



Communiqué

WA ACE Forum

25 November 2025 meeting

Meeting 28 of the Western Australian Advocacy for Consumers of Energy (WA ACE) Forum was held on 25 November 2025.

Synergy response to customer overpayments issue

The Forum received an update from Synergy regarding historical customer overpayments. Synergy acknowledged that these issues, which date back to 2009, resulted in approximately \$40 million being collected from closed accounts, affecting around 174,000 customers. Synergy advised that its immediate priority is to return funds to impacted customers. Synergy confirmed that a comprehensive review of its practices is underway to further strengthen internal controls to prevent similar issues from reoccurring.

Expert Consumer Panel update

The Expert Consumer Panel provided an update on key activities since the July Forum meeting, including lodgement of a submission in response to PoweringWA's draft Community Benefit Sharing Guidelines for Renewable Energy Projects, contributing to Wholesale Electricity Market Rule reforms through a submission on the Tranche Nine proposals, and providing input on meter data anomaly issues to support confidence in data integrity and billing systems. The Panel also supported the review of Market Advisory Committee governance arrangements, advocating for broader membership to include emerging market participants, such as aggregators and operators of Virtual Power Plants.

Original Power's Right to Power Report

The Forum received a presentation from Original Power, a First Nations-led not-for-profit organisation, on its [Right to Power](#) report. The research was initiated in response to concerns raised during Federal consultations for the First Nations Clean Energy Strategy and was supported by Energy Consumers Australia through a collaboration grant. The study aimed to identify solutions to keep households connected and inform policy reform.

The report's recommendations include:

- Introduction of additional annual reporting by retailers on prepayment meter customer outcomes (e.g. number of disconnections).
- Development of hardship definitions specific to prepayment meter customers.
- Removal of barriers for community and remote housing to access distributed energy resources, enabling rooftop solar installations.
- Introduction of measures to support vulnerable customers during extreme heat events, such as waiving usage charges for 12 hours on days when temperatures are expected to exceed 40°C, helping to mitigate health risks that could arise if households were disconnected during these conditions.
- Establishment of a national Priority Services Register to further support vulnerable customers.

Energy Policy WA noted that the State Government was reviewing the recommendations.

About the WA ACE Forum

The WA ACE Forum brings 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 Communiqué 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.