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AES Prescribing Regulations
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Energy Intelligence Submission - Alternative Electricity Services (AES) Registration Framework and Fees

We welcome the development of the Alternative Electricity Services (AES) framework and support its objective of delivering enforceable customer protections while minimising unnecessary regulatory burden.

As an operator of single property networks (SPNs) across commercial, mixed-use and industrial assets, we are broadly supportive of the direction being taken in Western Australia. We appreciate the staged approach to cost recovery and the recognition that these services are atypical and require data collection before a mature fee model can be developed.

Our comments focus on clarity, proportionality and ensuring the framework enables smooth transition of retrofit sites while supporting renewable integration.

1. Registration Structure – Legal Entity Model

The proposed fee methodology indicates that registration may be held by the legal entity providing the AES, with fees calculated by reference to the number of alternative electricity services operated.

We seek clarification as to whether:

- A single legal entity may hold multiple SPNs and/or OPS services under one registration record; or
- Separate registrations are required for each SPN or OPS service.

Clear confirmation of this structure is important to support efficient portfolio management and asset acquisitions.

From an administrative and regulatory efficiency perspective, our preference would be for a single legal entity to hold multiple AES services under one registration record, with each service clearly listed. This would reduce duplication while maintaining transparency and oversight.

2. Treatment of Retrofit SPNs

Retrofit conversions commonly occur where existing commercial, mixed-use or industrial assets are upgrading ageing infrastructure, improving governance, or integrating renewable generation.

These projects involve operational sites with established customers and largely existing infrastructure, transitioning into an SPN structure for the first time.

We encourage the ERA to provide clear guidance on how retrofit SPNs will be assessed within the AES framework, recognising that retrofit projects differ from greenfield developments in their implementation context and risk profile.

In particular, where:

- The site is an existing operational asset;
- Infrastructure upgrades or renewable integration are being implemented; and
- The operator can demonstrate readiness to comply with the AES framework at commencement,

the registration process should provide clear guidance and defined assessment criteria to enable smooth transition into the regulated framework while maintaining appropriate oversight.

We note that retrofit projects frequently coincide with the installation of on-site solar and other renewable generation. In this context, the current structure may not yet fully accommodate the practical realities of integrated SPN and OPS deployment within commercial assets. If not carefully calibrated, the framework may create additional regulatory and cost barriers to solar integration in circumstances where renewable rollout is a primary driver of the retrofit.

Refinement of the approach to integrated SPN and OPS arrangements within retrofit projects would assist in aligning the AES framework with broader renewable and decarbonisation objectives in Western Australia.

We consider it important that the framework recognise differences between customer classes, particularly residential compared with non-residential environments.

Clear guidance in this area will encourage existing assets undergoing transition to enter the regulated framework in a structured and compliant manner.

3. Consultation Triggers and Timeframes

We support consultation where customer impact is material. However, proportionality and certainty are essential.

We recommend the framework clarify:

- Whether consultation requirements differ between:
 - Greenfield SPNs
 - Retrofit SPNs
 - Residential, non-residential and industrial sites
- Whether commencement of an OPS service at an already registered SPN triggers additional consultation; and
- Clear statutory timeframes for any consultation or ERA decision-making process.

Certainty in timeframes is critical for project planning.

For asset-owned SPNs such as shopping centres and commercial precincts:

- Routine tenancy change (including subdivision or consolidation of tenancies) or building extension should not trigger a registration amendment requirement.
- Updates to registration details — including changes in appointed agents or service providers — should not trigger public consultation where there is no material impact on customers.
- A change in ownership of an SPN, where operational arrangements and customer protections remain relatively unchanged, should not require public consultation.

However, where a site footprint materially expands — for example, the addition of a new building supplied under the SPN — guidance on amendment requirements would be appropriate.

We also note that consultation or approval processes that materially delay renewable integration, including OPS services, may impact corporate sustainability targets. Clear and predictable pathways will support orderly decarbonisation while maintaining compliance integrity.

4. SPN Registration – Recognition of Roles

SPN arrangements may involve multiple parties, including:

- Asset owner
- A SPN owner/operator; and
- A customer-facing billing or retail agent.

If a public register is maintained, it would be beneficial for it to:

- Identify the registered legal entity;
- Identify any appointed operational agent or service provider; and
- Include a clearly published customer contact point.

This will enhance transparency and ensure customers can direct enquiries appropriately.

5. Fees, Cost Recovery and Transparency

We acknowledge the staged approach to fee development and the initial equal allocation model.

We seek clarification on:

- Whether fees are applied per alternative electricity service or per registration holder;
- The definition of “one alternative electricity service”; and
- Whether integrated SPN and OPS services at a single site are treated as separate services for fee purposes.

Clarity on these points will assist operators in understanding their regulatory obligations and cost exposure.

The proposed model introduces an ongoing annual cost for SPN and OPS providers and represents an important evolution of the current regulatory framework. It will be important that the fee methodology remains proportionate to risk, service type and operator scale to avoid unintended impacts on asset modernisation and energy innovation.

In particular, we note that the introduction of separate registration and cost recovery requirements for OPS services may create additional regulatory and financial complexity for commercial property owners integrating renewable generation within existing sites. As Western Australia progresses its renewable and decarbonisation objectives, careful calibration of the framework will be important to ensure that regulatory settings support — rather than inadvertently discourage — on-site renewable deployment.

We also note that Ombudsman membership fees are not currently publicly available. Early transparency regarding these costs would assist providers in planning for compliance under the AES framework.

Closing Remarks

We support the policy intent of the AES framework and the introduction of clear, enforceable protections for customers of SPNs and OPS services in Western Australia.

This reform represents an important evolution of the current arrangements, and we are committed to engaging constructively to support its successful implementation.

As the framework is finalised, it will be important that it:

- Remains proportionate to risk and customer class;
- Provides clear and predictable administrative pathways;
- Avoids unnecessary duplication of compliance and reporting; and
- Supports renewable integration and asset modernisation across Western Australia.

We are supportive of early registration and intend to be proactive in engaging with the framework. We welcome continued dialogue as the AES regime is implemented and refined.

ABOUT ENERGY INTELLIGENCE

Energy Intelligence is a market leader in single property network (SPN) advisory and operations in Western Australia, with deep expertise across shopping centres, commercial precincts and industrial estates. We act on behalf of asset owners and SPN operators, delivering regulatory compliance, customer management, billing, infrastructure advisory and renewable integration services.

We operate at the forefront of governance and compliance in the embedded sector and are well positioned to implement the Alternative Electricity Services (AES) framework in a practical and commercially sustainable manner. Our systems and processes are already aligned to high compliance standards, and we are committed to early and proactive registration under the new regime.

Our submission reflects both our support for strengthened customer protections and our commitment to ensuring the AES framework remains proportionate, workable and supportive of renewable innovation across Western Australia.

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