinConnect (owned by Origin Energy). ORRE oversees and provides new customer connections following advice and design from internal and external resources. Microgrid maintenance activities are conducted by contractor Nilsen.

ORRE's EDL9 licence was granted on 25 May 2023 and there have been no previous Network Quality and Reliability of Supply Code (NQRS) Audits.

Under the terms of the *Electricity Industry Act 2004* and as per Obligation 483 of the Electricity Compliance Reporting Manual (January 2026 and previous versions), ZCE 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, ZCE 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 ORRE 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 from 25 May 2023 to 30 June 2026.

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

The scope of this assurance audit relates to assessing ORRE'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, Ocean Reef Renewable Energy Pty Ltd has complied, in all material respects, with the *Network Quality and Reliability of Supply Code 2005* obligations for the period from 25 May 2023 to 30 June 2026.

There were no non-compliances in the audit period.

The audit noted several Opportunities for Improvements as follows:

- Besides maintaining outage durations, ZCE should track Unplanned Outage response times for the Contractor (Nilsen) and establish a Key Performance Indicator, so it is clear if the interruption of supply was purely the time it took to attend to the network fault or not.
- ZCE should maintain a record of the time of notification sent to the customer against each planned outage within the Outage register to confirm there is at least 72 hours' notice.
- The Outage Register needs to maintain a record of ambient temperatures for the duration of the outage, as this is a criterion that needs to be reported against as outlined within ZCE's Interruption to Supply Procedure.
- As with other ZCE microgrids, ZCE should show in the Outage Register, the rolling length of supply interruptions for ORRE for each year and the rolling 4 years.

Basis for opinion

We conducted our engagement in accordance with Australian Standard on Assurance Engagements ASAE 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 ORRE.
- Interviewing relevant ORRE staff to gain an understanding of process controls .
- Onsite visit to ORRE's site on 8th July 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 ORRE.

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 ORRE 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

ORRE'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 ORRE'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: 28 August 2026

1. Objectives and Scope of Audit

1.1 Introduction

Ocean Reef Renewable Energy Pty Ltd (ORRE), a subsidiary of Zenith Connected Energy (ZCE), is the licensee of the Economic Regulation Authority (ERA) for the electricity distribution licence (EDL9) under the provisions contained in the Electricity Industry Act 2004.

Ocean Reef Marina development is a multifaceted development nestled within the boundaries of the City of Joondalup catering for recreation, maritime activities, residential living and tourism. The project's scope includes the creation of more than 1,000 residential units, including single- family dwellings, apartments and mixed use structures, complemented by approximately 12,000 square meters of retail and commercial spaces.

The ORRE microgrid is interconnected to the Western Power network via an initial single "parent meter" location at the SWIS Connection Point. The connection occurred in June 2025 with the first temporary power supply commencing in July 2025. Electricity is procured by ORRE from Perth Energy under an electricity supply agreement. Future plans of the development are to request a dedicated feeder from Western Power as demand grows within the development.

The microgrid currently consists of 22kv RMU and an underground 22kv/415V Distribution System. There are currently 9 customers connected, some on permanent and some on temporary basis (Telstra, Georgiou, Development WA), and no residential customers have been connected. The customer metering is performed by Intellihub , with metering data send to WinConnect (owned by Origin Energy). ORRE oversees and provides new customer connections following advice and design from internal and external resources. Microgrid maintenance activities are conducted by contractor Nilsen.

ORRE's EDL9 licence was granted on 25 May 2023 and there have been no previous Network Quality and Reliability of Supply Code (NQRS) Audits.

Quantum Assurance has been engaged by ORRE 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 from 2 August 2023 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 ORRE's behalf and/or contributed to sourcing the documentation and providing evidence to the audit:

- Stephan Boras - Regulatory Compliance Officer - Connected Energy
- Dean Tanner - Network Operations Manager - Connected Energy.
- Navin Chalisey – Power System Engineer -Connected Energy

The audit was completed by Geoff White, Director and Tanuja Sanders, Consulting Engineer in July/August 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.	A	1	The ORRE network is designed, installed, operated and maintained to supply electricity adhering to voltage requirements set out in AS 60038; voltage fluctuations limits as set out AS/NZS 61000 Parts 3.3, 3.5 and 3.7; harmonic distortion limits outlined in AS/NZS 61000 Parts 3.2 and 3.6. This is detailed in ORRE's service and technical installation rules. It is also stipulated in its Network Performance and Planning Criteria Manual. ORRE has a total of 6 commercial customers at the time of the audit.
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	Where the outage is caused by a fault within a customer premise, or is located on the network, ZCE's contractors will action the faults in line with their manuals: • Customer Installation Fault Response Manual – Connected Energy • Network Fault Response Manual - Connected Energy This is to identify, assess and respond to common network faults across distribution assets at ORRE network. The objective is to support safe, compliant, and consistent field operations, ensuring rapid restoration of supply and effective risk management.
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	A	1	ZCE have set out all their network performance and planning criteria in their Network Performance and Planning Manual in order to maintain consistency with the WA Service and Installation Requirements (WASIR).

[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.

<table>
<tr><th>Heading</th><th>Section</th><th>Standard</th><th>Adequacy of Controls Rating[1]</th><th>Compliance Rating[2]</th><th>Observation</th></tr>
<tr><td></td><td></td><td>by Standards Australia and the Standards Council of New Zealand.</td><td></td><td></td><td>This ensures adherence to applicable power quality limits such as Short term Voltage flicker (Pst) and Long term Voltage Flicker (Plt) parameters that complies with Western Power's Technical Rules. Long term, ZCE intends to monitor voltage compliance using smart meter data. However, power quality data is not currently available from the meter provider.</td></tr>
<tr><td>Voltage fluctuations</td><td>Section 6(2)</td><td>The standard for the voltage fluctuation of electricity supplied is a level of fluctuation that is less than the compatibility levels set out below
Pst is 1.0 Compatibility level
Plt is 0.8 Compatibility level</td><td>A</td><td>1</td><td>ZCE confirmed that the planning levels to be adopted for rapid voltage fluctuations (flicker) within ORRE microgrid network is consistent with the Western Power Technical Rules and is as outlined below:
<table>
<tr><td></td><td>LV</td><td>HV</td></tr>
<tr><td>Pst (Short term)</td><td>1.0</td><td>0.9</td></tr>
<tr><td>Plt (Long term)</td><td>0.65</td><td>0.7</td></tr>
</table></td></tr>
<tr><td>Harmonics</td><td>Section 7</td><td>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</td><td>A</td><td>1</td><td>ZCE confirmed that their planning limit for total harmonic distortion (THD) on each of their microgrid networks is 6.5%.
In addition, individual harmonics is maintained within the planning limits as outlined in the Section 3.6 of their Network Performance and Planning Criteria Manual and the inter-harmonics limits are determined from the methodologies described in Clause 9 of AS/NZS 61000.3.6</td></tr>
<tr><td>Duty to disconnect if damage may result</td><td>Section 8</td><td>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,
The transmitter or distributor must, so far as is reasonably practicable, disconnect the supply of electricity to those installations or property, unless</td><td>A</td><td>1</td><td>The Network Operations Manager confirmed that no such instance occurred during the audit period. ORRE's service and technical installation rules detail the provision of disconnection under certain circumstances to avoid damages and failure to adhere to harmonics and voltage fluctuation bands.
When the ZCE microgrid network is connected to Western Power, the normal operating frequency range of 49.5Hz to 50.5Hz is maintained.</td></tr>
</table>

Heading	Section	Standard	Adequacy of Controls Rating[1]	Compliance Rating[2]	Observation
		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.			The criteria maintained by ZCE to limit negative sequence voltages and temporary over voltages are outlined in Sections 3.7 and 3.8 respectively within their Network Performance and Planning Criteria Manual
	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	This obligation is provisioned within various documents such as ORRE's standard terms and condition agreement and also in its service and technical installation rules in relation to minimising the effect of interruption to customers. This is documented in the Interruption to Supply procedure.
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.	B	1	Alternate supply is considered in ORRE's design of this network and to meet the compliance requirements with their own service and technical installation rules. As the ORRE microgrid network is fairly new, there were not many documents specific to this network that were available for the auditor's review other than the network specific Outage Register. A total of 11 outages have been outlined since April 2025 with 3 of them being unplanned outages caused by Western Power and the rest being

Heading	Section	Standard	Adequacy of Controls Rating[1]	Compliance Rating[2]	Observation
					planned outages. There were 3 planned outages where the outage duration exceeded 160 minutes. One planned outage on 16th June 2026 was for exactly 6 hours impacting 5 customers and the one on 10th March 2026 was for over 4 hours impacting 3 customers. The Bureau of Meteorology reported the maximum temperature in Perth on 16th June 2026 was 15°C and on 10th March 2026 was 25.2°C so these are compliant with this obligation. The Outage Register needs to maintain the record of ambient temperatures for the duration of the outage as this is a criterion that needs to be reported against as outlined within ZCE's Interruption to Supply Procedure. It is recommended that ZCE includes this detail within the outage register and also maintains the targeted criteria analysis for clarity. *Improvement 1/2026* *Besides maintaining outage durations, ZCE should track Unplanned Outage response times for the Contractor (Nilsen) and establish a Key Performance Indicator so it is clear if the interruption of supply was purely the time it took to attend to the network fault or not.*
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 the ORRE microgrid network is fairly new, there were not many documents specific to this network that were available for the auditor's review other than the network specific Outage Register. A total of 11 outages has been outlined since April 2025 with 3 of them being unplanned outages caused by Western Power and the rest being planned outages. The audit confirms that notices were given to customers of planned outages. The auditor has sighted the document Priority Restoration Register for ORRE microgrid, however it is to be noted that this network had only 6 commercial customers at the time of this audit.

Heading	Section	Standard	Adequacy of Controls Rating[1]	Compliance Rating[2]	Observation
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	ZCE have confirmed that all customers were notified in writing via email before every planned outage, and some of these notifications that were provided by ZCE during the audit met the 72-hour timeframe criteria for notification. However, it is unclear if notifications to all impacted customers for all the planned outages were sent 72 hours before the start of the interruption. *Improvement 2/2026* *ZCE should maintain a record of the time of notification sent to the customer against each planned outage within the Outage register to confirm there is at least 72 hours' notice.*
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	1	Review of outage register for ORRE network has revealed that there were 3 planned outages where the outage durations exceeded 160 minutes. One planned outage on 16th June 2026 was for exactly 6 hours impacting 5 customers (entire network) and the one on 10th March 2026 was for over 4 hours impacting 3 customers (entire network at that time). In both these outages, it is unclear if the ambient temperatures at this network location during the outage periods exceeded 30°C. The Bureau of Meteorology reported the maximum temperature in Perth on 16th June 2026 was 15°C and on 10th March 2026 was 25.2°C so these are compliant with this obligation. However, no record is maintained of the temperature to confirm compliance with this obligation. *Improvement 3/2026* *The Outage Register needs to maintain a record of ambient temperatures for the duration of the outage, as*

Heading	Section	Standard	Adequacy of Controls Rating[1]	Compliance Rating[2]	Observation
					this is a criterion that needs to be reported against as outlined within ZCE's Interruption to Supply Procedure. .
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 (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.	A	1	The audit confirmed that ZCE sent notifications of outages to their customers via email.
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 ZCE sent notifications of outages to their customers via email.
Interruptions to restore supply from network	Section 11A(1)	*In this section* — ***customer*** *includes an eligible person as defined in section 16.*	A	1	The audit confirmed the ZCE Customer database identifies the names of the eligible persons.
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	ZCE maintains a Priority Restoration Register for the ORRE network and has alternative means of electricity supply built into their microgrid network for contingency

Heading	Section	Standard	Adequacy of Controls Rating[1]	Compliance Rating[2]	Observation
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 another person who resides at those premises.	A	1	There were no interruptions of supply to customers that exceeded 12 hours since the ORRE microgrid was established in April 2025. The longest interruption that occurred was for 6 hours which was a planned outage to implement new connections to the network.
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 ZCE sent notifications of outages to their customers via email.
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; *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.*	A	1	ZCE's Outage Register shows that all 3 unplanned outages were not in ZCE's control as it was caused by Western Power's network. There were no interruptions of supply to customers that exceeded 12 hours since ORRE microgrid was established in April 2025. The network has experienced a total of 11 outages, whether planned or unplanned, since April 2025 with 6x being till December 2025. ZCE's network is compliant because the number of outages does not exceed the prescribed standard.
	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			

Heading	Section	Standard	Adequacy of Controls Rating[1]	Compliance Rating[2]	Observation
		(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.			
	Section 12(3)	The distributor must either — (a) remedy the cause or causes of interruption so that the prescribed standard is met; or (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.	B	1	There were no interruptions of supply to customers that exceeded 12 hours since ORRE microgrid was established in April 2025. The network has experienced a total of 11 outages, whether planned or unplanned, since April 2025 with 6x being till December 2025. ZCE's network is compliant because the number of outages does not exceed the prescribed standard. ZCE maintains an Interruption to Supply procedure for all its networks. This procedure outlines the calculation method for tracking average length of interruptions. However, the audit has not reviewed any documentation showing calculations around the average length of interruptions being tracked by ZCE for their ORRE network at this stage, perhaps because of the age of this network being fairly new. Since ZCE does track such criteria for their other microgrid networks, one can
	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).			

Heading	Section	Standard	Adequacy of Controls Rating[1]	Compliance Rating[2]	Observation
					assume that they will do the same for this network in due course. *Improvement 4/2026* *As with other ZCE microgrids, ZCE should show in the Outage Register, the rolling length of supply interruptions for ORRE for each year and the rolling 4 years.*
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 all customers with meters are for separate premises.
	Part 2	Division 3A, B & C - Temporary reliability standards for supply to particular areas, *Not applicable to Zenith EVE.*	N/A	N/A	Not applicable to ORRE.
	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.			

Heading	Section	Standard	Adequacy of Controls Rating[1]	Compliance Rating[2]	Observation
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 Annual Reliability and Power Quality Report for the year ending 30 June 2025 was provided to the ERA on 1 October 2025 and was published on the EVE website on 1 October 2025. The report confirmed there were no non-compliances with the NQRS Code in FY2025. This obligation is included in the Licence Compliance Register.
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) a copy of it is posted on a website maintained by the transmitter or distributor.	A	1	Refer Section 27(1) 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	Refer Section 27(1) above.
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.	A	1	As ORRE has small use customers, this audit has been completed as required by Section 28.

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