Sent: Tuesday, 22 September 2026 4:22 PM
To: EPWA Alternative Electricity Services
Subject: PHOAWA response

Dear sir,

Please find below, the response from the Park Home Owners Association of WA to your consultation document relating to single property network customers,
Code of Practice:-

The Code of Practice

1. We are pleased to see that we will now have access to the Ombudsman for issues that we can't resolve in any other way.

2. Clause 33 indicates the Contents of one's electricity bill does not appear to be required to specify the previous and current meter readings. This is an important piece of information for residents as they like to check meter readings. to catch any mistakes made by the Park Operator.

3. Clause 35(2) states “An SPN Service provider must keep a record of the billing data for a customer for at least 2 years after the record is made.” The PHOA believes that given the history of claims made by residents for reimbursement of incorrectly charged electricity consumption through the SAT, that disposing of records after two years may be premature. We believe the current timeframe limitations for claims set by the SAT is six years. This might be an appropriate timeframe for the retention of this record.

4. Caravan Parks and Lifestyle Villages have the luxury of possessing, by their very nature, a significant amount of "roof area". Currently, very little of that roof area has solar panels. This is mainly due to cost and lack of feed-in rebate - incentives for Park/Village Operators to invest.. You should note that an increasing number of residents are at least thinking of purchasing an EV thus significantly increasing the consumption of electricity. Consequently, Park Operators will be motivated to invest in both solar panels and also a battery storage system. We believe that the Government should consider giving these businesses some sort of financial incentive to increase their use of both solar panels and wind turbines, where appropriate, to produce electricity. Please note that for various reasons, including the current housing shortage in WA, this type of business is becoming more popular with an increasing number of seniors downsizing.

Your response to this email would be appreciated.

Regards

Office held by sender: President

Park Home Owners Association WA Incorporated

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