



Department of
**Energy and Economic
Diversification**

WA RESIDENTIAL BATTERY SCHEME

INDUSTRY FORUM – HORIZON POWER

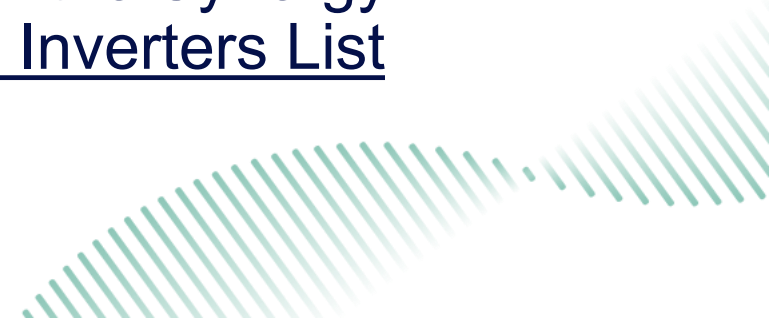
Acknowledgement of Country

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 and Torres Strait Islander communities and their cultures, and to Elders past and present.

Department of Energy and Economic Diversification Energy Policy WA

WA Residential Battery Scheme

- The WA Residential Battery Scheme allows applicants to access a rebate and/or a no-interest loan to purchase and install a household battery.
 - Rebates of up to **\$3,800** are available for Horizon Power customers. No-interest loans of up to **\$10,000** are also available.
 - Access to Scheme incentives requires participation in a Virtual Power Plant (VPP).
 - To ensure your customers can access the full benefits of the Scheme, you will need to ensure that devices offered are covered by the Clean Energy Council Approved Batteries list, alongside either the Synergy Supported Solutions List or Horizon Power Compatible Inverters List
- 

What is the WA Residential Battery Scheme?

WA's Residential Battery Scheme (WARBS or the 'Scheme') helps eligible households with the cost of installing a home battery.

- Synergy customers: Rebate of up to \$1,300
- Horizon Power customers: Rebate of up to \$3,800
- Plus: No-interest loans of up to \$10,000 are also available, and can be used to help fund a solar system installed as a package with a battery. You can also use your rebate and loan funding to top-up assistance received under the Federal Cheaper Home Batteries Program.

How can I apply?

Find a vendor: Contact a WARBS-accredited vendor/battery retailer to help choose an approved battery system that's right for your home.

Get a quote: Ask the Vendor for a quote that shows:

- The WA Rebate discount
- The Federal Discount Amount
- Whether you're adding the no-interest loan
- The total cost – including any other fees or charges

Accept your quote: If you're happy with the quote, sign it to accept – your vendor will then submit your WARBS application for you. If anything is unclear or looks incorrect in your quote, you can contact your vendor and ask for clarification before you sign anything.

Who are Plenti?

Plenti has been appointed to administer WARBS for the State Government. They will manage your application for a rebate or no-interest loan. It's important you reply to Plenti's emails at every step throughout the process – from verifying your application to providing the final feedback that finalises your rebate/loan. If you don't, your application may not be progressed any further.



Getting your system installed

1. Once your application has been submitted, Plenti will email you to verify certain information – reviewing your quote, confirming your ID, and getting your consent to go ahead. If you've applied for a no-interest loan, Plenti will also email you a loan form to fill out.
2. Once your application is approved, both you and your vendor will receive a confirmation email from Plenti.
3. Your vendor will then contact you to arrange an installation date. They'll need access to your internet as part of the installation. After the battery is installed, your vendor completes the required compliance checks and sends the paperwork to Plenti for review.

Emails from Plenti will come from contact@plenti.com.au. If you can't find this in your inbox, check your junk folder or contact Plenti by emailing wabatteryscheme@plenti.com.au or calling on 1300 931 104.

Once your system is installed

Once Plenti verifies your system is installed correctly, they'll send a final email asking you to confirm you're happy. If you have concerns, raise them with your vendor at this point. You must respond to this email – your rebate and/or loan payment can't be finalised until you do.

Congratulations your rebate and/or loan application is complete!



Contact Details

WA Residential Battery Scheme
Level 1, 66 St Georges Terrace, Perth WA 6000
PO Box 25044, St Georges Tce, Perth WA 6821
Email: batteryrebate@dedd.wa.gov.au
wa.gov.au/batteryrebate

Have further
questions?
Scan here:



A new fact sheet has been developed for vendors and customers, providing an overview of the application and installation process.

Link to be distributed post-event



WA Residential Battery Scheme · Industry Forum

Scheme administrator update

SWIS · Monday 12 October 2026

Horizon Power · Tuesday 13 October 2026

Brian Phelan, Head of Renewable Energy Finance



We're your scheme administrator

Plenti is an ASX-listed Australian lender with a dedicated renewable energy finance team. We run the scheme's rebate and no-interest and no-interest loan on behalf of the WA Government's Department of Energy and Economic Diversification (DEED).

What we do

- Accredited, onboard and support vendors
- Assess eligibility and approve rebates
- Assess, approve and fund no-interest loans
- Pay rebates to vendors once checks are done
- Support customers and vendors by phone and email
- Report scheme performance to DEED

What sits with our partners

- Setting of Scheme rules, eligibility and rebate amounts
- Grid connection, whole-of-site and VPP compliance.
- Providing installation and grid expertise
- Electrical safety and licensing
- Advising whether a system suits your customer



For further WA Residential Battery Scheme Requirements please see [here](#):

The scheme at a glance

37,000+

rebates paid to WA households

11,000+

no-interest loans funded

588 MWh

of battery capacity on VPPs

Rebate

- **Synergy customers:** \$130 per kWh, up to \$1,300
- **Horizon Power customers:** \$380 per kWh, up to \$3,800
- Approved battery of 5 kWh or more, connected to a VPP

No-interest loan (optional)

- \$2,001 to \$10,000 over 3 to 10 years
- No interest, no upfront or ongoing fees
- Household income under \$210,000; credit assessed

Eligibility Criteria

- All goods must be on the Synergy/Horizon eligible equipment lists and be actively CEC approved
- Must be connected to a VPP
- All installers must be SAA certified
- Application goods match invoice and ATO information
- No-interest loans are under the WA Residential Battery Scheme are subject to credit assessment and lending criteria.`

How the rebate and loan work together

1 Vendor

Quote and apply

Create the rebate application in the Plenti portal. Only approved equipment and unused unused NMIs are accepted.

2 Customer

Verify and consent

The customer completes their details, ID check check and consent. We conditionally approve the approve the rebate.

3 Customer

Apply for the loan

Optional. "Apply now" opens once the rebate quote is created, with details carried across. We assess credit.

4 Vendor

Install and upload

Install, then upload the invoice plus the Western Power ATO (Synergy) or Horizon Power receipt.

5 Plenti, customer, network

Check and confirm

We check documents. The customer confirms the install and signs any loan. Synergy or Horizon Power runs relevant checks.

6 Plenti

Pay and fund

We pay the rebate to you and draws down the applicant's loan where applicable.

What we've improved in the last 10 months

Faster, cleaner applications

- Jul Customer details carried across between rebates and loans
- Aug Upload the invoice once and it syncs to the loan application

Quicker rebate payments

- Mar Rebates approve automatically once Synergy approves the NMI and the NMI and the customer confirms

More visibility for you

- Mar Post-install status panel, plus a button to re-send the customer's confirmation email
- Feb An email when an equipment change reduces the rebate
- May Automated reminders before approvals expire

A smoother customer journey

- Mar Customers enter their own name for ID checks, cutting ID queries by 20%
- May Additional guidance on what documentation is needed to verify a loan both within the loan application form and Plenti's website

Getting it right first time

Where applications most often stall

- 1 Match equipment on the invoice, application and approved list
- 2 Keep the address identical across the ATO, invoice and application, including unit numbers
- 3 Use the permanent, correct NMI, not a placeholder or incorrect NMI.
- 4 Start a new application for every customer and never reuse an old link or attempt to use another customer's application link
- 5 Act on Synergy NMI and compliance emails quickly, and work with Synergy, Horizon Power and Western Power proactively

NETCC Invoicing Requirements

1

Total Itemised Costs

A full, itemised breakdown of the product cost, installation fees, and any extra required components

2

Discounts and Subsidies

Clear visibility of any government solar rebates, STCs (Small-scale Technology Certificates), or promotional discounts deducted from the total

3

No Hidden Fees

Clear indicators of deposits paid, upcoming payment milestones, and final amounts due

4

Payment Terms

Any potential ongoing or additional costs must be made entirely transparent before and during billing

Plenti

Thank you.



Email wabatteryscheme@plenti.com.au

Phone 1300 931 104

For industry only. Not for distribution to consumers. General information only. Lending criteria, terms and conditions apply. Finance is provided by Plenti Finance Pty Limited
Finance Pty Limited ACN 636 759 861, Australian Credit Licence 569622.



Department of Local Government,
Industry Regulation and Safety



WA Residential Battery Scheme

Building and Energy Update
Installation Safety and Compliance

Neil McClarnon
Chief Electrical Inspector (Utilisation)

Industry Forum, October 2026



BESS Inspection and Compliance Activities

- Inspecting BESS installations through network-operator inspection programs
- Checking alternative supply arrangements and installation compliance
- Issuing Inspectors' Orders for rectification of identified defects
- Investigating serious defects and referring matters to Building and Energy
- Using inspection findings to inform industry education and guidance
- Building and Energy Inspectors meeting directly with installers

Total Inspections carried out by Western Power and Horizon Power since 1 July 2025 > 5500

Common BESS Installation Defects

- Neutral continuity and MEN defects in alternative supply mode
- Incorrect wiring creating backfeed risk to the network
- Unsuitable RCD protection or inadequate verification
- Exposed live parts and earthing and bonding defects
- Inadequate grouping, labelling and identification of backup circuits

Dangerous Defects continue to be Identified during inspection

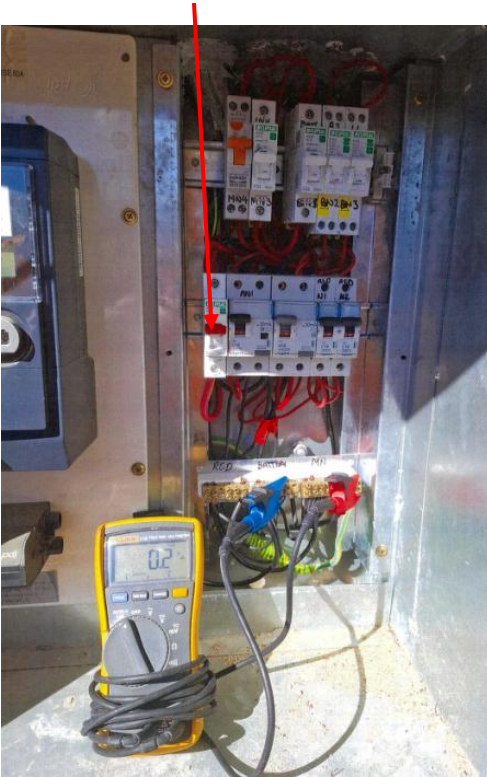
- Checking and Testing will identify these defects
- Testing is mandatory

Education/training * Written Warning * Prosecution Action *

Testing in Alternative Supply Mode

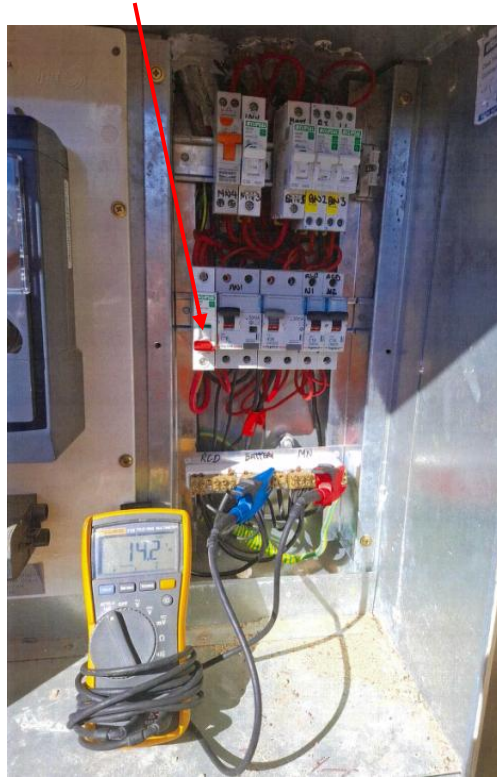
Grid supply

Main switch on



Alternative supply

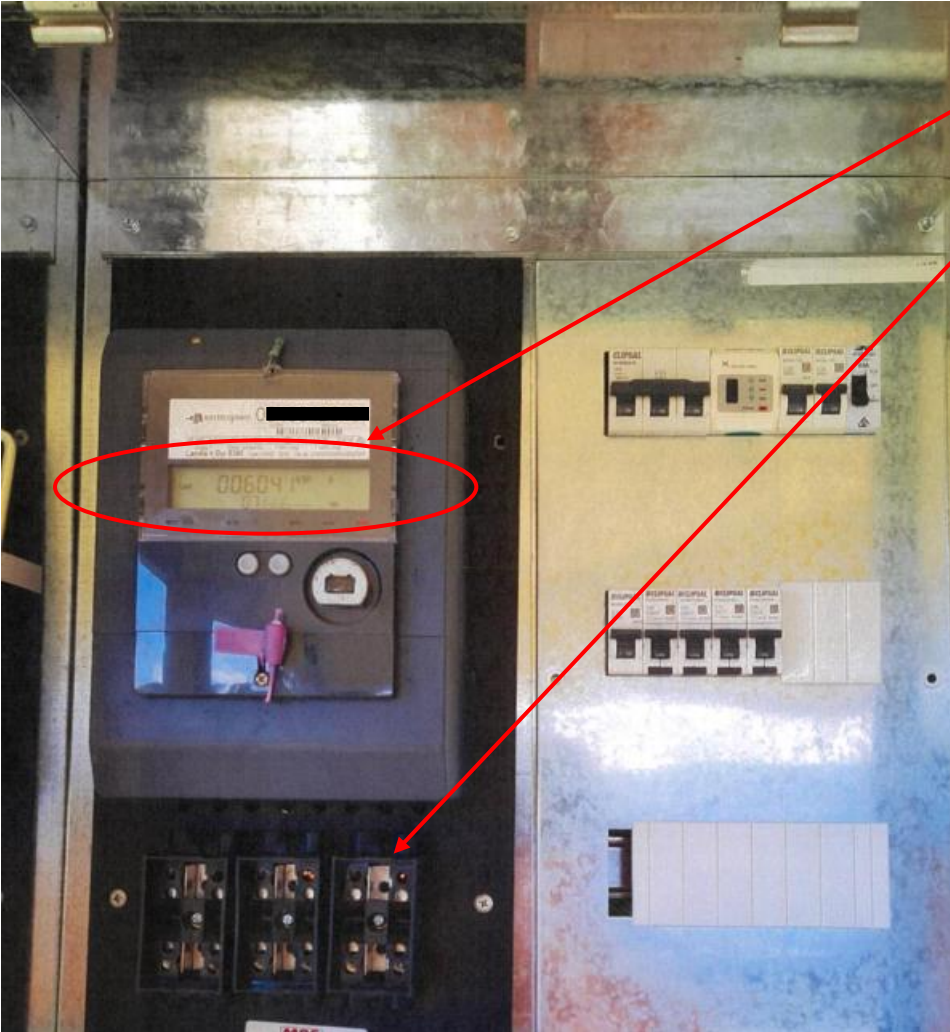
Main switch off



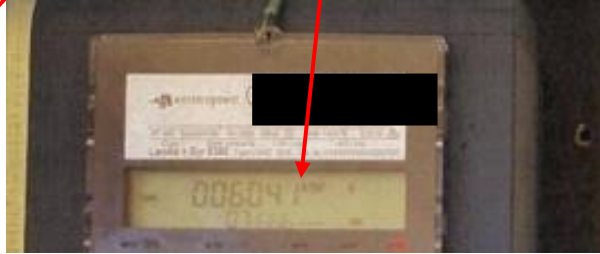
- The readings changed when the system operated in backup mode
- Inspectors measured 14.2 V between the backup neutral and main neutral bar
- Neutral continuity and MEN arrangements require verification in the relevant operating modes

Grid-mode testing alone can miss a backup-mode defect

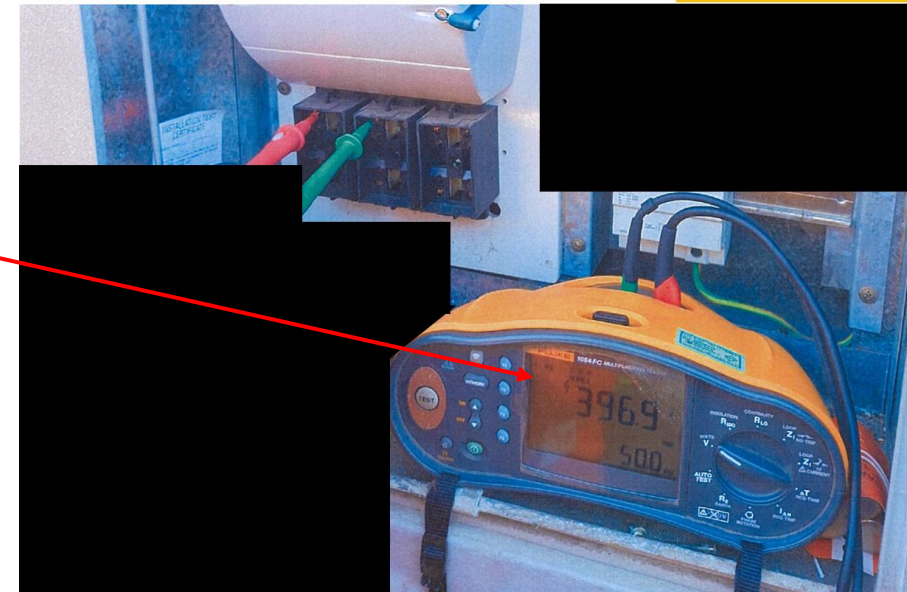
Investigations - Back Feed to the Network



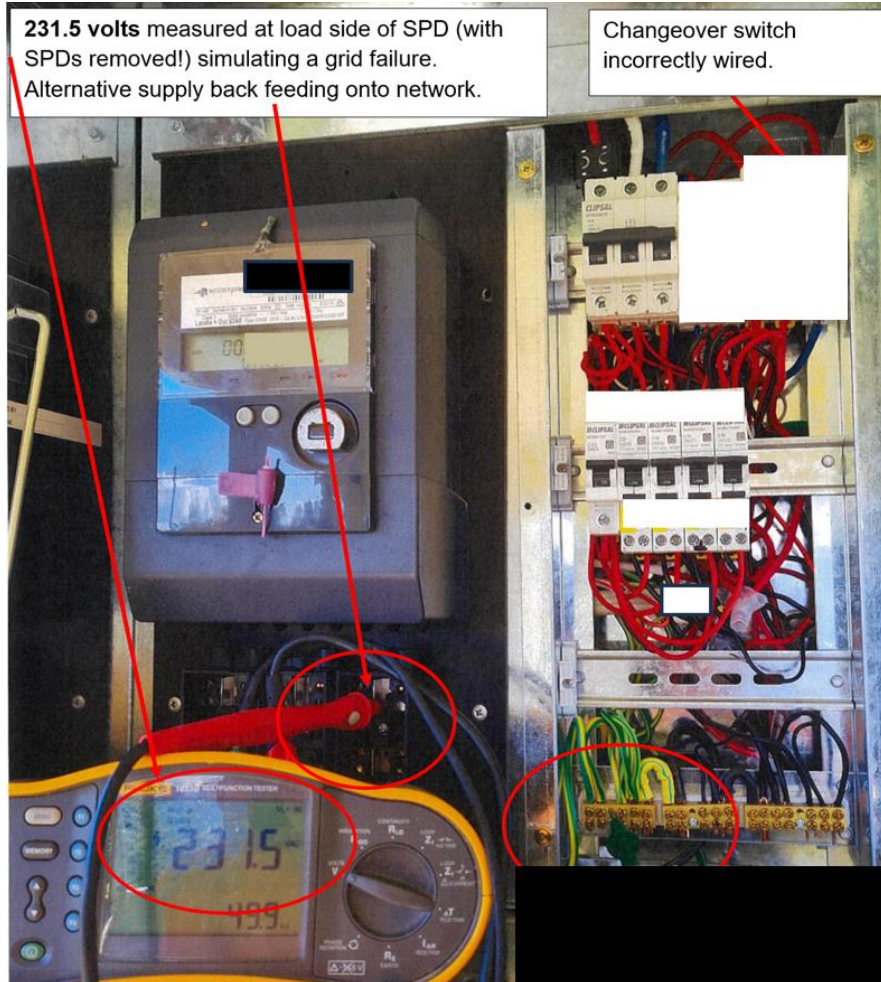
Display of electricity meter operating when its upstream service protection devices have been removed



Voltage reading on load side of SPDs



Investigations - Backfeed to the network

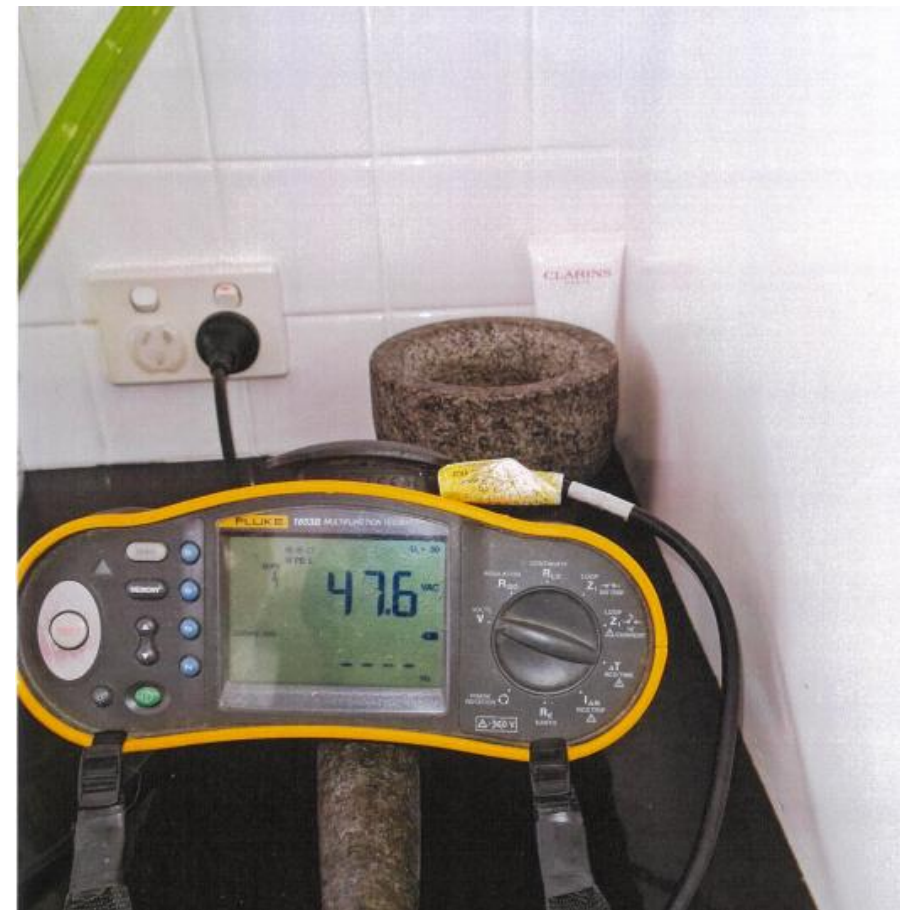
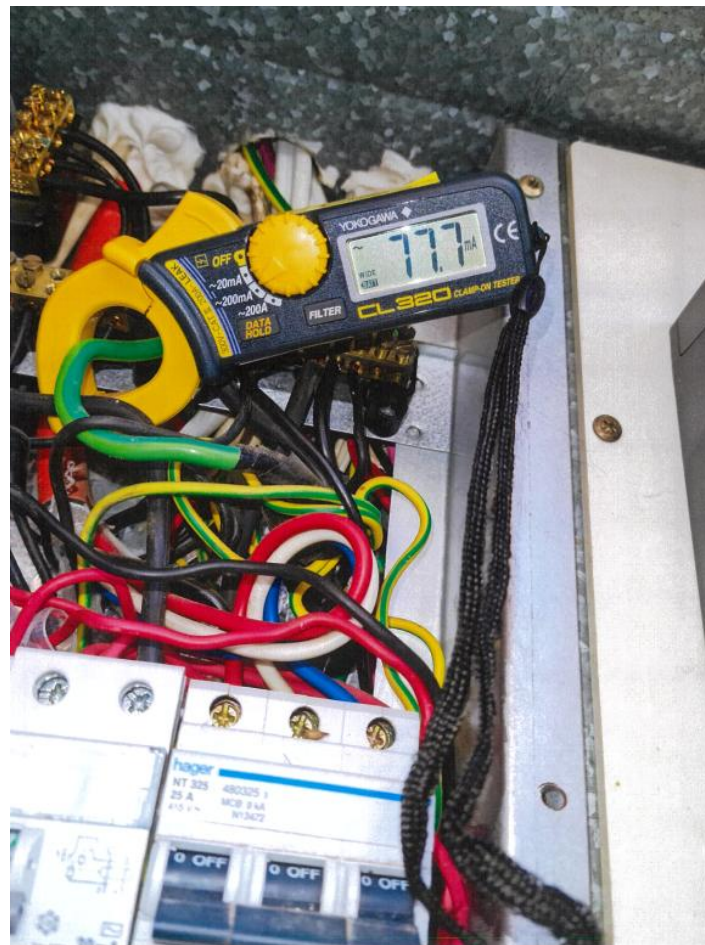
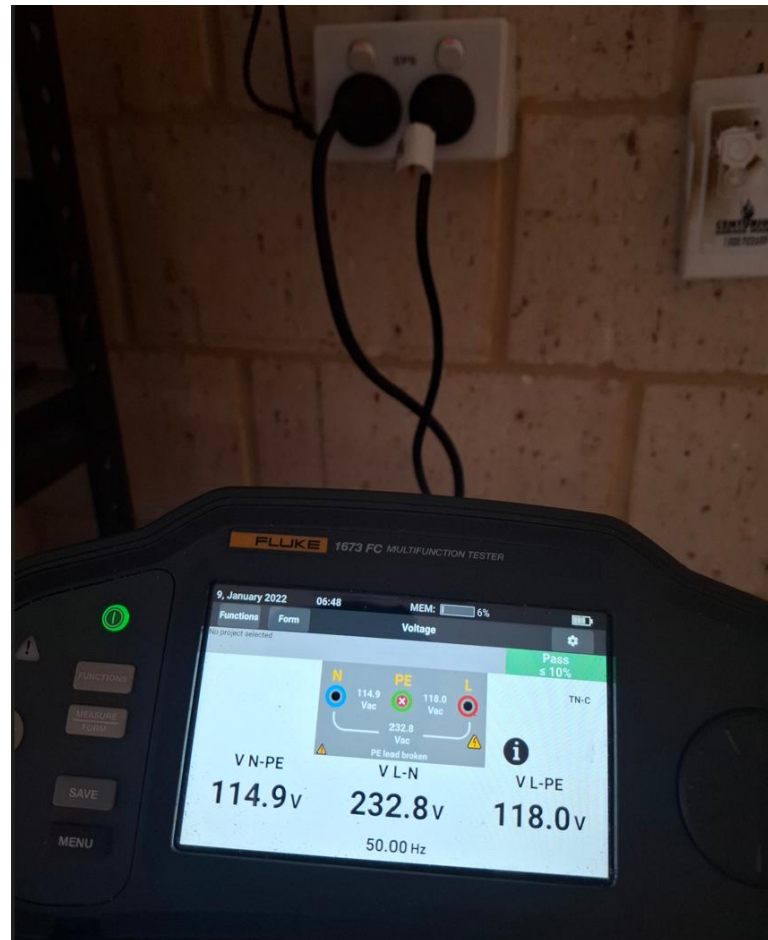


231.5 V

Measured during a simulated grid failure

- Inspectors identified an incorrectly wired changeover switch
- The alternative supply energised the network-facing side of the installation
- Correct verification must confirm separation from the network during backup operation

Defects Found by Inspectors



Checking and Testing Requirement

- Must complete all relevant installation verification tests
- Test the system in alternative supply mode - Verify neutral continuity and MEN arrangements
- Confirm separation from the network during backup operation
- Verify RCD operation with an appropriate test instrument
- Keep records of the tests, inspections, verifications and results
- Retain the required records for five years after completion of the notifiable work

Record actual measurements. An RCD push-button test is insufficient.

AS/NZS 3000 Section 8 and AS/NZS 4777.1 Clause 8.3.3 – Must be followed for backup circuits

Education and guidance for industry



Grid connected multiple mode inverters

An important message from Building and Energy

Building and Energy wishes to share this document with you regarding Battery Energy Storage Systems (BESS) that incorporate hybrid inverters. It contains important information on the testing required to ensure the safe operation of these installations.

Since July 2023, inspections have identified critical defects – mainly due to installers not following manufacturer instructions and inadequate testing in alternative supply mode. It is essential to confirm that no parallel multiple earthed neutral (MEN) connections exist and that there is neutral continuity between the alternative supply port and the installation MEN. Thorough testing helps prevent these issues and ensures installations remain safe and compliant.

Additional safety tests – such as Residual Current Device (RCD) trip tests – are also vital. Please remember to:

- Group and clearly label alternative supply circuits.
- Upgrade RCDs to Type A, or as specified by the manufacturer to maintain compliance.
- Consider attaching test results and manufacturer instructions to completion notices.

If you have any questions, please contact Building and Energy at enquiries@buildingandenergy.nsw.gov.au.

There are two supply types related to grid connected multiple mode inverters (also known as hybrid inverters) used with photovoltaic (PV) and BESS described in AS/NZS 4777.1 that operate as:

- a) supplementary supply – reliant on a grid connection to function; and
- b) alternative supply (i.e. back-up) – operates when the grid is isolated to power backup loads within an installation from a BESS.

Installers must familiarise themselves with these supply modes and the configuration type of the inverter being installed, which can be either:

- a combined supplementary and alternative supply port inverter – requires an external AS/NZS 4777.2 tested grid disconnection device to operate in alternative supply mode; this is supplied and tested by the inverter manufacturer; or
- i) separate supplementary and alternative supply ports inverter – internal inverter changeover switching from grid supply to alternative supply operation.

AS/NZS 4777.1 provides details for the installation and testing requirements for these types of inverter energy systems.

Since 1 July 2023, there have been many grid connected inverters with battery energy storage systems (BESS) installed under the V&A Residential Battery Scheme and Federal Cleaner Home Batteries Program by accredited installers. Network operator inspectors have been conducting inspections and have also found two types of critical defects relating to lack of following manufacturer's instructions and testing in alternative supply (back-up) mode to prove:

- No parallel MEN connections are made by the inverter or installed incorrectly by installer.

1 | Testing requirements for Grid Connected Multiple Mode Inverters



Guidance note

Existing PV array compliance requirements when installing Battery Energy Storage Systems (BESS) (repairs vs alterations)

This guidance note is provided for industry guidance only. The responsibility for compliance of the electrical installation (to the relevant standards) rests with the electrical contractor performing the work. Each site and situation may be different, meaning a thorough inspection and assessment of the installation and the rating and condition of the equipment is needed to determine what additional work is required to ensure the installation is safe and fit for purpose following alterations and or repairs.

AS/NZS 3000 and AS/NZS 5003 provide the following specific requirements for when an alteration or repair will be deemed compliant with the standard.

AS/NZS 3000:2018 – definitions

Clause 1.4.8 – alterations

- A modification to parts of an electrical installation.

Clause 1.4.101 – repairs

- The work to restore the electrical installation to safe and sound working condition after operation or damage has occurred.

• Note: Repairs are not alterations.

AS/NZS 3000:2018 – means of compliance

Clause 1.9.3.1 – alterations

- Alterations to electrical installations shall comply with all relevant provisions of this standard (AS/NZS 3000). Alterations to electrical installations shall not cause any portion of the original electrical installation, or electrical equipment connected thereto, to –

- carry currents or sustain voltages in excess of those permitted by this standard; or
- be used in any manner that is not in accordance with this standard.

- Alterations to an electrical installation constructed to a Part 1 design and installation solution shall not alter the compliance of that installation with Part 1 of this standard (AS/NZS 3000).

Clause 1.9.3.2 – repairs

- Repairs to existing electrical installations or parts thereof may be effected using methods, fixtures and fittings that have acceptance when that part of the electrical installation was originally installed or with methods, fixtures and fittings currently available as direct replacement, provided that the methods satisfy the fundamental safety principles of Part 1 of this standard (AS/NZS 3000).

Multi-Mode inverter testing requirements

Neutral continuity, MEN arrangements and backup tests

Existing PV array compliance

Repairs versus alterations when adding a battery

Residential battery safety video

Installation safety and compliance checks

Lithium-ion batteries used in BESS

Battery-specific safety guidance

Code of Practice for working on or near energised electrical installations

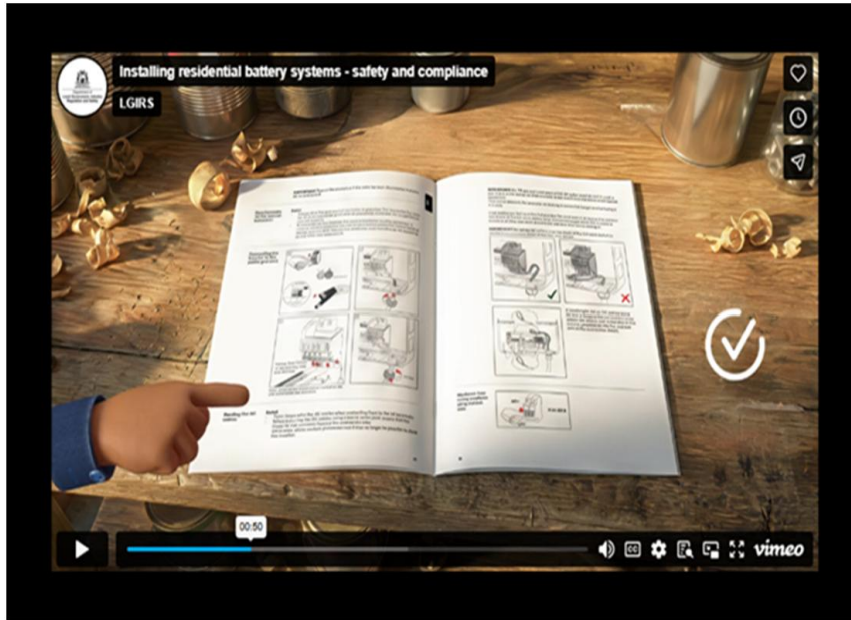
Safe working and testing requirements



Building and Energy BESS guidance webpage

Scan or use the links

Education and guidance for industry



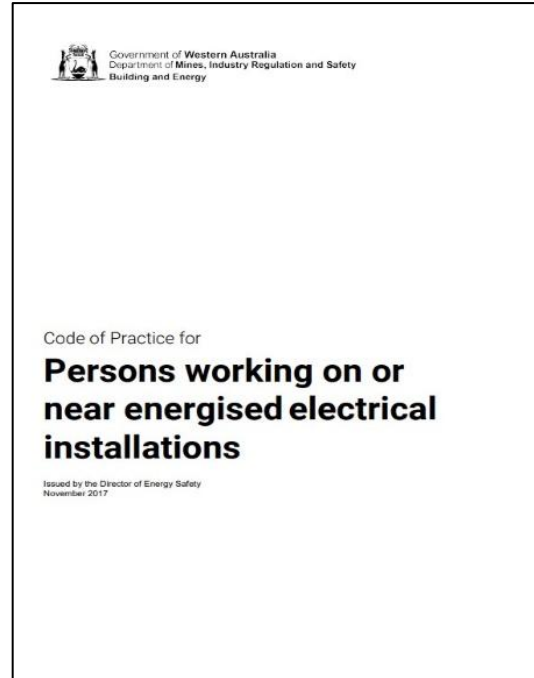
Residential battery safety video

Installation safety and compliance checks



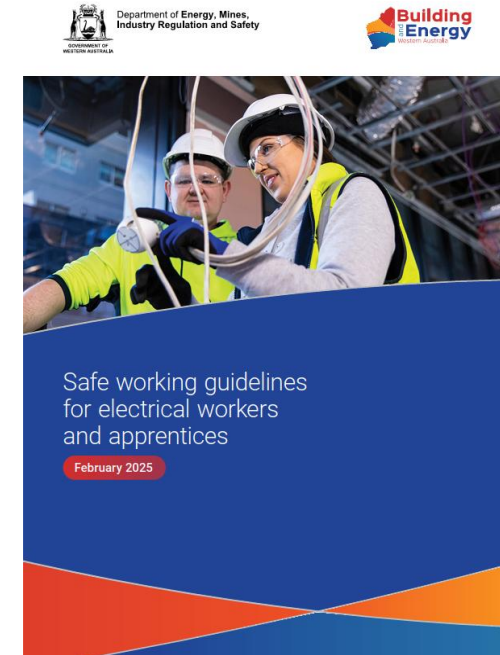
[Building and Energy
BESS guidance
webpage](#)

Scan or use the links



Code of Practice Working on or Near

Safe work and testing
requirements



Safe Working Guidelines for Electrical Workers and Apprentices

Actions for installers and contractors

- Review previous installations where a defect is suspected and arrange prompt rectification
- Complete and document testing in alternative supply mode
- Retain accurate records and complete certification correctly
- Use the published guidance and ensure workers are competent with the system installed

Safety and compliance must be established before certification

Department of Local Government, Industry Regulation and Safety Consumer Protection

Australian Consumer Law

- The Australian Consumer Law (ACL) applies to solar batteries
- Businesses need to:
 - Be truthful
 - Meet timelines
 - Honour consumer guarantees
 - Use 'due care and skill'
 - Meet unsolicited sales rules
- Complaint handling
- www.consumerprotection.wa.gov.au

Supporting the WA Residential Battery Scheme

Industry Forum

13 October 2026

Horizon Power at a glance

2.3M km²

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



~38,000

Residential accounts*



~9,000

Business accounts*



50,612

Customer connection points to network*

170

Remote Communities around WA



8,200km

Overhead and underground transmission and distribution lines*



84

Standalone Power Systems (SPS) installed*



26.8 GWh

Renewable energy purchased from customers*



1,182 GWh

Electricity produced*



7

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

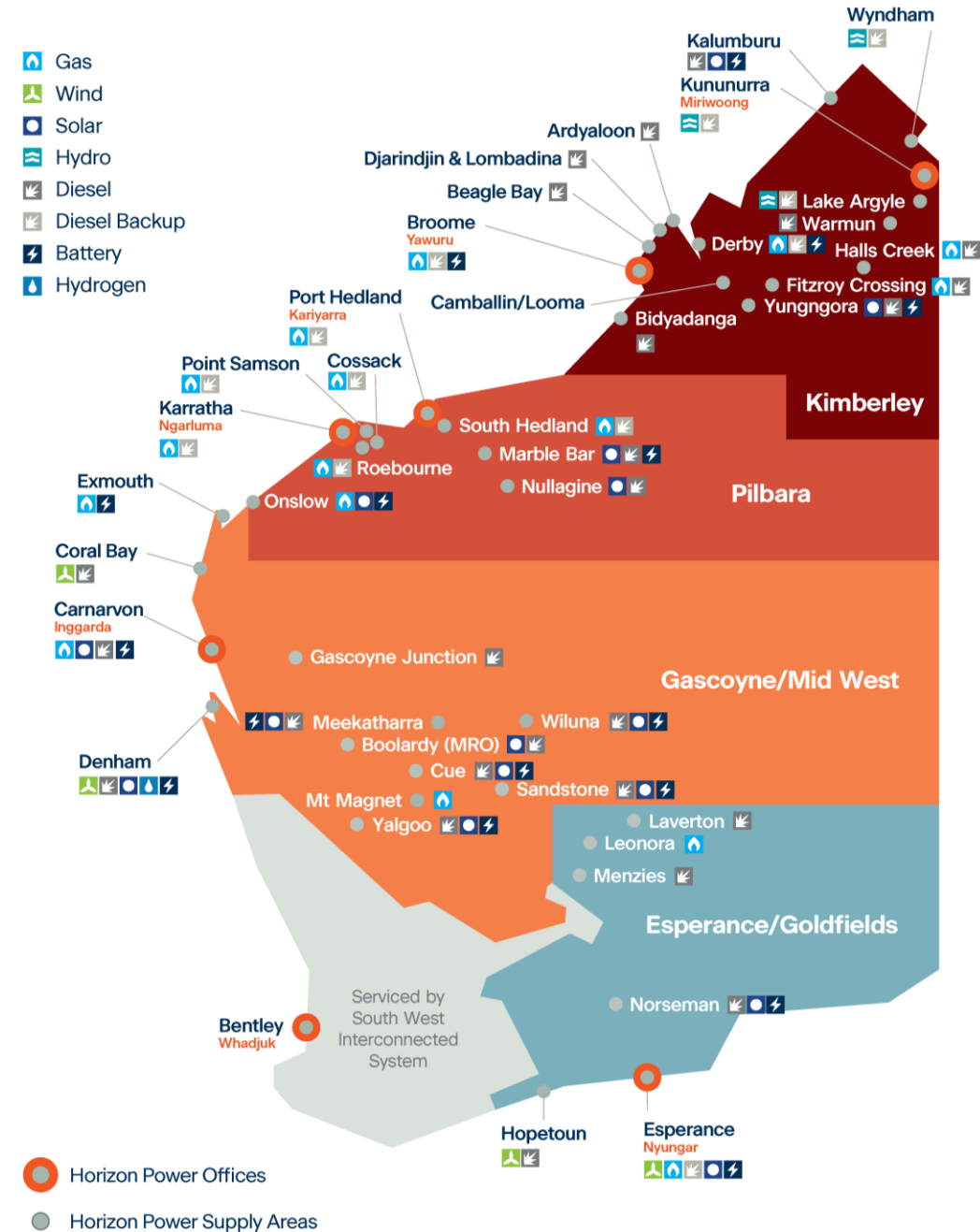


25

Battery Energy Storage Systems (BESS)*



*based on Annual Report 2024/25



Connecting solar and batteries

- Reliability issues (~2009)
- Hosting capacity limits
- Trials (Carnarvon DER, Broome Smart Sun)
- Smart Connect Solar (2024)

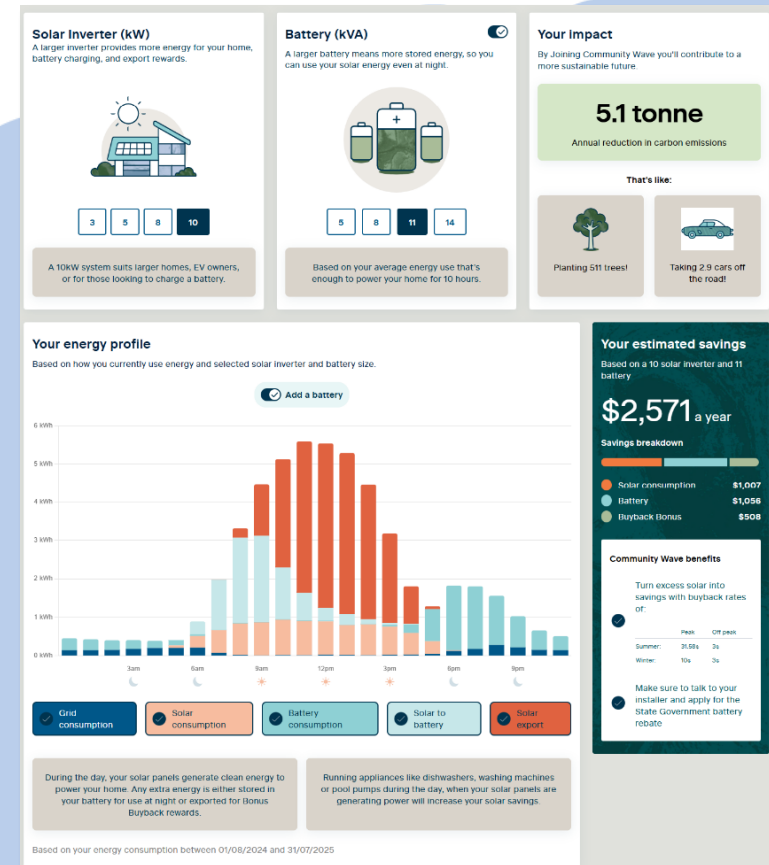


Supporting the Residential Battery Scheme

Horizon Power has updated its Smart Connect processes to support the Residential Battery Scheme

What's changed?

- Enhanced customer solar and battery savings calculator
- Updates to our Compatible Inverter List
- Updates to our Technical Requirements
- New Virtual Power Plant (VPP) product for customers, known to our customers as Community Wave



Buyback Bonus



Get rewarded for supporting the energy network with your solar system



Be paid for exporting excess solar energy during peak times



Maximise your bill savings by using your solar energy during the middle of the day

9pm

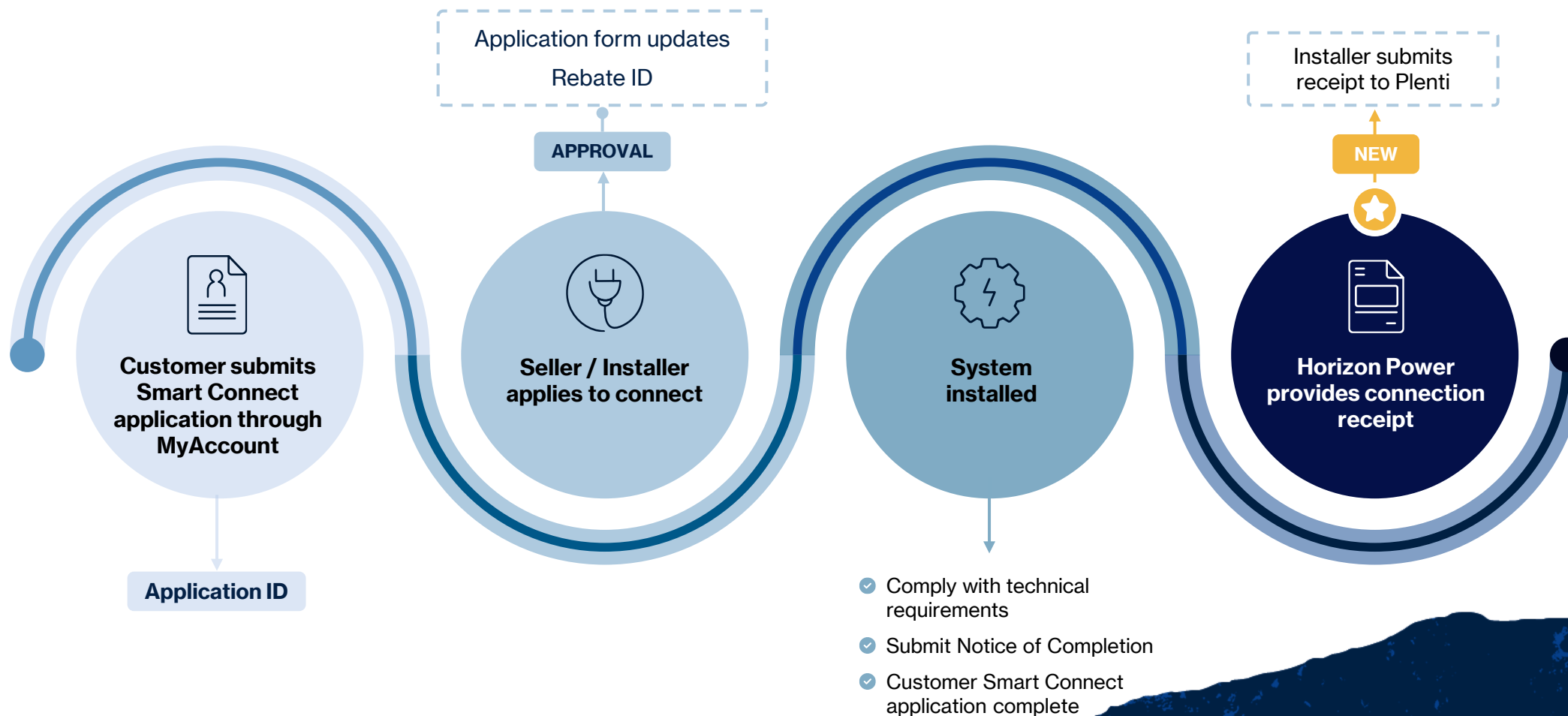
3pm

 **Buyback Bonus™**

Note: Eligibility criteria applies. Buyback Bonus rates vary by town and season, and are reviewed annually.

HORIZON
POWER

Connecting a renewable energy system in regional WA



Key points to remember

- Submitting a **Horizon Power Renewable Energy Submission Application (RESA)** is a mandatory requirement.
- Use a compatible inverter as per the list on our website.
- Check the Secure Gateway Device (**SGD**) requirements before solar & battery system installation.
- Configuring inverters for Horizon Power networks
 - Select **Australia C** regional setting (not Australia B).
 - **Demand Response Mode 0 (DRM0)** must be enabled.
 - **Volt-Watt & Volt-Var** response modes must be enabled.
- The Battery storage system **must prevent inadvertent energisation and reverse power flow** to the Horizon Power network during a grid outage.

Contact us at
renewables@horizonpower.com.au

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](#)

Questions? Contact us at
renewables@horizonpower.com.au

Contact us

renewables@horizonpower.com.au

www.horizonpower.com.au

Panel Discussion

- Energy Policy WA
- Scheme Administrator - Plenti
- Building and Energy
- Consumer Protection
- Horizon Power



Department of
**Energy and Economic
Diversification**

Thank You