

Electricity charges in residential parks

Last updated: 13 November 2025

Long-stay tenants can be charged separately for electricity if your:

- agreement allows it
- home has a meter.

Electricity charges must be shown as a separate item on your rent invoice.

There are two types of charges for electricity:

- daily supply charge – a fixed daily amount
- consumption charge – a variable amount based on the electricity you use.

Daily supply charge

As of 13 November 2025, an operator can charge a daily supply charge if your long-stay agreement allows it.

Daily supply charges help the park operator recover costs, such as for:

- reading electricity meters
- maintaining the electricity distribution system in the park
- issuing electricity bills.

The daily supply charge cannot be added to an existing agreement without your approval. The operator cannot force you to agree. It can be added to new agreements.

The charge is referred to as the 'additional homes' supply charge for residential electricity customers. The current rate is available from Energy Policy WA's (EPWA) [Household electricity pricing](#).

Consumption charge

You can be charged for electricity consumption if your:

- home has a separate meter which records your usage
- your agreement allows the charge.

The amount a park operator can charge for electricity consumption depends on which electricity retailer supplies the park electricity.

Electricity supplied to the park by Horizon or Synergy

Park operators can charge the maximum consumption charge up to the residential A1 or A2 tariff where the electricity supplied by Synergy or Horizon Power. More information about these tariffs is available from EPWA's [Household electricity pricing](#).

A park operator can charge less than the standard rate, but not more.

Electricity supplied to the park by another retailer

The park operator may charge a reasonable amount for consumption to recover its costs where the park is supplied by a different electricity retailer.

Park homes without a meter

Your rent includes an amount to cover for your electricity use if your home does not have a meter. You cannot be charged an additional amount for electricity separate to your rent.

Park generated electricity (e.g. Solar)

Check your agreement or contact the park operator for information on how you can be charged for using electricity generated within the park. The operator can only recover the cost of generating the electricity.

Charges not allowed

A park operator cannot pass on any other electricity charges such as:

- connection fees
- meter replacement charges
- disconnection fees.

Concessions

Energy concessions or rebates are available to eligible residential customers. See the Department of Treasury and Finance's [Energy Concession Extension Scheme](#) (ECES).

Disputes

Your agreement should explain how electricity charges are applied. Talk to your park operator if you have any concerns.

Consumer Protection can help if you are having trouble and are unable to resolve a dispute yourself. See more detail on [How to make a consumer complaint](#).

Embedded networks

An embedded network is a private electricity network servicing multiple sites at one property. It connects to the grid through a “master meter”, which measures electricity used by the whole property. EPWA's embedded network video explains this further.

A residential park operator can:

- buy electricity in bulk from a licensed retailer (e.g. Synergy or Horizon Power).
- on-sell it to long-stay tenants on individual sites.

Embedded networks are common in residential parks, apartments, retirement villages and shopping centres.

See on-selling of electricity and gas for more information on how embedded networks work.

A park operator does not need a licence to sell the electricity, but they must follow rules on

- what they can charge for
- how they can pass on the charges
- at what rate they can charge.

Embedded network regulations

Park operators are exempt from needing a licence under EPWA laws.

The Residential Parks (Long-stay Tenants) Act sets the rules for what operators can charge tenants.

More information

Questions or advice about electricity charges in long-stay residential parks:

- **Consumer Protection Contact Centre:** 1300 30 40 54

Electricity supply and pricing enquiries:

- **Energy Policy WA:**
 - EPWA website
 - Phone: 6551 4600

- Email: EPWA-licence-exemptions@deed.wa.gov.au

WA legislation: Residential Parks (Long-stay Tenants) Amendment Regulations 2025