



Communique

WA ACE Forum

25 October 2022 meeting

Meeting 13 of the Western Australian Advocacy for Consumers of Energy (WA ACE) Forum was held on 25 October 2022.

Western Power update - implementing recommendations of the Independent Review of Christmas 2021 Power Outages

Members were provided an update on Western Power's work program in response to the Independent Review of Christmas 2021 Power Outages, including actions by Western Power to:

- undertaking major network upgrades, including installing 70 distribution transformers across the network;
- revise its website in order to more easily convey reliability information to the public; and
- develop arrangements for text message notifications to households if their suburb is at risk of power supply interruptions, to encourage actions to reduce their energy use.

Western Power connection limit for rural customers

Western Power provided members an update on the rural network supply allocation limit review. The review used data from 140,000 advanced meters to determine that the Western Power network should be able to cope with increasing the import limit to 63 amp for rural customers (it is currently 32 amps), resulting in rural customers having the same import limit as metropolitan customers (noting that circuit breaker requirement would remain but applied at the higher supply limit).

Western Power will trial the new rural limit in seven local government areas through to 31 March 2023, following which a decision will be made on the future supply limit for rural areas.

Improving protections for electricity customers in embedded networks

Members were advised that Energy Policy WA is about to launch a survey seeking community feedback on customer experiences in embedded networks. The survey (and wider consultation) is to inform the development of a new regulatory framework applicable to embedded networks.

The aim of the proposed framework will be to ensure customers in embedded networks are afforded protections largely similar to those received by customers supplied directly by an electricity retailer, without obstructing the benefits embedded networks can offer.

WA ACE Program and Expert Consumer Panel update

Members were informed of the activities of the Expert Consumer Panel, including involvement in Stage One of the Reserve Capacity Mechanism review; Woodside Energy's Pilbara Rule Change proposal relating to network connections to the North West Interconnected System to facilitate energy transmission from a new solar PV facility to the Pluto LNG operations; review of the arrangements for allocation of market fees and Essential System Services costs to Wholesale Electricity Market participants; and a response to the Draft Statement of Policy Principles: Penalties for high emission technologies in the Wholesale Electricity Market.

Plug In' customer information pack

Energy Consumer Australia advised members of its recently launched '[Plug In](#)' website. The materials have been compiled by subject matter experts to assist customers in considering purchases of new energy related technologies. The content covers topics on installing and using solar power, batteries and electric vehicles; going off-grid; and the operation of virtual power plants and energy monitoring systems.

The materials are 'white-labelled' and can be downloaded and used by consumer groups, non-government organisations, market bodies, local councils and government.

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.