



The Distributed Energy Future

A bit about our Distributed Energy Buyback Scheme (DEBS)



Welcome to your Distributed Energy Future

For many years now, Synergy customers have been enjoying the benefits of rooftop solar. New technologies and innovative energy storage solutions are changing the energy landscape and Synergy is here to help you maximise the value of the energy you produce and make the most of WA's abundant renewable energy sources.

Acknowledgement of Country

Synergy acknowledges the Traditional Owners of the Land on which we operate and their continuing connection to the land, water and community. We pay our respects to all Aboriginal and Torres Strait Islander communities, their cultures and to Elders past, present and emerging.



The future of energy

There's a new future of energy coming and we're helping Western Australians get ready today. Our electricity system is undergoing a period of significant change with new technologies, like solar, electric vehicles and batteries growing rapidly. To help harness these new technologies, the State Government introduced the Distributed Energy Buyback Scheme (DEBS) which lets eligible customers sell energy back to the grid from not only solar but also export capable electric vehicles and home batteries.

DEBS gives eligible Western Australians an opportunity to save, store and share their energy in more ways than ever before.

What is DEBS?

Under DEBS, customers receive a variable rate for net energy exported to the grid from eligible small-scale solar systems, home batteries and export capable electric vehicles depending on the time of the day energy is exported.

The DEBS rates are subject to change and will typically be reviewed each year and adjusted by the State Government as required, just like other regulated electricity prices.

To find out more about DEBS go to synergy.net.au/debs

Saving with solar

Your solar system could potentially generate surplus electricity, and now that you've joined DEBS you're able to sell this surplus electricity back to us. You'll offset your consumption and receive credits on your bill for any surplus electricity exported back to the grid at the applicable DEBS rates. Your installer can give you suggestions about how to best set up your system to make the most of the DEBS variable rates.

All customers with solar and or export capable batteries, get the most value by self-consuming what they generate and/or store. By maximising the consumption of your own power first, you'll save on the cost of electricity you would otherwise draw from the grid. Try switching your appliance usage for things like the dishwasher, dryer, pool pump or washing machine to the middle of the day.

Battery export

DEBS now includes buyback payments for battery energy in the same way as rooftop solar. Customers can take advantage of the variable rate to store excess solar energy during the day and potentially export energy during the peak DEBS buyback period. Talk to your installer about how to get the most out of DEBS with your system.

Save even more with My Account

By installing a distributed energy system and applying for the DEBS, you've already taken steps towards reducing your reliance on the grid. Synergy's My Account can make it easier to keep track of your energy usage. With My Account you can access up to date information on your system, including how much surplus electricity you're exporting into the network. You can also access secure payment options and compare your household usage with similar homes in your suburb. Simply visit synergy.net.au/myaccount

We're happy to help

We've put together this welcome pack to help you understand more about generating and storing energy with the Distributed Energy Buyback Scheme. We've included information on how to read your new bills, which will display how much energy you're exporting from your system. We've also included simple energy efficiency tips which could help you save energy and make the most of your system.

Reading your meter

If your eligible distributed energy system generates surplus electricity, you'll now be able to export it into the network with your bi-directional meter. Western Power, the network operator, owns and maintains the meter at your premises, and can help with everything you need to know about reading your bi-directional meter.

For detailed information on how to read your meter, please visit Western Power's website at westernpower.com.au/faqs/metering or call them on 13 10 87.

Credits

1	Home Plan (A1) tariff			3	
Bill period: 04 July 2025 - 05 Sep 2025		Units	Unit of measure	Unit price cents	Amount
*Distributed Energy Buyback Peak		132.16	kWh	10.0000	\$13.22cr
*Distributed Energy Buyback Off Peak		933.70	kWh	2.0000	\$18.67cr
Plus GST @ 10.00%					\$0.00
Total					\$31.89cr

Your usage summary for meter number 0122334456

Supply period: 04 July 2025 - 05 Sep 2025	Units imported kWh	2	Units exported kWh
Distributed Energy Buyback Peak			132.1600
Distributed Energy Buyback Off Peak			933.7020
Residential Anytime consumption	990.2490		

How to read your new bill

Now that you're a part of our Distributed Energy Buyback Scheme you'll notice some changes on your bill. Because you now sell the surplus electricity you export, we list the amount of electricity that you've exported and imported over the supply period of the bill. This information, together with details on your usage, is a great way to see how much you're saving and the credits you're receiving.

1. Tariff

On the Distributed Energy Buyback Scheme, there will be two types of tariffs shown. The Distributed Energy Buyback Scheme is the amount of electricity that we buy from you (displayed as a credit) and the other is the base tariff for the electricity we sell you.

The DEBS buyback rate will be based on the time of day you export electricity to the grid, with two pricing bands:

- For net export between 3pm and 9pm (peak).
- For net export before 3pm or after 9pm (off peak).

2. Total units import/export

This is the total number of electricity units imported or exported through the network throughout the supply period of the bill.

If you are currently on a time-of-use tariff, such as Midday Saver, this number will be split over multiple lines representing the number of units imported or exported during different time periods.

While there is no limit to the amount of power your system can export back to the grid, under DEBS a customer will only receive buyback rates for the first 50 units exported to the grid each day. This is more than a 5kW solar PV system would be expected to generate daily, even in ideal conditions.

3. Distributed Energy Buyback Scheme

This is the number of electricity units exported to the network (in cents per unit). This might vary on your bills depending on how much electricity you use. When this amount is in credit (referred to as 'cr' on your bill), it means you've exported electricity into the network.

Simple tips

A few small changes around the house can make the difference between paying for electricity, and being able to sell it back.

Here are some simple tips and hints to help you save energy. We've listed changes you can make straight away at no cost, as well as other tips that can be implemented as soon as possible.



Heating and cooling

To do now at no cost:

- Reach for a jumper when possible instead of using a heater in winter. Every degree warmer on your thermostat can increase running costs by up to 10%.
- In winter, close your blinds or curtains in the late afternoon and early morning to keep the heat in.
- Shut your blinds or curtains during sunny summer days to stop sunlight from heating rooms.
- Close all windows and doors before turning your air conditioner/heater on, and limit cooling/heating to just where you need it.
- Set your heater/reverse cycle air conditioner to 18°C in winter and 24°C in summer.
- Clean the filters and outdoor unit on your air conditioner regularly to keep it free from dust and dirt.

To do when you can:

- Service your air conditioner/heater as often as the manufacturer recommends. This will help keep it running efficiently.



Audio and home entertainment

To do now at no cost:

- Dust off the Monopoly® and have a family board game night once a week instead of watching television.
- Make a rule around the house that only one television is allowed on at all times. It creates a great opportunity to spend time together.
- Turn off all appliances at the wall, including game consoles, media players and audio equipment.
- Ensure the last person to leave a room turns off the lights.

To do when you can:

- Upgrade to a new TV with a good energy rating.
- LCD and LED are usually more energy-efficient than plasmas and many new models have built-in eco settings to reduce energy usage.



Kitchens and cooking

To do now at no cost:

- Microwave ovens use less energy than standard ovens, so use your microwave when appropriate for cooking, re-heating or defrosting.
- Only use your dishwasher when it's full. Try doing one full load every few days rather than daily small loads. This saves both energy and water.

To do when you can:

- Old dishwashers tend to be less energy and water efficient than newer ones, so if you've had your dishwasher for a number of years, consider upgrading to a more efficient model.
- Remember to consider the energy star ratings when purchasing new appliances. The cheapest model may not always be the most cost efficient option.



Laundry and bathroom

To do now at no cost:

- Select the cold wash on your washing machine where possible. This could help you save on household costs, while keeping clothing looking brighter for longer.
- Only use your washing machine when it has a full load to help save water and energy.
- Ban the clothes dryer. It uses a lot of energy, so hang clothes on an outdoor line on sunny days, or on a clothes horse under shelter on cloudy ones.

To do when you can:

- Do you really need to use your bathroom heater? Try using it only every second day during winter.



Bedroom and study

To do now at no cost:

- Electric blanket on, room heater off — once you're in your warm bed, you probably don't need to heat the whole room. Use an electric blanket instead of room heating or try layering with woolly socks or an extra cover.
- Shut down your computer when not in use.
And if you're going to be away from your computer for a while, activate its standby/hibernate feature.
- Turn phone and tablet chargers off at the wall when you're not using them.

To do when you can:

- Swap your old light bulbs for energy-saving compact fluorescent and LED ones. They last longer and use less power.

For more tips and hints to help you save energy around the home, visit [synergy.net.au/tips](https://www.synergy.net.au/tips)

Our commitment to serve you well

We may supply your energy but what we're really here for is to help you get the most out of it. That means giving you the best possible service. If you have any feedback or ways we can help you better, we'd love to hear them.

Visit us online at synergy.net.au/contact

Give us a call:

- **13 13 53** for residential customers.
Monday to Friday between 7am and 7pm AWST, excluding public holidays.
- **13 13 54** for business customers.
Monday to Friday between 8am and 5pm AWST, excluding public holidays.
- **+61 8 6212 2222** for calls outside Western Australia.
Monday to Friday between 7am and 7pm AWST, excluding public holidays.
-  **TTY 13 36 77**
if you have hearing or speech difficulties.
-  **TIS 13 14 50**
for telephone interpretation services.

Or you can write to us:

- **Customer Services**
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