



Communique

WA ACE Forum

27 August 2024 meeting

Meeting 22 of the Western Australian Advocacy for Consumers of Energy (WA ACE) Forum was held on 27 August 2024.

Experiences of a person with vision impairment in navigating the energy sector

People with Disabilities WA provided Forum members with a demonstration of the use of a screen reader (as used by someone who is blind or who has low vision) to help navigate energy sector online resources and information.

The demonstration highlighted the difficulties that certain layouts and graphics on websites, online portals and PDF bill information can present for screen readers, making it difficult for these individuals to access or understand the information being provided.

Economic Regulation Authority update on Western Power Access Arrangement 5 First Annual Progress report

The Economic Regulation Authority (ERA) provided an overview of the ERA Western Power AA5 [First annual progress report](#). The report noted that Western Power has implemented new processes to improve connection times, that progress is being made on Western Power's streetlighting strategy and provided comments on regional power reliability in the South West Interconnected System.

Energy and Water Ombudsman customer complaint trends

The Office of the Energy and Water Ombudsman provided an overview of customer complaint trends, noting that the electricity industry was responsible for most complaints received and that a larger share of these matters related to the need to work through situations where a customer receives a higher-than-expected electricity bill, due to a previous bill being based on an estimated meter read.

Western Power's Public Lighting Strategy

Western Power outlined that it operates and maintains around 280,000 streetlights on behalf of local governments across the South-West Interconnected System. Western Power provided an overview of its Public Lighting Strategy and noted that there are a range of stakeholder views about streetlighting. Western Power advised that it would be undertaking a program to proactively convert existing streetlights to LED luminaires.

Expert Consumer Panel update

Expert Consumer Panel members provided an overview of recent activities, including:

- Preparation of a submission in response to Energy Policy WA's Wholesale Electricity Market Investment Certainty Review
- Holding discussions with the ERA on its review of the Code of Conduct for the Supply of Electricity to Small Use Customers.
- Lodgement of submissions in response to the ERA's draft decision on ATCO's Access Arrangement 6 and the Gas Marketing Code of Conduct Review 2023-25

About the WA ACE Forum

The WA ACE Forum brings to 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.