

Exposure Draft – Alternative Electricity Services Code of Practice 2026

Customer information on proposed new Single Property Network protections

August 2026



On 25 July 2025, the Minister for Energy and Decarbonisation announced the decision to regulate single property network (SPN) services under the new Alternative Electricity Services (AES) registration framework. This document outlines information for consumers on key protections proposed to be delivered under the AES Code of Practice. Feedback can be sent to Energy Policy WA at EPWA-AES@deed.wa.gov.au by 5:00pm (AWST) 25 September 2026.

Proposed SPN service provider obligations

Third party compliance with the AES Code of Practice

Your SPN service provider (SPN provider) will be responsible for making sure that anyone it engages as part of its service delivery complies with the AES Code of Practice. This includes marketing agents or other third-parties, for example maintenance or billing service providers.

Information you should receive upfront

If you are a residential customer, an SPN provider must provide you with a disclosure statement in the form contained at Schedule 1 to the AES Code (SPN) before entering into an SPN agreement and supplying electricity to you. The minimum information required by the disclosure statement includes:

- general information on single property networks;
- information on costs to be paid by a customer including tariffs, fees and charges;

- information about the use of distributed energy resources at the SPN.

The disclosure statement is intended to provide comprehensive information for prospective residential customers to allow them to make an informed decision before entering an SPN agreement for the supply of electricity.

If you are a non-residential customer, similar disclosure information must be provided to you by the SPN provider, however the format that information is provided in is not regulated.

Clause 11 of the AES Code (SPN) lists the information that will need to be disclosed to you by your SPN provider.

What your SPN agreement should include

The AES Regulations require that you have an SPN agreement with your SPN provider. The SPN agreement should be provided to you by the SPN provider before supplying electricity to your supply address.

The SPN agreement will include minimum information to ensure you clearly understand the terms and conditions of the service to supply electricity to your supply address within an SPN.

Clause 12 of the AES Code (SPN) includes the full list of information to be included in the SPN agreement. It must be consistent with and contain all the information contained in the disclosure statement (residential) or disclosed information (non-residential), provided by the SPN provider.

The agreement must set out the tariff you are required to pay for every unit of electricity you consume and any other fees and charges. It should also set out how and when those amounts can be varied.

Your SPN agreement does not have to be a separate electricity contract and can be part of a lease or other agreement for services, but it will need to contain the information in clause 12 of the AES Code (SPN).

Other information you should be able to access from your SPN provider

If you make such a request, your SPN provider will need to give you:

- pricing information;
- information on how prices, fees and charges may be varied;
- information on what should happen when there is a change of SPN provider; and
- information about the type of meter at your supply address and whether any other type of meter is capable of being installed and the cost to you of doing so.

If an SPN provider maintains a website, it will need to publish the following on it:

- the SPN provider's complaints and dispute resolution procedure;
- contact details for the electricity ombudsman;
- a link to the AES Code; and
- the SPN provider's hardship policy and family violence policy (if applicable).

What you may be charged for electricity

Annexure A summarises the tariffs and prices that a small use customer may be charged for electricity by an SPN provider within an SPN. An SPN provider will need to offer a standard tariff to all small use customers it supplies, however a customer will be able to opt into a special tariff if offered by the SPN provider (such as a time of use tariff or a discount to the standard tariff), if they want to. A customer will have the right to opt out of a special tariff after 36 months.

Large use customers

The AES Code (SPN) does not specify a standard tariff for supply to large use customers. This means SPN providers who supply large use customers will not have to comply with the clauses in the AES Code (SPN) relating to tariffs and prices (clauses 24 to 28). Parties may therefore reach a commercial agreement on the price paid for supply of electricity.

Your metering rights

SPN providers will be required to ensure a meter is connected to a supply address and that the meter accurately measures the consumption of electricity within the SPN at the supply address.

The SPN provider will need to comply with AES Code (SPN) requirements to test the meter for accuracy and read the meter when you first occupy a supply address and when you vacate.

These obligations will ensure that a reliable SPN meter is connected to your supply

address and that your electricity consumption is accurately measured.

Transitional arrangements will apply for supply addresses that do not have a meter as of 1 July 2027.

Your billing protections

How you should get billed

To ensure you receive all necessary information to check what you are being charged for, your SPN provider will need to comply with a minimum standard for:

- billing frequency and format;
- information to be provided on bills;
- how bills must be calculated;
- the retention period for billing data;
- methods of payment; and
- the process to review a bill at the customer's request.

You may agree to receive key billing information on an online portal, instead of receiving a paper or electronic bill. You should not be charged if you want to receive a paper bill.

Estimated bills

An SPN provider will not be permitted to estimate your first three bills and any more than two bills in the same calendar year.

If a bill is estimated, the SPN provider will need to provide a statement to the customer saying the bill is estimated and providing an explanation of the method used to determine the estimate. An example of when a bill might be estimated is when there is a fault in the remote reading of a customer's meter.

What happens if you are undercharged or overcharged

Where an SPN provider has overcharged or undercharged you, they will need to notify you and offer appropriate options to:

- pay the outstanding amount, in case of undercharging; or
- reimburse the overcharged amounts, in case of overcharging.

If an amount is undercharged more than 12 months before you are notified about it, you will not have to repay the amount.

No interest will be payable on over or undercharging. No late payment fees may be charged on an amount undercharged.

No requirement to pay for DER maintenance, repair or insurance

If distributed energy resources, such as solar panels, batteries and electric vehicle charges, are installed at the SPN and they are not owned by you, the SPN provider will not be able to:

- make you maintain, repair or insure; or
- charge you to maintain, repair or insure, the distributed energy resources.

Assistance available if you are experiencing financial hardship or family violence

If you are experiencing financial hardship

SPN providers supplying residential customers will need to have a hardship policy to assist customers experiencing

payment difficulties. Minimum standards will apply for the hardship policy, including detail on:

- the process to identify a hardship customer and what information may be requested during this process; and
- the assistance that you may access, including additional time to pay and waiving of fees and charges.

If you are a non-residential small use customer, your SPN provider will need to consider a request for a payment plan if you are experiencing payment difficulties.

If you are affected by family violence

SPN providers supplying residential customers will need to have a family violence policy to assist customers affected by family violence (known as “vulnerable customers”).

The AES Code (SPN) provides for minimum standards for a family violence policy including detail on:

- how vulnerable customers’ information should be managed and protected; and
- the assistance that vulnerable customers may access, like flexible payment options.

These obligations are designed to deliver safe, respectful and tailored support to vulnerable customers.

Disconnection, reconnection and interruptions

The AES Code (SPN) provides for obligations and limitations on disconnection of customer supply addresses in certain circumstances. Service standards (including notification requirements) for unplanned and planned interruptions are also set out.

How to get a complaint or dispute resolved

An SPN provider will need to have a complaints and dispute resolution procedure that is consistent with AS/NZS 10002:2022 *Guidelines for complaint management in organisations* published by Standards Australia.

This will ensure you have a clear understanding of the pathway to get a complaint or dispute resolved, including the option to escalate a dispute to the Energy and Water Ombudsman Western Australia if you are a small use customer.

You will not be required to pay a charge for raising a complaint or dispute.

Life support customers

If you or a person at your supply address requires life support equipment an SPN service provider will be required to register your address on a life support register.

Obligations are designed to ensure you have sufficient notice to plan for interruptions to electricity supply.

Summary of tariff obligations

Small use customers – electricity consumption up to 160 MWh in any 12-month period	
Standard tariff	
Residential	
Residential	A1*
Non-residential	
Business with electricity consumption under 50 MWh per annum	L1*
Business with electricity consumption from 50 to 160 MWh per annum	L3*
Special tariff	
Residential or non-residential	- Any amount offered by SPN provider e.g. discount to standard tariff, time of use tariff - Customer must opt-in in writing to special tariff - Customer may opt out to relevant standard tariff after 36 months (notice requirements apply)
EV Supply	
- Separately metered - Usage/consumption – as per standard tariff or special tariff - Daily supply charge – no more than tariff A1 additional dwelling amount - Supply is part of SPN agreement, not ad hoc	

* The A1, L1 and L3 tariffs are the tariffs set out in *Energy Operators (Electricity Generation and Retail Corporation) (Charges) By-laws 2006* Schedule 1 payable by Synergy customers connected to the South West Interconnected System

Large use customers – electricity consumption more than 160 MWh in any 12 month period
- No price regulation for any supply of electricity - Any amount may be agreed between parties

