



30 March 2021 meeting

The fifth meeting of the Western Australian Advocacy for Consumers of Energy (WA ACE) Forum was held on 30 March 2021. The following matters were discussed.

Energy Customer Contract Regulations

Members were provided with background and information about the proposed changes to the Energy Consumer Contract Regulations. Feedback from Members will be considered during the review process for the draft Amendment Regulations and Members will be engaged in formal consultations expected later in the year.

Western Power – Access Arrangement 5

Members were updated on Western Power's Access Arrangement process and will continue to provide input throughout the consultation process.

Household Energy Efficiency Scheme

Members were given an update on the Household Energy Efficiency Scheme (HEES), including the recent [briefing session with non-government organisations](#), planning and design partnerships and upcoming workshop sessions.

Discussion on recent media coverage

Members discussed the recent event in South Australia where 12,000 household solar photovoltaic systems were temporarily prevented from exporting, and the solar export charges that are proposed to be levied on eastern states households.

Members discussed the implications of such actions on households and the community, and debated alternative proactive measures that could better suit consumers, such as the use of virtual power plants, batteries and other demand responses.

Energy Market Evolutions and a future customer advocacy framework

Members were introduced to the proposed Expert Consumer Panel (ECP), an extension of the WA ACE Forum. ECP Members will receive co-learning opportunities, with the goal of participating in high-level consultation processes that have been initiated through recent changes to governance of the energy sector

COVID-19 impacts – end of supports

Members discussed the end of the rental moratorium, which was impacting both households and businesses and noted the potential for the vulnerable in the community to face energy hardship as a flow on impact.

Other business

Members received an update on the WA ACE Grants program.

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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