



Communique

WA ACE Forum

27 May 2025 meeting

Meeting 25 of the Western Australian Advocacy for Consumers of Energy (WA ACE) Forum was held on 27 May 2025.

Synergy's Customer Engagement Platform project

Synergy provided an overview of its CX360 project, combining their legacy customer platforms into a single platform to enhance Synergy's interactions with its customers. The program of work will lay the foundations to improve Synergy's internal processes and deepen the understanding of its customers and the energy market.

Gas Marketing Code of Conduct – final decision

The Economic Regulation Authority (ERA) outlined the key changes resulting from the 2023–25 Gas Marketing Code review that will take effect from 1 January 2026. These changes aim to improve transparency and help consumers make informed decisions when comparing different gas pricing offers. For instance, retailers will be required to present key details of gas retail plans in a consistent format. The Code changes also ensure that more modern electrical appliances are used for any cost and environmental marketing claims by gas retailers.

WA Residential Battery Scheme

Energy Policy WA outlined that the State Government is introducing a battery rebate and no interest loan scheme for households to purchase a household battery commencing by 1 July 2025 and including a range of the key protections to safeguard consumers.

Project Jupiter

Western Power outlined that Project Jupiter is a \$108 million, three-year project designed to fast-track the integration of rooftop solar, home batteries, and community batteries into Western Australia's main energy system using Virtual Power Plant (VPP) products. By 2028, the project aims to ensure that all new solar and battery systems connected to the network have the option to participate in a VPP product.

Expert Consumer Panel update

The Expert Consumer Panel advised that it provided a submission to the Gas Marketing Code Consultative Committee (GMCCC) following the Economic Regulation Authority (ERA) draft decision on amendments to the Gas Marketing Code of Conduct. The submission commended the ERA for setting minimum standards concerning customer cost effectiveness, energy efficiency, environmental health, and greenhouse gas emissions marketing claims in the gas retailing sector. The submission requested additional pricing information be included in the proposed requirements for basic price information documents.

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 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.