



Communique

WA ACE Forum

22 September 2026 meeting

Meeting 31 of the Western Australian Advocacy for Consumers of Energy (WA ACE) Forum was held on 22 September 2026.

Minister for Energy and Decarbonisation / WA ACE Forum Member Discussion

The Minister for Energy and Decarbonisation, the Hon. Amber-Jade Sanderson MLA, joined the Forum to share her priorities for the energy sector and hear directly from consumer advocates. The Minister highlighted:

- the rapid uptake of household batteries and their potential to reduce household energy costs;
- the introduction of Synergy's new Smart Switch tariff trial where Synergy will help inform customers if they are on the most financially beneficial tariff; and
- that the State is on track to meet the planned exit from coal-fired generation by 2030.

Forum members provided the following observations:

- That Synergy's Smart Switch trial is a positive step towards helping customers identify tariffs that may reduce their electricity costs.
- Clear interim emissions reduction targets that extend beyond 2030 would assist long-term investor certainty for the energy transition.
- That the Government has provided much welcomed support to coal industry workers, businesses and the community in Collie while the sector transitions away from the use of coal.
- The success of battery rebate and virtual power plant programs is changing the relationship between customers and energy retailers, and that this will require the consumer protection framework to evolve to account for the changed landscape.
- While recent announcements concerning the Albany Gas Transition are welcomed, local businesses have noted the potential for additional costs as they either electrify or install new bottle gas infrastructure.
- That new supports for customers on pre-payment meter arrangements should be investigated to reduce disconnections during extreme heat events and improve access to hardship assistance.
- That loans or rebates to reduce the additional upfront costs, complemented by tailored support services and tools, could help households and small businesses towards electrification.

The Minister acknowledged the constructive contributions of Forum members and discussed the matters raised.

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.