



9 February 2021 meeting

The fourth meeting of the Western Australian Advocacy for Consumers of Energy (WA ACE) Forum was held on 9 February 2021. The following matters were discussed.

Western Power – Access Arrangement 5

Members were provided with details of Western Power's Access Arrangement process. Western Power is undertaking consultation to obtain feedback from consumers at both community and individual levels, including with vulnerable consumers.

The Forum will be engaged throughout the process to ensure that strong customer perspectives are provided as Western Power determines its expenditure profile for the coming years.

The Energy Charter

Members were introduced to the Energy Charter's key actions for 2021, developed following an independent review of energy companies' approaches to consumer issues and consultation with consumer advocates. The Energy Charter's response includes initiatives focused on supporting an effective renewable energy transition, customer advocate support, stakeholder engagement and COVID-19 recovery.

Members were particularly interested in the Energy Literacy for Culturally and Linguistically Diverse Communities and Getting Concessions to the Right People initiatives and will continue to engage with the Energy Charter to monitor the success of these initiatives.

Household Energy Efficiency Scheme

Members were introduced to the Household Energy Efficiency Scheme (HEES), which is intended to assist vulnerable households to reduce their energy costs through household energy assessments, tailored education, LED light bulb replacements and other low-cost energy efficient supports.

Making submissions

Members provided agreement for the WA ACE Forum to seek to make submissions to public consultations. Submissions will represent the views of the whole forum and be developed under the WA ACE Forum Submissions Protocol.

Other business

Members discussed the impact of the COVID-19 lockdown, fires and floods on power supply across the State. Members acknowledged the impact of the Wooraloo bushfire and noted that Synergy and Western Power are supporting consumers.

Members discussed the February COVID-19 lockdown, commenting that businesses were reasonably prepared, but expressed concern for unprepared vulnerable people.

About the WA ACE Forum

The WA ACE Forum brings to together consumer representative bodies from across Western Australia to provide consumer insights to the energy sector, supporting informed, valuable contributions to the energy debate in Western Australia. The WA ACE Forum meets five times a year.

The WA ACE Forum is not a decision-making body, nor is it required to form consensus. Accordingly, this Communique does not reflect the views of Energy Policy WA or any particular member organisation, rather it seeks to share the key areas of discussion by the Forum.

For more information contact:

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