



Battery Rewards

Unlock additional value from your home battery system



Synergy's exciting new Battery Rewards program is designed to help you make the most of your household battery, in addition to the available government incentives. Battery Rewards is part of our Virtual Power Plant (VPP), a WA owned network of coordinated energy assets. This program is a new way to make even more back on your investment by earning credits for exporting your unused energy from your battery when the energy system needs it most.

Why Synergy Battery Rewards?



Earn activation credits* – 70 cents per unit

During a Battery Rewards activation event, you could earn 70 cents for every unit** of electricity exported to the energy system.

To help you compare, our customers on a standard Synergy A1 tariff usually pays 31.5823c** per unit of electricity they use.



2 year contract with capped activation events – 30 per annum

Under Battery Rewards, Synergy would only manage your battery for a two-year term, with up to 30 activation events per year during periods when the energy system needs to draw on household energy assets, such as on the hottest or coldest days.

Each event lasts up to 6 hours and involves a single charge/discharge cycle per day. All other times, your battery remains available for your own use and benefit.



Receive energy offset credits*

You'll also receive energy offset credits to cover energy costs during the activation standby window. These credits are designed to cover any consumption charges you use from the energy system while Synergy is managing your battery during a standby window.

* Activation and energy offset credits are both capped up to your installed battery capacity.

** Prices are subject to change from time to time; Synergy would advise customers in advance of any change.

It's win-win for you and WA's energy future

By installing a compatible household battery and joining Synergy's Battery Rewards program, you could earn credits to help you save on your energy costs and help keep WA's energy system more reliable for everyone.

To learn more about Synergy's Battery Rewards program, visit synergy.net.au/batteryrwards

Frequently asked questions

How does Battery Rewards work?

Your battery becomes part of Synergy's Virtual Power Plant to support the energy system during a peak demand period — typically between 3pm and 9pm on very hot or cold days. These periods can trigger a Battery Rewards activation event. There will be no more than 30 Battery Rewards activation events per year.

Ahead of an event, there's a short period of time (about two hours) known as an activation standby window, where we will hold and/or charge your battery to prepare. You'll receive energy offset credits* to cover any energy used from the energy system during this time.

During an activation event, your battery will automatically discharge stored energy. This is managed remotely through your inverter, which means no action is required by you, and you'll earn activation credits* for each unit exported (70 cents per unit).

During activation events your battery will export energy gradually, so you'll likely still have access to stored energy for household use during the event. You will only earn activations credits for electricity exported to the energy system.

*Both energy offset and activation credits are capped up to the maximum of your battery capacity (on a per event basis).



Will I always receive credits from every activation event?

Depending on your household's usage there will be times when you do not receive any credits from an activation event. You will only receive activation credits if your system is exporting energy back to the energy system during the activation event.

Similarly, you will not receive energy offset credits during the activation standby window if you are not using energy from the energy system at this time.

Will I receive DEBS credits in addition to Battery Rewards credits?

Yes, if you are a DEBS customer you will continue to receive DEBS credits. Battery Rewards activation credits are exclusive of DEBS credits, so are paid over and above any DEBS credits you might also receive.

How will I know if an event has happened?

All Battery Rewards events and associated credits will be reflected in your personalised quarterly activity statement and any credits from activation events for that quarter will be applied to your next Synergy bill.

How often will my system be activated?

Battery Rewards activation events can occur no more than 30 times per year. Battery Rewards activation events are likely to occur during peak demand periods.

They are most likely to occur between 3pm to 9pm in summer and winter months, when extreme temperatures create a higher demand for electricity. They can run for up to four hours in length, though on average will occur for two to three hours.

How is Battery Rewards linked to the WA Residential Battery Scheme?

Battery Rewards is currently only available to customers installing compatible battery storage systems through the WA Residential Battery Scheme.

Is Battery Rewards available for all residential customers with compatible systems?

Battery Rewards is currently available for all eligible residential customers on residential tariffs (Home Plan (A1), Home Business Plan (K1), Midday Saver or Electric Vehicle Add On tariffs) that are installing a compatible battery storage system through the WA Residential Battery Scheme. Customers registered with life support equipment at the property will not be eligible to participate in the program.

What is a Virtual Power Plant?

A Virtual Power Plant is a coordinated network of energy assets, primarily of rooftop solar and battery storage systems, which help create system reliability, whilst delivering rewards for participating customers. To participate in Synergy's Virtual Power Plant, a customer will need to have an energy asset that is equipped and configured correctly.

What if I'm part of another VPP Program?

Synergy Battery Rewards is not compatible with any other Virtual Power Plant programs, as both programs would likely need to communicate and manage your battery storage system at the same time.