



Communique

WA ACE Forum

29 July 2025 meeting

Meeting 26 of the Western Australian Advocacy for Consumers of Energy (WA ACE) Forum was held on 29 July 2025.

Understanding and measuring energy hardship in Australia

Energy Consumers Australia provided the Forum with an overview of its *Understanding and measuring energy hardship in Australia* report. The report uses key indicators from the Consumer Energy Report Card survey data to identify households experiencing or vulnerable to energy hardship.

Synergy's Battery Rewards Program

Synergy's Battery Rewards program, introduced on 1 July 2025, is designed to assist customers to better utilise household batteries. Synergy provided the Forum with information about this new product, the potential benefits for customers and the energy system, and shared trends observed since launch of the program.

Creating accessible and affordable public EV charging networks for Australia report findings

Energy Consumers Australia briefed the Forum on the initial findings from its '*Creating accessible and affordable public EV charging networks for Australia*' report. The report identifies the roles and responsibilities for public EV charging infrastructure in Australia that would best promote consumer interests, including by providing better site suitability guidance for local government, and mandating payment standards.

AGL Accessibility Program

AGL outlined that it is advancing accessibility through its internal AGL Ability Committee and Customer Accessibility Working Group. AGL detailed some of the measures it has already implemented, and continue to develop, to improve accessibility for its staff and customers. This includes recent upgrades to the AGL website and app so they are more accessible, as well as the voice services (where customers can request a call to have the bill read out line-by-line).

Expert Consumer Panel update

The Expert Consumer Panel noted its attendance at various Western Power's Access Arrangement 6 public consultation sessions and that since the last Forum meeting it has provided submissions in response to the:

- 'Review of Power System Security and Reliability Standards consultation paper';
- Market Advisory Committee Review; and
- Review of the Code of Conduct for the Supply of Electricity to Small Use Customers.

The Panel also noted that it was preparing a submission in response to PoweringWA's Community Benefit Sharing Guidelines for Renewable Energy Projects.

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.