GOVERNMENT OF WESTERN AUSTRALIA

Department of **Local Government, Industry Regulation and Safety**



Residential Battery Energy Storage Systems

Residential Battery Energy Storage Systems (BESS) are rechargeable battery systems installed in homes to draw energy from rooftop solar panels and store electricity for later use. They can also charge from the grid during off-peak periods and provide backup power during outages.

Residential BESS are increasingly being installed across Western Australia to improve energy independence, reduce electricity costs, and support the transition to renewable energy.

They are commonly located in garages or on external walls so correct installation, regular monitoring and maintenance and prompt attention to warning signs are essential to protect from serious injury, fire and property damage.

Before you buy

- BESS must be approved for use in Australia. Check the Clean Energy Council's website for approved batteries.
- The system must be installed by an appropriately licensed electrical contractor who will provide an electrical safety certificate for the work carried out. Check the Department of Local Government, Industry Regulation and Safety's Online License Search.
- The installer must provide you with operating instructions and emergency shutdown procedures. This manual should provide you with safety and maintenance information.

Safety in use

- Keep all manuals and warranty information in a safe place.
- Don't remove protective bollards after the installer leaves the job for any reason.
- Do not open, modify or attempt to repair a BESS yourself.
- Watch for signs of swelling or cracks and listen for any odd noises coming from the equipment like hissing or buzzing.
- Report any electric shocks to the network operator. Contact numbers are on the Building and Energy website.
- If the BESS catches fire, call **000** immediately and notify the Department of Fire and Emergency Services.
  - Do not attempt to extinguish the fire yourself. Lithium-ion battery fires can behave differently from conventional fires and may release toxic and flammable gases and fumes.
  - Keep a safe distance from the BESS and follow the directions of emergency services.

If there is a problem

Visit the Consumer Protection website for information on consumer guarantees, warranties and contracts.

If you experience a problem, your first step is to contact the supplier directly to explain the problem and try and resolve the dispute. For more information, see the ACCC website on guidance to Contacting a business to fix a problem.

If you are unable to resolve your dispute with the supplier, contact Consumer Protection on **1300 30 40 54** or email consumer@lgirs.wa.gov.au for information about your rights and resolving disputes.

DP-PB-2601