



Communique

WA ACE Forum

2 June 2026 meeting

Meeting 30 of the Western Australian Advocacy for Consumers of Energy (WA ACE) Forum was held on 2 June 2026.

Customer Complaint Trends

The Office of the Energy and Water Ombudsman noted that:

- electricity complaint volumes had increased over the past nine months, with a range of complex investigations relating to network reliability and access issues;
- gas related complaints have declined; and
- small business-related complaints now represent seven per cent of total cases across electricity and gas.

It was also noted that consumers from non-English speaking backgrounds and people with disabilities remain underrepresented in complaint data, with fewer cases from these cohorts being received, relative to their population share. Discussion focused on opportunities to improve engagement and accessibility for these groups.

Expansion of Nationwide House Energy Rating Scheme to existing homes

The Department of Climate Change, Energy, the Environment and Water provided an overview of the expansion of the Nationwide House Energy Rating Scheme (NatHERS) to existing homes. The initiative, to be launched in mid-2026, aims to reduce household energy costs, improve comfort, and support emissions reduction. Forum attendees were provided an overview of the rating certificate, and how the Federal Government is assisting development of an accredited workforce to undertake assessments. Discussions centred on the potential for the scheme to support future mandatory disclosure of home energy performance at point of sale or lease.

Energy Consumers Australia Power Move report and gas rule change proposals

Energy Consumers Australia (ECA) presented on its 'Power Move' report and associated gas rule change proposals. The discussion highlighted challenges associated with declining gas demand, including increasing costs for remaining consumers and risks related to accelerated cost recovery by network operators. ECA emphasises its view as to the need for coordinated government action to manage an orderly transition away from gas, including consideration of electrification pathways, consumer protections, and support for vulnerable households. The importance of accessible, trusted consumer information and potential 'one-stop shop' advisory models was also discussed.

Expert Consumer Panel update

The Expert Consumer Panel provided an update on activities since the 31 March 2026 Forum, including a submission on the draft Western Power Transmission System Plan, engaging with Western Power on its upcoming Access Arrangement and development a paper for the Market Advisory Committee as to a review of Benchmark Reserve Capacity Price settings.

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.