



## Communique

# WA ACE Forum

*30 August 2022 meeting*

**Meeting 12 of the Western Australian Advocacy for Consumers of Energy (WA ACE) Forum was held on 30 August 2022.**

### **SWIS Demand Assessment**

Members were briefed on the SWIS Demand Assessment, a fast-tracked investigation into future system demand for renewable energy, including demand growth due to electrification. This work will inform the State Government's consolidated planning for the SWIS electricity network.

### **The Energy Charter - 'Knock to stay connected' Better Together initiative**

Members were provided with an overview of the 'Knock to Stay Connected' Customer Code initiative. The Energy Charter outlined the results of pre-disconnection customer visits trialled by interstate network distributor Essential Energy, in partnership with energy retailers – whereby customers were engaged with face-to-face, or left a letter, to advise of potential disconnection. To date, retailers have found higher engagement levels from these customers - lowering the number of disconnections. Network distributors are also reporting less stress from field crews that undertake disconnections.

### **WA ACE Program and Expert Consumer Panel update**

Members were informed of the activities of the Expert Consumer Panel, including involvement in the Reserve Capacity Mechanism review. Members were advised that the Panel provided a submission in response to Energy Policy WA's Market Power Mitigation Strategy Consultation Paper. WA ACE Forum members welcomed Geoff White and Luke Skinner as new Expert Consumer Panellists.

### **Reserve Capacity Mechanism review**

Energy Policy WA provided Forum members with an update on the Reserve Capacity Mechanism review and next steps for this process.

### **Western Power connection limits for rural customers**

Western Power briefed members in response to recent community concerns regarding regional supply allocations, noting that while the supply allocation has not changed, concerns were triggered by new requirements for circuit breakers on customer installations. As a result, customers exceeding their connection capacity, or supply allocation, could experience meter box trips. Western Power also advised it had commenced a review of rural network supply allocations.

### **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.