

INFORMATION SHEET

On-site power supply arrangements

Have your say about how these services should be regulated!

Have your say about regulating on-site

licensing, but still provides standard electricity rights for consumers.

If a decision is made to regulate OPS services under the AES framework, the OPS service provider would need to:

- register with the Economic Regulation Authority;
- become a member of the Electricity Ombudsman scheme; and
- provide specified standard electricity rights by complying with an AES Code.

The AES Code could do either of two things:

- make OPS service providers sign up to the New Energy Technology Consumer Code that is overseen by the Clean Energy Council; or
- ensure customers have standard electricity rights specific to OPS services.

The New Energy Technology Consumer Code has been developed to increase the standard of service for businesses providing new energy technologies like solar panels or batteries. However, this Code is mainly focused on what happens when a customer purchases the energy technology, rather than the case of an ongoing contract or service relationship with a customer.

Only the option that includes tailored and specific obligations for OPS service providers in the AES Code would ensure customers have specific electricity rights like:

- mandatory up-front information to customers about the service provided;
- requiring written supply agreements including information such as prices, fees and charges and how they may be changed over time;
- requiring that important information such as amount of electricity produced or consumed is regularly provided to consumers on bills (or via an app or online platform);
- ensuring that support is provided to household customers experiencing financial hardship or family violence; and
- access to the Electricity Ombudsman.

Who should give feedback?

Energy Policy WA is keen to hear from anyone that is already a customer or provider of an OPS service, or is thinking about this for the future.

For those that are very interested in this topic, a consultation paper is available on the Energy Policy WA website that outlines more detail on the options discussed above.

The consultation paper asks specific questions. There is a response template to help you share feedback on some or all of these questions.

You are also welcome to just write a letter or send us an email:

- outlining your views;
- telling us your own experience; and/or
- responding specifically to some or all of the questions included in the consultation paper.

If you want a simple and quick way of contributing to this consultation process just email EPWA-AES@dmirs.wa.gov.au and tell us:

- How satisfied you are with your OPS service?
- What is the best and worst thing about being an OPS service customer?
- Is there anything that surprised you about your OPS service?
- Is there something you wish you had known before signing up to the service?
- Is there anything you think needs to change with how this service is regulated right now? Why/why not?

Written submissions and letters can be emailed to EPWA-AES@dmirs.wa.gov.au or posted in hard copy to Locked Bag 100, East Perth WA 6892.

The closing date for comments is 19 April 2024.

What will we do with your feedback?

Energy Policy WA will carefully consider all the feedback provided to guide its advice and recommendations to the WA Government.

Submissions received will be published on the Energy Policy WA website shortly after the end of the consultation period. Energy Policy WA will also publish further information on the Government's final policy decision in due course.

If you prefer your name to remain confidential, please indicate this in your submission. Please also clearly indicate if there is information or data in your submission that is confidential and should be removed before publication.

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