INFORMATION SESSIONS REPORT

Bassendean North TUPP Community Information Session

PROJECT: Targeted Underground Power Program
CLIENT: Town of Bassendean
DATE: 23rd and 24th September 2026
VERSION: 1.0

When will you have your next Aha! moment?

Aha! CONSULTING

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Introduction

On the 23 and 24 September 2026, the Town of Bassendean hosted two community information session for residents that are part of the Targeted Underground Power Program (TUPP). Staff from the Town and Western Power were in attendance to respond to community questions and to:

- Update the community on the Western Power TUPP program, cost modelling, benefits and proposed staging.
- Provide information on the estimated cost implications for each property type.
- Hear feedback on how the Town can further support impacted residents as construction starts.

The session held on the 23 September, had 52 participants and focused on property owners and residents living in Elsfied Way, Culworth Road/Place, Mickleton Terrace and Blockley Way. The session held on the 24 of September, had 35 participants and was an open session for all other property owners and residents. Some participants attended both sessions if they had properties in both categories. Both sessions were facilitated by Joel Levin from Aha! Consulting and these notes are a collation of the questions asked and responses provided across both nights.

FORMAT DISCLOSURE:

For readability the following edits have been made to the notes

- Questions and responses are grouped by theme area.
- Duplicate questions across both nights have been collated into a single response.
- Some editing of responses has been made by the independent facilitator for clarity of response
- If responses were not provided on the night or a correction is required these are identified separately.

Terminology

- The term TOWN is used to designate decisions/work undertaken by staff of the Town of Bassendean
- The term COUNCIL is used to designate decisions/work undertaken by the elected members of the Town of Bassendean
- The term CONTRACTORS is used to designate the companies contracted and managed by Western Power to deliver the TUPP works.

For more information on the Bassendean North Project residents were pointed to the following webpages.

https://www.bassendean.wa.gov.au/develop-build/planning-development/major-projects/bassendean-north-underground-power-project.aspx

https://www.westernpower.com.au/resources-education/network-improvements/network-upgrade-projects/underground-power/

Next steps

- Town to circulate these notes to attendees and on the website
- Town/Western Power to investigate how residents can see which of the three fees they are responsible for.

Questions raised and responses

Project rationale and scope

Project rationale and scope	
Question	Response
Why is the project needed? / What is the rationale for the project?	Areas are identified based on Western Power's network renewal program, which identifies areas with clusters of infrastructure needing replacement. Offers are made to local governments in priority order. When assets come close to end of life there are two options. • Replace the above ground infrastructure (poles, wires, transformers etc) with new above ground infrastructure. These replacements are fully funded by the state government/Western Power. • Remove the above ground infrastructure and replace this with underground infrastructure. These programs are jointly funded by the State Government, Western Power, Local Governments and property owners. Western Power approaches local governments when it identifies areas that might be suitable for underground power. The program is called Targeted Underground Power Program (TUPP). In the case of Bassendean North, the Town was approached in 2020 and a community consultation in 2022 profiled the program benefits and indicative costings. As part of the consultation a surveyed the community, with 242 respondents and received a 75.6% approval rating. • Note: Some community members at the session on 23 September expressed concern about the 2022 consultation and the level of representativeness of the survey results.
Are there any like projects and is there anything different about this one?	• TUPP projects are being delivered throughout the Perth metro area and follow a similar approach.
What is the impact on houses focused on renewable energy?	• The Underground Power infrastructure is better for renewable energy as it improves system stability and capacity.
What is the impact on energy reliability?	• The Underground Power infrastructure is better for reliability of energy supply as it is less affected by weather and other variables and allows

Project rationale and scope	
	greater integration into the broader area's network providing more options in the event of an outage.
Can we opt out if we are off grid or don't want Underground Power?	• State law requires power to be provisions to each lot. The cost is the landowner's responsibility • There is no option to opt out but there are pathways to assist residents with financial concerns (see the notes in costing).
Will Council reconsider the program due to the cost?	• There is no opportunity to reconsider the project at this stage

For the properties with existing underground power why are they involved?	While some residents have underground power in the street, the streets are supplied by an overhead electricity network (including an overhead transformer). Given project areas are determined by looking at the overhead infrastructure and including areas with overhead infrastructure up to and including the transformer, this area is included. (By contrast, Chesterton Road area is not included in the project area – see separate question below)
	
	POST WORKSHOP ADDITION
	
	Follow up question asked about the historical context, with the following information being provided.
	
	• Decisions on what infrastructure was put in at the time of development would have been made by the developer
	  • Some developments installed a green dome on the block but did not put the street level poles and wire underground and are still being serviced by overhead transformers. Some developments installed a green dome on the block AND put the street level poles and wire underground but are still being serviced by overhead transformers
	  • Some developments installed a green dome on the block AND put the street level poles and wires underground AND are serviced by a ground mounted transformer. These areas are excluded from the Bassendean North project (e.g. Chesterton Road).
	• Residents are not being charged twice for infrastructure they already have. See the pricing section for how these differences are being managed.

Costing and contributions

Costing and contributions	
Question	Response
How much does the project cost?	• While the detailed project design is still being completed and the Town is still deciding on the payment terms that they will offer the community – the maximum payment amounts have been settled, subject to Council's final decision. • There are three payment amounts based on the level of existing infrastructure that each household has ELSFIED, CULWORTH, MICKLETON AND BLOCKLEY CRESCENT EXISTING UNDERGROUND CONSUMER MAIN **$692*** *Applies to the 157 properties identified by Western Power's project database OTHER PROPERTIES WITH EXISTING UNDERGROUND CONSUMER MAIN **$2,721** about $544 per year PROPERTIES WITHOUT EXISTING UNDERGROUND CONSUMER MAIN **$6,802** about $1,360 per year These figures are estimates only. Council has not made a final decision on the service charge. The contractor for Western Power will complete a property walk-around to confirm the property classifications, final property count and installation design. Once this is complete, the Town can confirm the final charge for each household. Bassendean North Underground Power • $692 is the price for households (n157) with existing underground power on their property (green dome) and on their local streets - this payment contributes to the overall project costs and installing associated underground power equipment (e.g. transformers). It is anticipated that this fee would be levied in a single year. The final amount and payment approach remain subject to Council's decision. • $2,721 is the maximum amount for households with existing underground power on their property (green dome) but with overhead wires in their local street, subject to Council's final decision. This payment contributes to the overall project costs, undergrounding the local poles/wires, streetlight changeover and installing associated underground power equipment (e.g. transformers). There is also an interest charge if paid over the 5yr term. The final payment terms, including any interest arrangements, remain subject to Council's decision. • $6,802 is the maximum amount for households with no existing underground power, subject to Council's final decision. There is also an interest charge if paid over the 5yer term. The final payment terms, including any interest arrangements, remain subject to Council's decision.

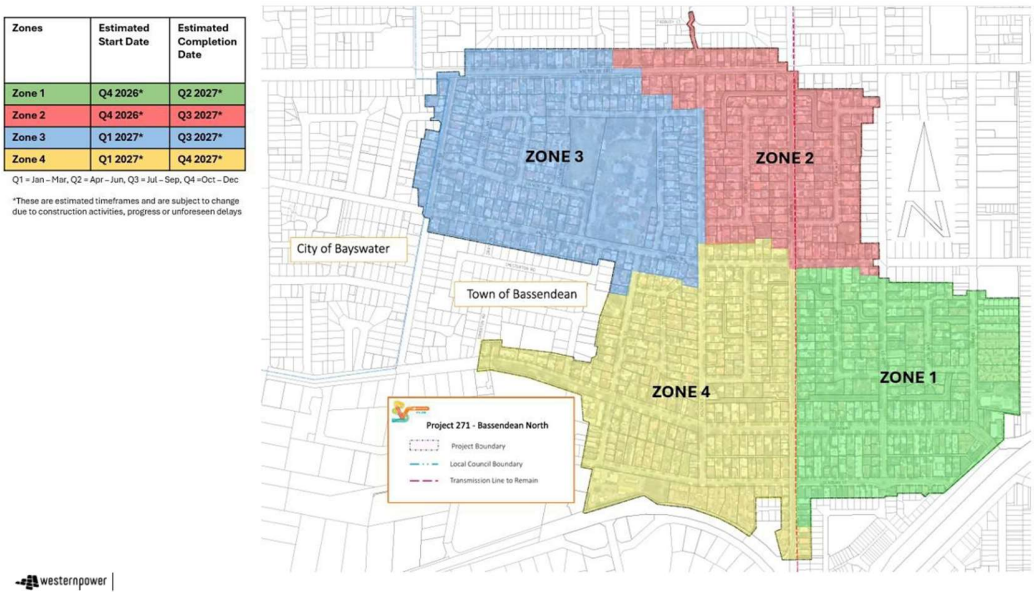
Costing and contributions	
	- Note: Residents want a way to identify which payment band they fall into and how they can appeal if they feel they have been incorrectly allocated. • It was suggested that Penzance Street should be part of this list of 157 houses - A breakdown of the fee was requested, so residents are comfortable with what they are paying for.
When do residents know the final costing? Can you pay in a lump sum to save on the interest payment?	• The detailed design work and audit is commencing in November and once this is completed the Town will develop a costing model for review and endorsement by Council • The final costing model is likely to be decided by the Town in early 2027 • Part of this might be a provision to allow for a lump sum payment, like rates. • The current modelling is a 5-year payment term, starting in July 2027
What is Council contributing from existing rates?	• Nothing is coming from existing rates. Each project is unique and property owners within the project area covers the cost for that project. The Town's final contribution and the amount to be recovered from property owners remain subject to Council's decision
How does this approach to cost and cost recover compare to the Eden Hill project? Same question asked about Ida Street works	• Each project comes with its own context and design considerations • Due to the existing infrastructure within and around Eden Hill the approach taken isn't comparable to what is needed here. • Council is using the same cost recovery methodology for this project as it did for the Eden Hill project.
What happens if you sell?	• The current owner is responsible for the cost of TUPP and any outstanding cost becomes the responsibility of the new owner at settlement.
Has the delay in payment for the project been approved?	• The Council have approved the delay of any fees being charged to residents until July 2027
Who gets charged in unit developments? Eg: Cameo village	• The charges are based on the number of meters (not sub meters). • If a development with multiple units has 1 meter and multiple sub-meters, there is one charge that is shared across all units • If a development with multiple units has separate meters each unit is charged separately.
Who is paying for social housing?	• The owners of the house (eg: State government for social housing) would be charged the same as any other owner.

Costing and contributions	
What happens if the green dome is in the wrong location for future development?	• The owners of the house/developer would need to pay for any relocation. POST WORKSHOP ADDITION • If you would like to discuss the proposed location of the green dome on your property, you can contact the Contractor, whose details will be provided in a letter that will be delivered to residents' mailboxes prior to works commencing.
What happens to cost savings from tree pruning?	• The saving would be reallocated to other Town priorities. • If you have verge trees, that the Town owns, that need maintenance, you can contact the Town.

Will discounts or concessions apply or not?	• The Town has a financial hardship policy and residents can approach to the Town for support.
	• Existing state government concessions may be eligible for a discount (i.e. Pensioners 50% discount, Senior's cardholder 25% discount), subject to the applicable eligibility requirements.
	
	Financial hardship
	The Town has a Financial Hardship Policy and can discuss payment arrangements with residents experiencing difficulty.
	
	Pensioners
	Eligible pensioners and people who hold both a WA Seniors Card and Commonwealth Seniors Health Card, may receive up to a 50% rebate or choose to defer payment.
	
	WA Seniors Card
	People who hold only a WA Seniors Card may receive up to a 25% rebate, capped at $100 in the first year the underground power charge is raised. They cannot defer payment.
	
	Residents should contact the Town early if they need help with payment.
	
	POST SESSION UPDATE
	
	• Those pensioners and seniors that have already registered for a rates concessions do not need to re-apply to receive the rebate for underground power. Their current registration should apply to any new prescribed charges, such as underground power. The level of discount that is applied would depend on multiple factors, such as:
	  • The type of concession card they hold
	  • The percentage of the property they own
	  • The percentage of the property they use as their ordinary place of residence
	  • When they registered their entitlement.

Costing and contributions	
	• Residents who are not currently registered, or whose circumstances or concession details have changed, will need to register or update their entitlement. • It is recommended that residents contact the Town's Rates team to confirm their eligibility.
What happens to properties on the City of Bayswater side of Rugby Street?	• There is a separate MOU with the City of Bayswater for this work
Statement made by the mayor	• The Town been advocating on behalf of residents to the State Government and has requested - a delay in the upfront payment until 2027/28 to reduce the cost of borrowing. - additional justification of the costs for (157) property owners who have had underground power for 40 years without overhead power lines in area. - a detailed breakdown and independent verification of the cost modelling used in the Western Power calculations for the North Bassendean TUPP. • Beyond the negotiations for this current project the Mayor has been advocating for a change to how programs like TUPP are being managed. • The mayor moved a notice of Motion to *Western Australian Local Government Association AGM* requesting significant change and review to the underground power program and local governments' involvement. This motion was carried by the meeting.

Delivery and timing

Delivery and timing	
Question	**Response**
Is there a schedule — when, where, location of areas?	• Western Power is working with its contractor to confirm the details of the project schedule. Work is due to start in November 2026 and construction for the project is expected to take approximately a year. • A PDF of the overall project area is on the Western Power website and will be updated as the project continues. https://www.westernpower.com.au/resources-education/network-improvements/network-upgrade-projects/underground-power/ • The project is split into 4 zones each with a different construction date, and the zones may not be completed in a numerical order. While an indicative map was shown at the engagement session, the schedule is being finalised and will be placed on the Western Power website once finalised. • Western Power's contractor will inform residents prior to work commencing in their street via a letter in your mailbox.  Zones | Estimated Start Date | Estimated Completion Date Zone 1 | Q4 2026* | Q2 2027* Zone 2 | Q4 2026* | Q3 2027* Zone 3 | Q1 2027* | Q3 2027* Zone 4 | Q1 2027* | Q4 2027* Q1 = Jan – Mar, Q2 = Apr – Jun, Q3 = Jul – Sep, Q4 = Oct – Dec *These are estimated timeframes and are subject to change due to construction activities, progress or unforeseen delays • Notices will be provided to residents for the main 4 stages of work that will be carried out in each zone 1. Consumer mains installation notice (not connected at this stage, just the assets put into place) 2. Street services installation notice 3. Changeover notice 4. Streetlight installation notice (for areas with new streetlights), removal of pol and wires and completion notice.

Delivery and timing	
	• Households are informed of changes and could expect a power outage of around 2 hours in stage three of the project.
Does the underground power follow the current route of the overhead lines?	• While it is determined on a case-by-case basis to identify the best route, the preference is to use the other side of the road.

Technical design and streetlights

Technical design and streetlights	
Question	Response
Why is Chesterton Road not included in the map?	• Properties in the Chesterton Road area are connected to underground transformers so are not included in the project.
What changes are proposed to street lighting?	• The streetlights installed on existing overhead network are being replaced • Footpaths will remain lit and specific locations are determined in consultation with the Town • Mickleton Terrace was raised by a community member as not having any lighting • If you have specific questions about lighting in your area, please contact the Town of Bassendean who can put in an application to Western Power. POST WORKSHOP ADDITION • For clarity, streetlights will not be replaced in areas where there are existing underground street services (e.g. Elsfield, Culworth, Mickleton and Blockley areas).
Why is my property part of the project when there is underground power and an ground level transformer box next to me?	• The most likely reason is that the specific property is not being serviced by that ground mounted transformer but by an overhead transformer. • To confirm if your property is part of the project area, please contact the Town of Bassendean.
What happened is meter boxes are non-complaint	• You will be notified if your meter box is not safe/compliant. • The upgrade is at the homeowner's cost as the meter box is their property.
Will residents be contacted if there is a	• Residents adjacent to a proposed new ground mounted transformer were advised by the Town in writing.

transformer to be located near them?	POST WORKSHOP ADDITION • The Town of Bassendean carried out community engagement regarding the location of primary equipment. Those identified as being in close proximity to this equipment were contacted at the time to inform them of the proposed equipment.
Who decides where green domes go?	• Typically, 2-3 properties are connected to a single green dome (total capacity for each small green dome is 4 houses) • The location is determined by the engineering design POST WORKSHOP ADDITION • If you would like to discuss the proposed location of the green dome on your property, you can contact the Contractor, whose details will be provided in a letter that will be delivered to residents' mailboxes prior to works commencing.
Are all pole-top transformers being removed or are they staying?	• All the overhead distribution street services in the project area (including pole top transformers) are being removed. The high voltage line along Iolanthe will remain. See image below - poles with streetlights are being removed, the larger capacity power lines (tall 3 line pole shown below) are staying.
How do we minimise negative impact on residents, parks & recreation areas – by the poor location of transformers?	• Transformers are considered primary equipment infrastructure and their location is negotiated with the Town.

Impact mitigation and asset management

Impact mitigation and asset management	
Question	Response
Who pays to reinstate damage to nature strips, trees, reticulation or other damage to properties?	• It is the project's responsibility to repair/reinstate any damage done. • Around 80% of the work is now done through directional drilling and very limited trench work and surface disturbance is needed. • Surveys and images are taken of the entire project areas, residents are encouraged to also take photos of their verges, so you have a record. • Part of the project design is to avoid large trees and possible impacts. There are rules around the width of tree roots that can be cut. • Residents are also encouraged to let the contractors know if you have any belowground infrastructure (eg: reticulation) that might be affected.

Engagement past and current

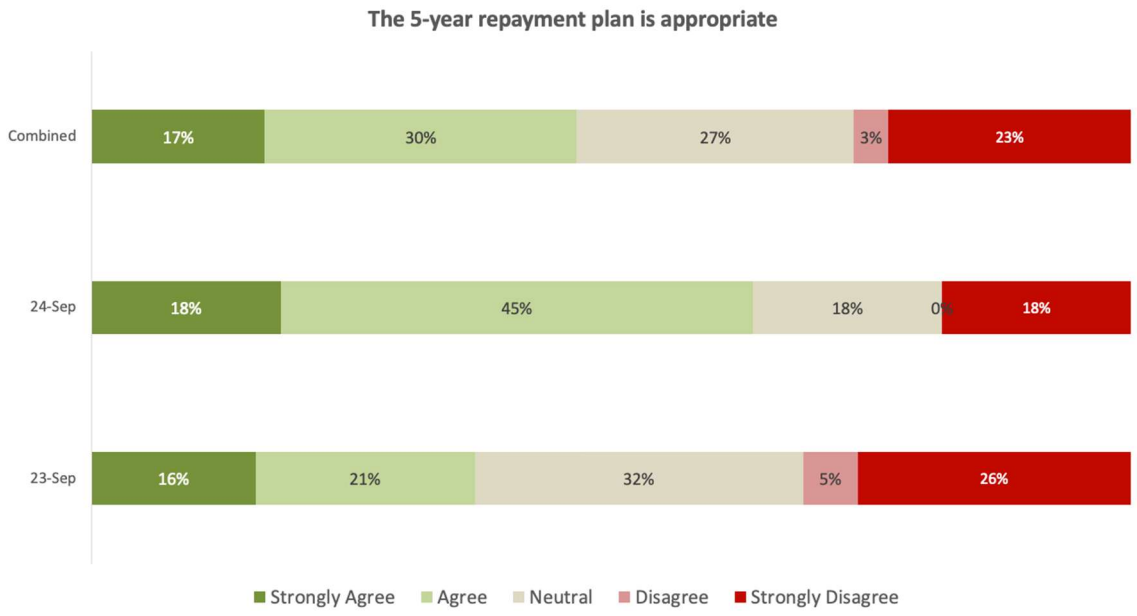
Engagement Past and Current	
Question	Response
Why such a short notice for these session	POST WORKSHOP RESPONSE • We appreciate that the short notice made it difficult for some residents to attend and acknowledge that more notice would have been preferable. However, there was a limited window in which all relevant parties could be brought together before the matter was considered by Council. • This is the start of a 12mth project and there will be communications come from the Town, Western Power and its contractors throughout.
The previous engagement did not cover costing or was not representative of all residents	• A costing estimate was part of the engagement, and the survey work that was completed by the Town, which had 242 responses and a 75.6% approval rating. It was noted that it is possible residents who thought they already had 'underground power' may not have responded to the survey, thinking it did not apply to them.

Concluding Survey

At the conclusion of both evenings, participants were invited to complete a short survey that asked about their sentiment towards the proposed pricing plan and provided an opportunity for residents to log specific questions about their property.

A total of 30 people responded across both nights and 25 people left specific questions for the Town or Western Power to follow up.

There was more support for the payment plan offered at the second session on 24 September. The first session, for the 157 households with the most existing infrastructure, had a fairly even spread between those who were positive, neutral or negative about the proposed payment plan.



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