Department of **Energy, Mines, Industry Regulation and Safety**
Energy Policy WA

GOVERNMENT OF WESTERN AUSTRALIA

WA Residential Battery Rebate and No-interest Loans Scheme

Industry Forum

17 June 2025

Acknowledgement of Country

The Government of Western Australia acknowledges the traditional custodians throughout Western Australia and their continuing connection to the land, waters and community. We pay our respects to all members of the Aboriginal communities and their cultures; and to Elders both past and present.

Agenda

01 **Welcome and Opening Remarks**

Jai Thomas, A/Director General, Department of Energy, Mines, Industry Regulation and Safety

02 **Battery Scheme Registration and Operations**

Louis Edwards, Head of Renewables, Head of Commercial Lending, Plenti Pty Ltd

03 **Synergy - Functional and Installation Requirements**

Rebecca Hargrave, Head of DER and OT Technologies, Synergy

04 **Western Power – Technical Requirements**

Andrew Blaver, Head of Distribution Energy Transition, Western Power

05 **Horizon Power – Supporting the WA Battery Scheme**

Jonathon Mizen, Senior Manager – Customer Solutions, Horizon Power

06 **Battery Installation Safety Requirements**

Matthew Peacock, Director – Electricity, Gas and Plumbing Compliance, Building and Energy

07 **Q&A Session**

Speaker Panel facilitated by Jai Thomas

08 **Forum Close**

01

Welcome and Opening Remarks

Jai Thomas – A/Director General, Department of Energy, Mines, Industry Regulation and Safety

02

Rebate and Loan Scheme – Registration and Operations

Louis Edwards, Head of Renewables, Head of Commercial Lending
Plenti Pty Ltd

Agenda

1. Plenti Overview

- Who we are
- What we do

2. Scheme Eligibility Criteria

- Scheme eligibility criteria
- Loan and rebate eligibility criteria

3. Vendor Accreditation

- Vendor accreditation criteria
- Vendor accreditation process

4. Rebate and Loan Process

- Rebate and loan application process
- What information is required for application
- What information is required for post-install settlement of application

01. Plenti overview

Who are we

Plenti is a technology-led lender

- We’re Australia’s largest fintech consumer lender
- We leverage our proprietary technology to deliver market leading customer experiences across
  - Renewable energy
  - Automotive
  - Personal lending
- We fund prime borrowers and have an exceptional 10-year credit track record
- We have deep and diversified funding across warehouses and ABS

We’re on a mission

1. **Purpose**
   To bring our customers’ big ideas to life
2. **Vision**
   Fairer, faster loans through smart technology
3. **Mission**
   To build Australia’s best lender

What we do

With outstanding automotive, renewable energy, personal finance experiences and operating large commercial programs – we're rapidly taking market share, building Australia's best lender

Renewable Energy

$500M+

Total Originations

Over 800+ solar and battery vendors accredited, including leading manufacturers, energy retailers and installers

Automotive / EVs

$600M+

Annual Originations

Over 8,000 third-party loan referrers accredited. Further, emerging electric vehicle capability – building Australia's home for EVs

Personal Loans

$400M+

Annual Originations

Digital-led channel with a significant presence in our existing third-party origination channels

OEM / Commercial programs

Delivering large and deeply integrated automotive OEM and commercial partner experiences

All channels are underpinned by:

01 Fast and flexible finance solutions for customers and partners

02 Market-leading digital application and settlement experiences

03 Proprietary technology platform built and maintained in-house

04 Ability to rapidly build custom-made solutions to satisfy partner requirements

05 Strong funder relationships and exceptional investor support

Plenti’s Role as Scheme Administrator

Plenti

Accreditation of Vendor Applicants

Assessment of scheme eligibility for rebates and loans

Finance

Providing engineering expertise

Setting the rules

Advising customers on suitability of a system

02. Scheme Eligibility Criteria

Scheme Eligibility Criteria

The following loan and rebate criteria will apply to Participants to the scheme

1 Property

- ✓ WA Property
- ✓ Not owned by the State, banks, telecommunication companies or mining/resource companies
- ✓ One connection per property
- ✓ Must be a residential property

2 Eligible Goods

- ✓ All goods must be on the State and (Synergy & Horizon) eligible equipment lists
- ✓ All installations must be connected to an approved VPP
- ✓ Battery Energy System must be installed after July 1
- ✓ All systems must be connected to a stable internet connection
- ✓ All installers must have SAA Grid Connected Battery Systems accreditation

3 Applicant

- ✓ A permanent resident of Australia
- ✓ 18 years of age and over
- ✓ A Synergy or Horizon Power customer

Loan and Rebate Eligibility Criteria

The following loan and rebate criteria will apply to Participants to the scheme

Low-Income Zero-Interest Loan

Loan Purpose: Installation of batteries where household pre-tax income is less than $210,000 AUD

Amount: $2,001 - $10,000

Term: 3-10 years

Fees: No upfront or ongoing (monthly fees)

Loan eligibility: Finance of Battery Energy Systems including the Battery, PV, Solar Inverters and labour costs.The loan amount, plus the Rebate amount, must not exceed the invoice-stated purchase price

Synergy:
$190 million in Loans Available

Horizon Power
$10 million in Loans Available

Rebates

Rebate Purpose: Installation of batteries for WA households

Battery Size: Battery rebates apply from 5 kWh. Rebates are priced $/kWh up to 10 kWh. Rebate value depends on retailer (see below).

Rebate Cap: Rebates will be capped at 10 kWh

Rebate Scope: Rebates will only be applicable for stand alone battery installations (one per property).

Synergy
95,000 Rebates available
$130/kWh up to a maximum of $1,300

Horizon Power
5,000 Rebates available
$380/kWh up to a maximum of $3,800

03. Vendor Accreditation

Vendor accreditation criteria

1 Financial Health

- ✓ Sufficient Insurance
- ✓ Solvent
- ✓ No Evidence of Phoenix company activity
- ✓ Associated Director(s) of the Vendor Applicant will consent to Plenti performing a credit check on themselves and the business

2 Reputation

- ✓ No material customer disputes and/or litigation
- ✓ No negative media (unless unsubstantiated)
- ✓ Online searches of customer review sites etc
- ✓ Have not been banned from similar Federal or State Programs
- ✓ No current, prior or anticipated regulatory investigations
- ✓ Vendor’s must have a registered WA business address

3 Competency & Safety

- ✓ Vendor must be a NETCC accredited Retailer OR committed to and applied to be a NETCC accredited Retailer by 1 October and to operate as NETCC compliant from July 1.
- ✓ Installers must be SAA Grid Connected Battery Systems Accredited
- ✓ Accreditation Applicant must declare that all goods are part of the provided ‘Supported Solution’ list.
- ✓ Accreditation Applicant must declare that installers are Worksafe licensed, there are no material litigation proceedings against the Applicant Vendor or associated Directors. Installers must complete relevant Horizon/Synergy training modules

Vendor Accreditation Process

1. Vendor Submits Application

- Business details
- New Energy Tech Certificate (if applicable)
- Principal director details
- Proof of Public and Professional indemnity
- Bank details, invoice and bank statements
- OEM information
- Scheme Declarations

2. Plenti Reviews Application

- Collect information
- Review and Verify Information
- Conditionally Accredit Vendor Applicant

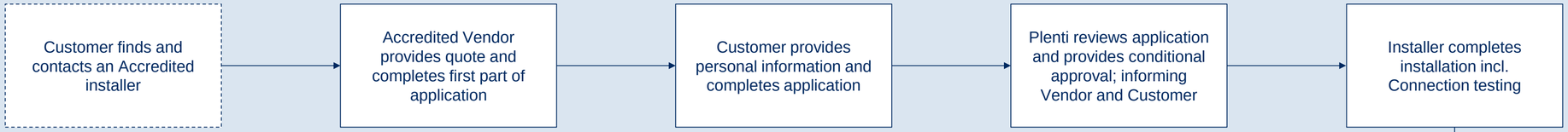
3. Vendor completes training and Agrees into Scheme

- Agree to “Introducer Terms & Conditions”
- Completes onboarding training
- Receive Scheme Portal access

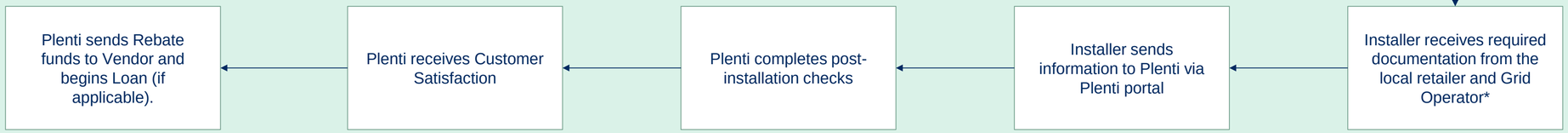
04. Rebate and loan application process

Vendor-led Rebate & Loan application process

Pre-installation Steps



Post-installation Steps



* The “Grid Operators” are defined as:
- Synergy: Western Power
- Horizon Power: Horizon Power

Information required to apply for rebate and loan

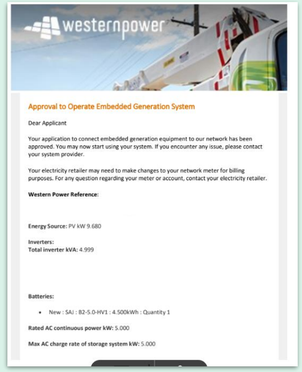
Application Type	Information Provided	
	Vendor Provided	**Customer Provided**
Rebate	Battery Energy Storage System cost Battery Usable Capacity Inverter & Battery make and model NMI WA Rebate Amount Energy Retailer Selected VPP partner Customer name and address	
Loan	Would the customer like finance? Finance amount	Finance term Identifying information ID verification Income and employment information Living expense information

Post-Install Settlement Documentation

Plenti

Synergy

Installation Invoice (Provided by Installer)



Western Power Authority to operate

Horizon Power

Installation Invoice (Provided by Installer)

Post-NOC Horizon Power Confirmation Receipt (Provided by Installer)

Disclaimer and important notices

No recommendation, offer, invitation or advice

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All currency figures are in Australian dollars unless otherwise stated. Totals and change calculations may not equate precisely due to rounding.

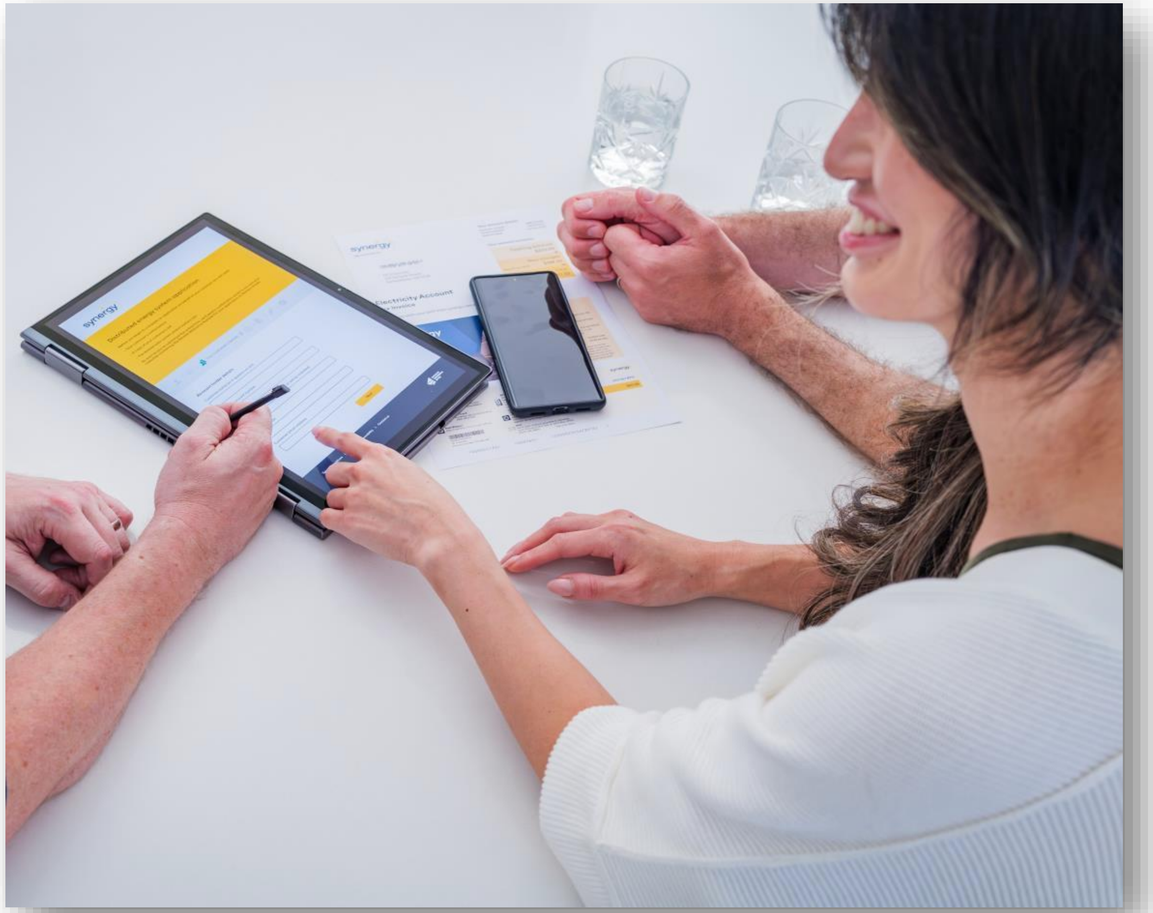
03

Synergy - Functional and VPP Requirements

Rebecca Hargrave, Head of DER and OT Technologies
Synergy

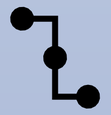
Scheme eligibility

- To meet the Scheme eligibility, battery systems will need to demonstrate VPP readiness by complying with Synergy's DER Functionality Requirements.
- What does this mean for industry?
  - **Technology providers** must offer solutions that meet Synergy’s DER Functionality Requirements and Utility Interconnection Handbook and be tested and approved for inclusion on our supported solutions list under the ‘DER-storage’ listing category.
  - **Equipment retailers** must register with Synergy and supply customers with eligible equipment.
  - **Installers** must follow new installation and commissioning requirements.



Technical requirements

Developed to support technology providers, installers and retailers, these documents outline Synergy's **remote management requirements** for DER in the SWIS.



DER Functionality Requirements

Defines requirements for remote management of DER and specifies the capabilities that must be met by new and upgraded DER systems. It also:

- Provides context of Synergy's remote management approach.
- Presents standard requirements for the installations and technical features.
- Presents minimum functional outcomes to be achieved through implementation.

DER Installation Handbook

Provides retailers and installers with the necessary information to meet Synergy's DER installation requirements.

Utility Interconnection Handbook

Provides technology providers with information to implement and test compatible hardware and software solutions.

Supported solutions list – status update

Total technology provider applications received

26

Not yet in testing environment

14

Registered asset to test environment, preparing for testing

9

Completed minimal integration testing

3

Signed agreement and included on supported solutions list

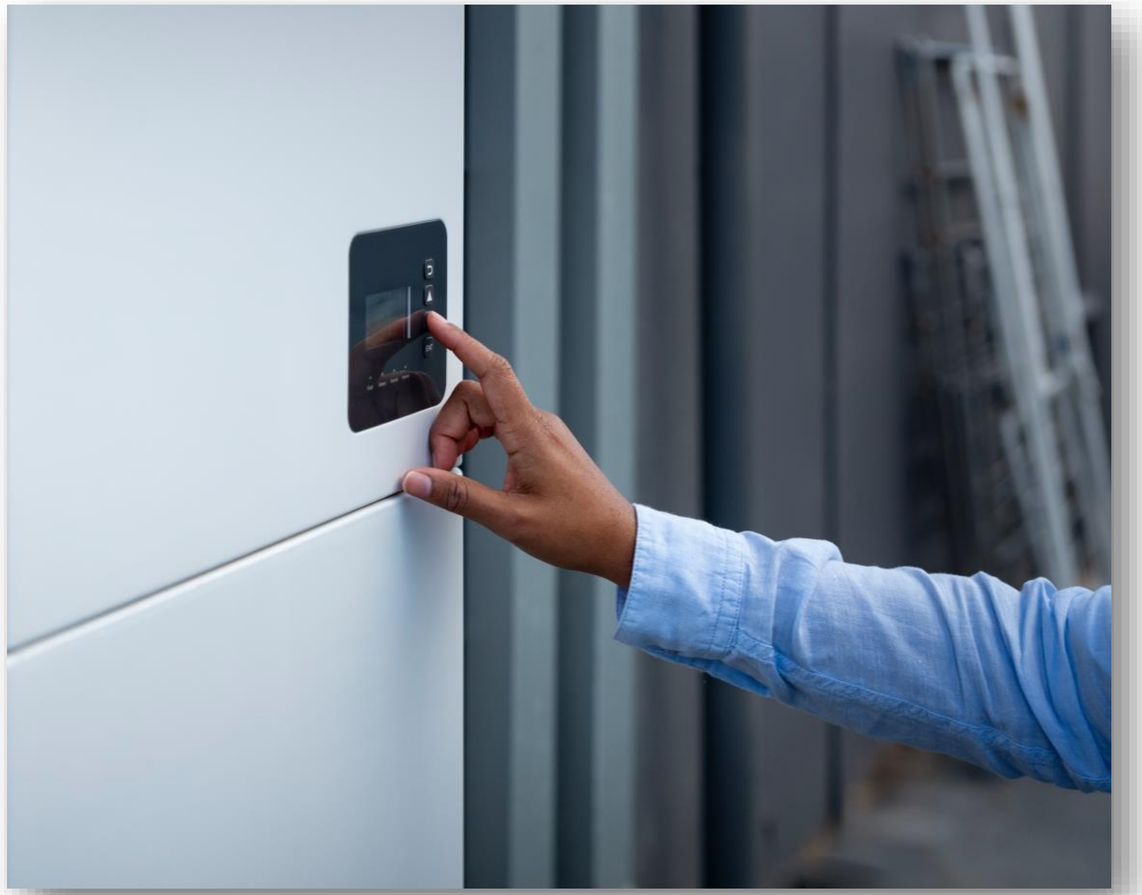
Equipment retailers

- Retailers play a critical role in supporting customers to choose the right DER assets that meet eligibility requirements for the Scheme.
- Retailers must be registered with Synergy and supply customers with DER systems that meet Synergy's DER functionality requirements.
- Retailers must ensure that all installers are aware of and follow Synergy's installation and commissioning requirements.

Ready to become a registered equipment retailer?
Complete the application form **available on our website now.**

Equipment installers

- If you’re an installer you are critical to ensuring DER systems are installed and commissioned correctly.
- All installers working on eligible systems must:
  - Complete Synergy’s Installation Training Module.
  - Ensure equipment is installed and commissioned in accordance with our DER functionality requirements.
  - Follow the technology provider (OEM) instructions to connect the asset to Synergy systems.
  - Work with equipment retailers to use our Synergy Test Tool to confirm the equipment is functioning correctly.



Installer training

- Installers working on eligible systems participating in the Scheme must complete Synergy's installation training module.
- The module takes 10-15 minutes and covers installation, commissioning and capability testing procedures and use of Synergy's installer test tool.
- Upon registration, equipment retailers will receive access to the training module and supporting resources.
- The installer test tool will be made available to installers upon successful completion of the training module, ahead of the compliant installation start date of 1 July.

Industry resources

- Supporting household electrification and the ongoing sale and installation of DER is a whole of industry effort.
- Synergy will work collaboratively with all parts of industry to realise the benefits of DER integration.
- To support your readiness, Synergy will continue to share updates as more information becomes available.
- Ensure you visit our industry support page for updates, frequently asked questions and additional resources.

For updates, visit
synergy.net.au/our-energy/household-energy-assets

04

Western Power – Technical Requirements

Andrew Blaver, Head of Distribution Energy Transition
Western Power

Western Power at a glance

3,500
strong workforce

2.3 million
customers connected

2.2GW
grid connected solar

14
community batteries

238 stand-alone power systems

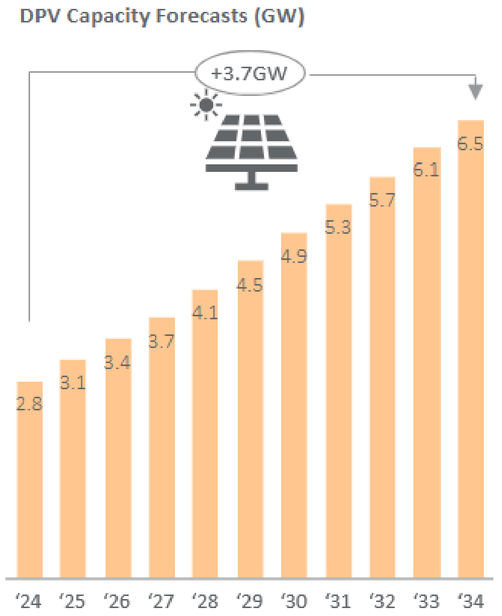
104,000km
of power lines

280,000
streetlights

30,000km
of underground Dx network

Figures current as of December 2024

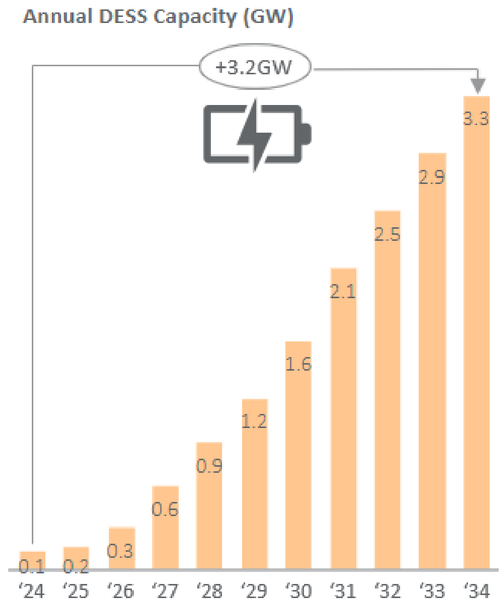
Growth in Distributed Energy Resources



Rooftop Solar

Benefit: more renewable, local source and cheaper energy cost

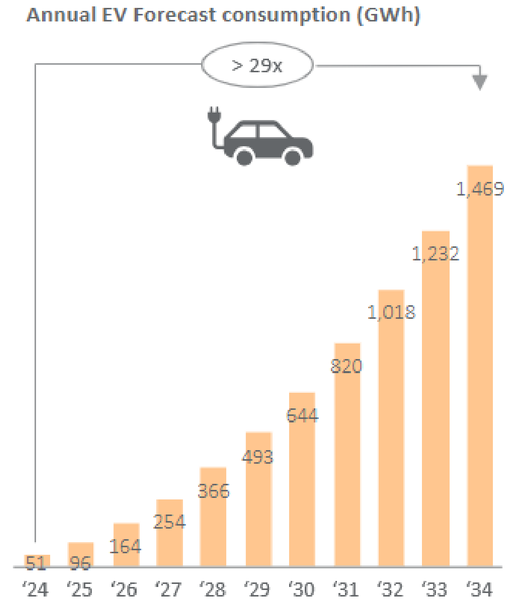
Challenge: contributes to system low load, causing voltage issues, making it harder to keep grid stable.



Battery Systems

Benefit: Can lower costs for consumers, key role in virtual power plants to help manage system and local constraints, while earning additional $ for owners.

Challenge: Without coordination, charging and discharging at the same time puts extra strain on the grid, exacerbating peaks and troughs.



Electric Vehicles

Benefit: Cleaner transport that reduces emissions. Potential storage benefits.

Challenge: simultaneous charging creates load risks and creates pressure for the network (like air con in summer).

*DPV, DESS and EV forecasts are sourced from AEMO’s *2024 Electricity Statement of Opportunities*

Our role in decarbonising the energy system

We’re integrating DER in WA’s main electricity network to safely provide reliable supply, keep costs low and enable decarbonisation for our community.

Customer Value

Supporting the Network

Strengthening the energy system

Environmental Benefits

The WA Battery Scheme helps to accelerate these benefits

Updates to Western Power's Technical Requirements - what we heard from Industry

- Support for enabling larger inverters connecting to the network.
- Alignment with AS/NZS 4777.
- Ensure DER is safely connected to the network.
- Final guideline to be published 20 June. Industry Webinar planned week commencing 23 June.

Considerations for customers

Western Power has been preparing for increased battery applications:

- Automated assessment and pre-liminary approval of ‘basic’ applications (80%)
- Increased Electrical Inspections

Customer experience:

- Some customers may require additional electrical work to meet current connection standards (e.g. switchboard upgrades).
- For customers on a shared electricity supply (e.g. townhouses) site capacity limits apply, exceeding these thresholds require further assessment and approvals.
- In some cases, the main power cable to a property may require upgrading to support increased demand.

Building awareness around the opportunities and benefits of participating in a VPP, Western Power to publish FAQs to support industry and customers.

Batteries will help unlock additional value

DER integration is delivering greater value for customers, lowering network costs, enhancing system reliability and enabling decarbonisation

DER Roadmap

WA Government DER integration strategy providing benefits for all customers

2020

PowerBank Pilot

Schools VPP

Project Symphony

Proved VPPs are technically feasible

2021

DER Roadmap Update

EV Action Plan

Emergency Solar Management

Project Encore

Improvements in VPP Performance

2023

DER Roadmap Update

Project Jupiter

Building functionality for VPPs at scale

2025

WA Battery Rebate Scheme

Optimisation

Refining products and services for greater participation in VPPs

2028

More to come…

05

Horizon Power – Supporting the WA Battery Scheme

Jonathon Mizen, Senior Manager – Customer Solutions
Horizon Power

Horizon Power at a glance

2.3M km²

Total **service area** in regional and remote WA

~38,000

Residential accounts*

~9,000

Business accounts*

53,694

Customer connection points to network*

170

Remote Communities around WA

8,410km

Overhead and underground transmission and distribution lines*

79

Standalone Power Systems (**SPS**) installed*

7

Energy types – gas, diesel and renewable
(wind, solar, hydro, battery, hydrogen)

25

Battery Energy Storage Systems (**BESS**)*

24.1 GWh

Renewable energy purchased from customers*

14.23%

Energy from **centralised renewable energy** sources

*based on Annual Report 2023/24

Connecting solar & batteries

Horizon Power's Distributed Energy Resource Management System (DERMS) enables the connection of customer energy assets and ensures the stability of our power systems

In 2024, we launched Smart Connect Solar across our regional service area to enable the connection of more customer renewable energy systems and ensure the stability of our power systems.

The project introduced:

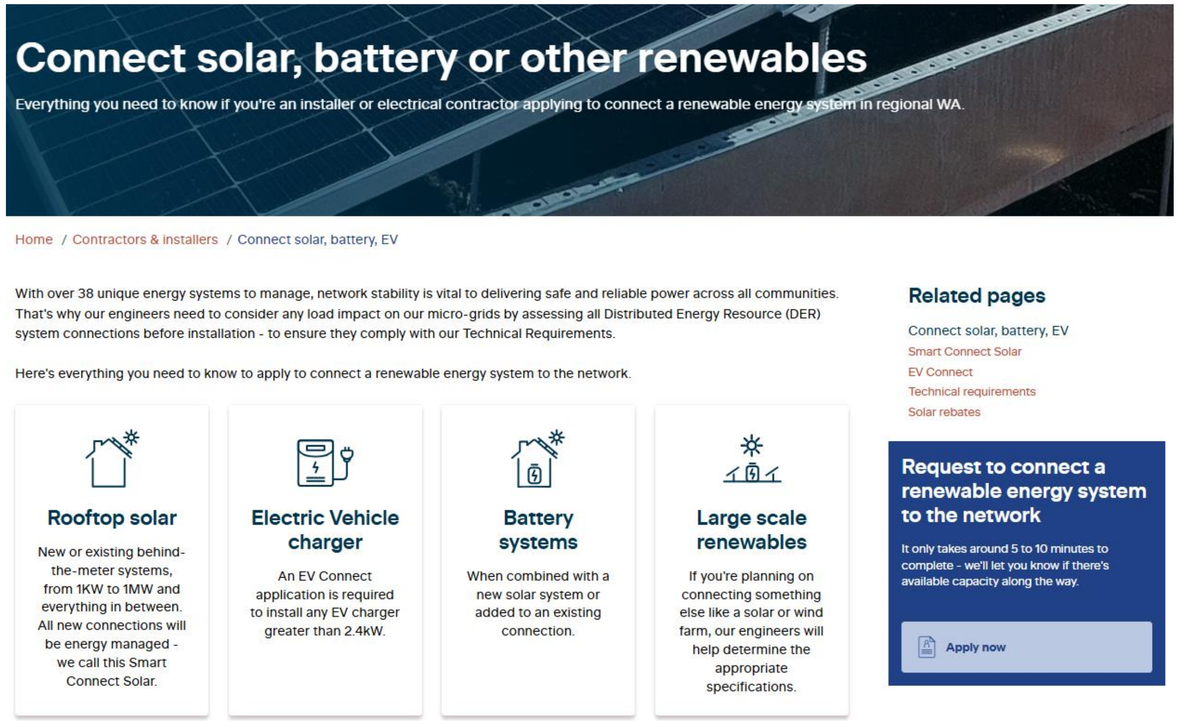
- Eligibility T&Cs related to energy management
- A Compatible Inverters List
- Updates to application, connection and commissioning processes e.g. new requirements related to Secure Gateway Devices and internet connectivity

Supporting the Residential Battery Scheme

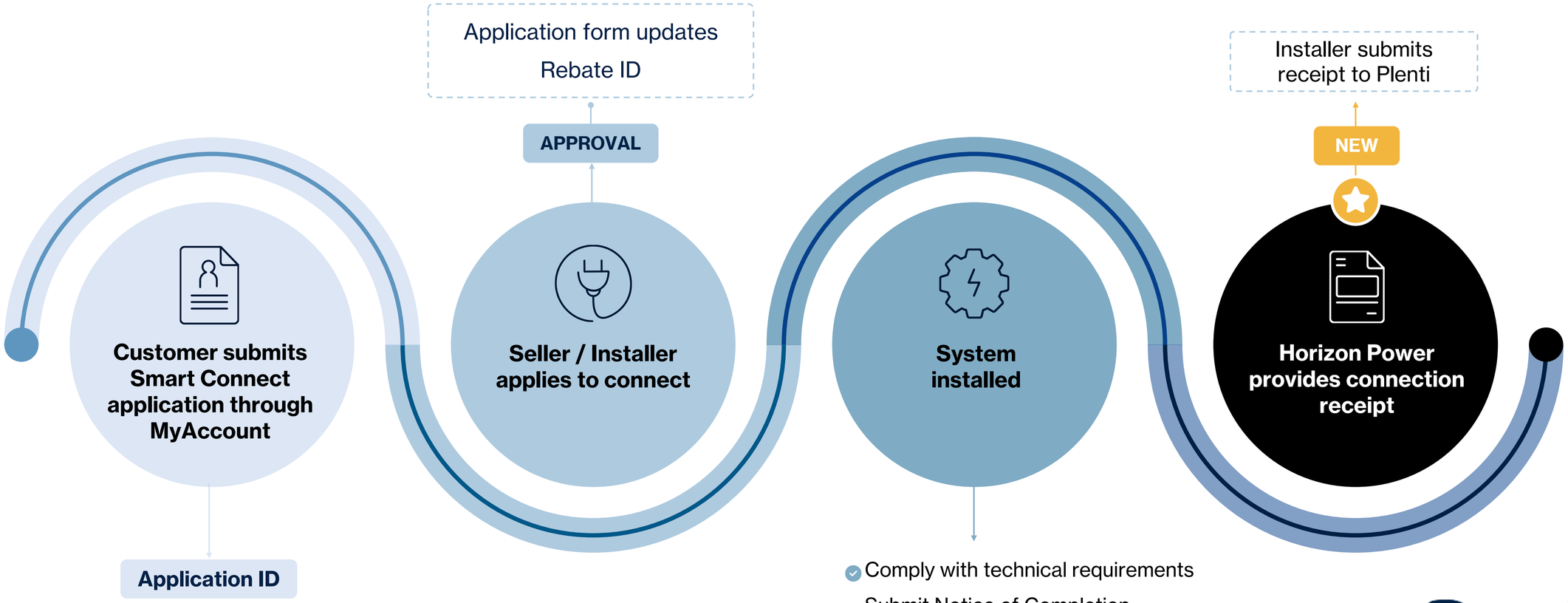
Horizon Power is updating its Smart Connect processes to align to requirements for the Residential Battery Scheme

What's changing?

- Additional information and tools for consumers
- Updates to Compatible Inverters List
- Updates to Technical Requirements
- Receipting process following connection
- New Virtual Power Plant (VPP) product for customers, known to our customers as Community Wave



Connecting a renewable energy system in regional WA



Where to find more information

Connecting solar & batteries in regional WA	Horizon Power www.horizonpower.com.au/solar
Scheme Administration	Plenti www.plenti.com.au
Accreditation	Solar Accreditation Australia – Get Accredited Approved batteries | Clean Energy Council Horizon Power Smart Connect Solar - Learn LAB

Contact us

www.horizonpower.com.au

06

Battery Installation Safety Requirements

Matthew Peacock, Director Electricity, Gas and Plumbing Compliance
Building and Energy

Battery Energy Storage System

What is a BESS? – Battery Energy Storage System

There are various battery technologies and chemistries available in today's market.

- Lead acid
- Lithium ion – lithium ion phosphate
- Nickel alkaline
- Flow – zinc bromine, vanadium redox flow
- Hybrid ion - aqueous

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Building and Energy Western Australia

Battery Scheme Compliance

Battery Scheme Compliance

Applicable regulatory compliance documents

- Electricity Act 1945
- Electricity (Licensing) Regulations 1991
- **AS/NZS 5139:2019 – Electrical installations – Safety of battery systems for use with power conversion equipment**
- **AS/NZS 3000:2018 – Electrical Installations (Wiring Rules)**
- **AS/NZS 4777.1:2024 – Grid connection of energy systems via inverters**
- Western Australian Service and Installation Requirements 2021 (WASIR) - Western and Horizon Power embedded generation installation requirements
- WAER – WA Electrical Requirements
- Best Practice Guide for Battery Storage Equipment – Electrical Safety Requirements

AS/NZS 5139 KEY CONSIDERATIONS

- LOCATION OF BESS REQUIRES A RISK ASSESSMENT (DO NOT INSTALL IN HABITABLE AREAS)
- FOLLOW MANUFACTURERS INSTRUCTIONS
- ENSURE CORRECT RATINGS OF OVERCURRENT PROTECTION
- ADEQUATE SIGNAGE
- SUITABLE VENTILLATION
- STAY CLEAR OF COMBUSTABLE MATERIALS

AS/NZS 3000 KEY CONSIDERATIONS

- ALL COMPONENTS OF THE INSTALLATION MUST BE PROPERLY SELECTED AND INSTALLED
- WIRING SYSTEMS AND CABLES ADEQUATELY PROTECTED AGAINST EXTERNAL INFLUENCES
- PROTECTION DEVICE LOCATED AS CLOSE AS PRACTICABLE TO OUTPUT TERMINALS OF THE BATTERY
- CABLING MUST BE DOUBLE INSULATED AND SIZED TO COMPLY WITH AS/NZS 3008

AS/NZS 4777 KEY CONSIDERATIONS

- INVERTER LOCATION AND INSTALLATION REQUIREMENTS
- INVERTER ENERGY SYSTEMS (IES) CONNECTION REQUIREMENTS
- CONTROL AND PROTECTION
- CONNECTION OF ENERGY SOURCES TO INVERTER

GOVERNMENT OF WESTERN AUSTRALIA

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Building and Energy Western Australia

Key Safety Items

Key Safety Items

BESS pose significant hazards due to their capacity to store energy, their chemical make up and venting of explosive gasses under normal operating and fault conditions

- Fire and explosion
- Electric shock – arc flash
- Toxic fume hazard
- Chemical hazard

GOVERNMENT OF WESTERN AUSTRALIA

Department of **Energy, Mines, Industry Regulation and Safety**

Building and Energy Western Australia

Licensing and Accreditation Requirements

Licensing and Accreditation Requirements

The installation of a BESS and its associated equipment is defined as electrical work in our current regulations.

To be eligible for the rebate installers must have the following licenses and accreditation;

- Electrical Contractors licence (WA)
- Unrestricted electrical workers licence (WA)
- Grid Connected Battery System (GCBS) accreditation via Solar Accreditation Australia

GOVERNMENT OF WESTERN AUSTRALIA

Department of **Energy, Mines, Industry Regulation and Safety**

Building and Energy Western Australia

Notice of Completion

Notice of Completion

Electrical contractors must submit a notice of completion (NOC) following a BESS installation which certifies that the work has been checked and tested and found to comply with the Electricity (Licensing) Regulations 1991

- Submission of the NOC is done electronically via our online eNotice system.
- Modifications will be made to eNotice system to ensure relevant details of the BESS are documented so the Department has full visibility of the BESS as they are installed throughout the scheme
- Electrical Safety Certificates (ESC) are also required to be certified by the installing electrical contractor and be issued to the customer

Department of **Energy, Mines, Industry Regulation and Safety**

GOVERNMENT OF WESTERN AUSTRALIA

Building and Energy Western Australia

Inspection Program

Inspection Program

To ensure the safety of consumers electrical installations, network operators such as Western Power and Horizon Power maintain a system of inspection.

Lodgement of a Notice of Completion by the electrical contractor to the relevant network operator, is the trigger for inspection.

Inspections are conducted by designated electrical inspectors who issue rectification orders if defects are found during their inspections.

Defects are categorised in the following three ways;

- **Dangerous defect**
- **At Risk defect**
- **Not to standard defect**

Inspection Program

Western Power and Horizon Power inspections are automatically generated though our existing sampled inspection program.

The sampled inspection methodology assigns an inspection ratio to the individual electrical worker (not electrical contractor). An electrical worker begins on the maximum 1:1 inspection ratio and will be changed subject to the following;

- Volume of NOC’s submitted
- Whether or not dangerous or at risk defects have been found during inspection
- If dangerous or at risk defects are found the inspection ratio will automatically be changed to 1:1 or 1:2 respectively

Department of **Energy, Mines, Industry Regulation and Safety**

GOVERNMENT OF WESTERN AUSTRALIA

Building and Energy Western Australia

Building and Energy - Investigations

Building and Energy - Investigations

Investigations are generated where inspection has identified either a **dangerous** or at **risk defect**.

The identification of a dangerous defect or at risk defect triggers the requirement for network operators to submit a report to Building and Energy for review and possible further action.

Investigations involving a **dangerous** defect are typically more serious and can result in prosecution action.

Investigations involving **at risk** defects are typically less serious and can result in infringements.

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Defect Examples

Dangerous Defects

- Live exposed parts can be accessed without the use of a tool
- Incorrect earthing arrangements
- Circuit protection not installed
- BESS not having a minimum IP protection level of IPX2
- Location of BESS – (i.e explosive atmospheres, ventilation)
- Equipment not installed as per manufacturers instructions

At Risk Defects

- No or inadequate labelling
- Failure to install isolator
- Incorrect wiring or incorrect sizing of DC isolator

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Current investigations

This investigation involved a BESS located in a residential car port at a property in the metro area

DFES attended site following reports of an explosion

Investigation is ongoing. Preliminary reports indicate BESS venting explosive gas which ignited from an unknown ignition source

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Current investigations

GOVERNMENT OF WESTERN AUSTRALIA

Department of **Energy, Mines, Industry Regulation and Safety**

Building and Energy Western Australia

Registration to WA Battery Scheme

Registration to WA Battery Scheme

Retailers will be required to pass appropriate due diligence checks to register with the WA Residential Battery Scheme.

BESS installations will be subject to compliance audits to ensure electrical contractors and workers hold the appropriate licenses and accreditation.

Electrical contracting businesses will be subject to removal from the WA Battery Scheme if they violate good faith working arrangements.

Payments of the rebate will only be completed when a notice of completion is provided.

07

Q&A Session

Speaker Panel

08

Forum Close

GOVERNMENT OF WESTERN AUSTRALIA

Department of **Energy, Mines, Industry Regulation and Safety**
Energy Policy WA