



## Utility Licence Annual Report 2024-25

|                            |                                 |
|----------------------------|---------------------------------|
| Licence utility:           | <b>Evoenergy</b>                |
| Utility service:           | <b>electricity distribution</b> |
| Number of parts to report: | <b>6</b>                        |

Reporting period: **1 July 2024 to 30 June 2025**

Submission date: **by 1 October 2025**

Submit completed report to: **icrc@act.gov.au**



Please submit the completed report in MS excel format.

### Parts to report

[Part A — Utilities Act](#)

Part B — Consumer Protection Code

[B1 — Customer Protection](#)

[B2 — Guaranteed Service Levels](#)

[B3 — Rebates paid against guaranteed service levels](#)

[Part C — Utilities \(Electricity Feed-in Code\)](#)

[Part D — Utility licence conditions](#)

## Providing data and information to the Commission

Please read the **Utility Licence Annual Report Guideline** for a more detailed instructions on providing relevant and quality information to the Commission.

- All responses provided should only relate to services provided in the ACT. In the event the licensee is unable to disaggregate ACT services from other jurisdictions, the licensee must provide a statement detailing: area that the dataset covers, brief explanation why data cannot be disaggregated, additional information that may assist the Commission in understanding the approximate percentage of services that are provided in the ACT from the dataset.
- All licensed utilities must provide information and data in the report that are within the reporting period. Data must be provided even if a nil (zero) figure is recorded.

- If the licensee is not able to provide the data or answer a question required in the report, the licensee should indicate 'not available' and provide supplementary information detailing why the information is not available and whether (and in what timeframe) it intends to collect this data.
- In most cases a response of 'yes', 'no', 'not applicable' or a figure will suffice. An explanatory statement or supplementary information (e.g. copies of policies or procedures or a link to material on the internet) maybe required.
- Where data is not available the licensee must provide other data that could serve a similar purpose as the data requested (i.e. data that could equally indicate the level of licensee compliance and identify possible causes of non-compliance). Such data should be clearly identified in the report together with an explanation of the alternative taken.
- The licensee should provide commentary where there is a need to explain key factors relevant to the level of, and trends in, their performance. If the licensee response represents a significant variation in the data from the previous reporting period, additional information is to be provided on the cause(s) of the variation. Any supplementary information can be provided in the comments column, or in an attachment. Where applicable, include measures or actions to be put in place to address or rectify the reported variation. All comments must be put in the comment section box.

## Part A — Utilities Act

| Ref                                                                        | Reporting requirements                                                                                                                                                      | Response                                                                                                                                                                                             | Additional comments                                                                                                                                                              |
|----------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Our tracking number                                                        |                                                                                                                                                                             | <p>Answer n/a if the data requested is not available.</p> <p>Answer "0" if data recorded is nil or zero</p> <p>Data must relate only to the 2024-25 reporting period unless specified otherwise.</p> | Please provide information that you feel is relevant and will assist us in our assessment such as an explanation or a reason/s for significant variances from the previous year. |
| <b>Notice to landholders to undertake network operations (Section 109)</b> |                                                                                                                                                                             |                                                                                                                                                                                                      |                                                                                                                                                                                  |
| A102                                                                       | Number of times the licensee failed to give the landholder at least seven days notice of a proposed network operation.                                                      | 2                                                                                                                                                                                                    | On two occasions during this FY Evoenergy failed to provide notification to the landholder.                                                                                      |
| <b>Notice about logging trees etc. on private land (Section 110)</b>       |                                                                                                                                                                             |                                                                                                                                                                                                      |                                                                                                                                                                                  |
| A104                                                                       | Number of times the licensee failed to give the landholder seven days notice.                                                                                               | 0                                                                                                                                                                                                    |                                                                                                                                                                                  |
| <b>Network operations affecting heritage significance (Section 110A)</b>   |                                                                                                                                                                             |                                                                                                                                                                                                      |                                                                                                                                                                                  |
| A106                                                                       | Number of notices given under sections 109 and 110 that may have affected a place or object of heritage significance under section 110A.                                    | 0                                                                                                                                                                                                    | There were zero notices, incidents or directions issued under section 109, 110 or 110A during the reporting period.                                                              |
| A107                                                                       | Number of notices under section 110A where the licensee failed to provide copies to the heritage council at least seven days before the network operation.                  | 0                                                                                                                                                                                                    | There were zero notices, incidents or directions issued under section 109, 110 or 110A during the reporting period.                                                              |
| A108(a)                                                                    | Provide details of the type of complaints received and actions taken to address the complaints.                                                                             | 0                                                                                                                                                                                                    | There were zero notices, incidents or directions issued under section 109, 110 or 110A during the reporting period.                                                              |
| <b>Removal of utility's property and waste (Section 112)</b>               |                                                                                                                                                                             |                                                                                                                                                                                                      |                                                                                                                                                                                  |
| A111                                                                       | Number of network operations where the licensee failed to remove as soon as practicable from the land, for which it was not the landholder, items listed in section 112(1). | 0                                                                                                                                                                                                    | There were zero incidents of failing to remove items listed in section 112(1)                                                                                                    |
| <b>Authorised persons (Division 7.4)</b>                                   |                                                                                                                                                                             |                                                                                                                                                                                                      |                                                                                                                                                                                  |
| A201                                                                       | Were all persons authorised under section 114 (Authorised Persons) issued with photographic identity cards?                                                                 | Yes                                                                                                                                                                                                  |                                                                                                                                                                                  |
| A202                                                                       | Are authorised persons made aware of their obligations and entry restrictions under the Utilities Act?                                                                      | Yes                                                                                                                                                                                                  |                                                                                                                                                                                  |

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| <b>A202(b)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Provide details of any induction or special training to authorised persons to educate them about their obligations and entry restrictions under the Utilities Act. Please include whether the training is provided on a regular or ad hoc basis. | See Core Training Matrix | The Core Training Matrix outlines training requirements for all authorisation levels that meet regulatory requirements and national standards. |
| <b>Continuity of utility services - non payment of customer debt (Section 179)</b>                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                  |                          |                                                                                                                                                |
| This section applies to a complaint about the actual or potential withdrawal of a utility service because of a failure to pay a customer debt in relation to residential premises.                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                  |                          |                                                                                                                                                |
| <b>A203</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Number of written directions received from the ACAT under section 179(2).                                                                                                                                                                        | N/A                      | Nothing to report                                                                                                                              |
| <b>Discharge of customer debt (Section 180)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                  |                          |                                                                                                                                                |
| <b>A204</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Number of written declarations received from the ACAT under section 180(1).                                                                                                                                                                      | N/A                      | Nothing to report                                                                                                                              |
| <b>Payment for loss or damage (Section 181)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                  |                          |                                                                                                                                                |
| <b>UA205</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Number of written directions received from the ACAT under section 181(1) to pay a stated amount to a complainant for a loss or damage.                                                                                                           | 0                        | There were 0 times that Evoenergy received ACAT orders to pay a stated amount to a complainant for a loss or damage.                           |
| <b>A205(a)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Provide details of each direction including stated action/s and the licensee's compliance with the direction.                                                                                                                                    | N/A                      |                                                                                                                                                |
| <b>Community service obligations (Part 13)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                  |                          |                                                                                                                                                |
| The purpose of Part 13 of the Act is: (a) to oblige utilities to provide utility services in accordance with relevant Government programs, for example, for community services, the environment or other social issues; and (b) to achieve that results by agreement with particular utilities or; where agreement is not reached, by directions under part 13 of the Act; and (c) to provide utilities with a reasonable recompense for the provision of services in accordance with such directions. |                                                                                                                                                                                                                                                  |                          |                                                                                                                                                |
| <b>A206</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Number of directions received under section 221 from the minister responsible for a government program that required the licensee to provide utility services in accordance with the relevant government program.                                | 0                        |                                                                                                                                                |
| <b>A207</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Provide details of each direction including stated action/s and the licensee's compliance with the direction. Provide a summary with respect to the relevant government program.                                                                 | n/a                      |                                                                                                                                                |
| <b>A208</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Provide details for each direction of the determination of costs provided under sections 222, 223 and 219(c).                                                                                                                                    | n/a                      |                                                                                                                                                |

**END OF A1**

## Part B — Consumer Protection Code

### B1 — Customer Protection

| Ref                                         | Reporting requirements                                                                                                                                                                                                                  | Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Additional comments                                                                                                                                                                                                                                                                                                                      |
|---------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Our tracking number                         |                                                                                                                                                                                                                                         | Answer n/a if the data requested is not available.<br>Answer "0" if data recorded is nil or zero.<br>Data must relate only to the 2024-25 reporting period unless specified otherwise.                                                                                                                                                                                                                                                                                                                                                                                             | Please provide any information that you feel is relevant to support us in our assessment such as reason/s for non-compliance and actions taken to rectify the non-compliance and minimise future occurrences.<br><br>When applicable, please also provide an explanation or a reason/s for significant variances from the previous year. |
| <b>Complaints procedures (6.1 and 6.2)</b>  |                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                          |
| B101                                        | Does the licensee's complaint handling procedures address all requirements of clause 6.1 of the Code?                                                                                                                                   | Yes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Evoenergy provides the Customer Charter in English, large print (English) as well as the top 5 spoken non-English languages in the ACT.                                                                                                                                                                                                  |
| B101(a)                                     | Provide a copy (or a link to a copy) of the utility's complaint handling procedures                                                                                                                                                     | <a href="#">Evoenergy Customer Charter</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Hindi, Simplified Chinese, Traditional Chinese, Spanish, and Vietnamese. These languages were based upon ABS data for the ACT: 2016 Census Data for the top 5 most spoken language in the Territory other than English.                                                                                                                  |
| B102                                        | Which version of the Australian Standard does your complaints handling policy and procedures comply with?                                                                                                                               | Guidelines for complaints management in organisations (AS/NZ 10002:2014).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                          |
| <b>Addressing complaints (6.3)</b>          |                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                          |
| B103                                        | How and when are customers or consumers advised of the utility's complaints handling procedures?                                                                                                                                        | Consumers are advised of the license's complaints handling procedure on our website, and at the complaint acknowledgement stage (via email or verbally).                                                                                                                                                                                                                                                                                                                                                                                                                           | <a href="#">Evoenergy complaint procedure</a>                                                                                                                                                                                                                                                                                            |
| B104                                        | How and when are customers or consumers advised of their right to refer a complaint to the ACAT?                                                                                                                                        | Information regarding consumers' right to lodge a complaint with ACAT is contained within Evoenergy's Complaints and Dispute Resolution Procedure published on the Evoenergy website. Consumers are personally advised of their right to lodge a complaint with ACAT at the complaint acknowledgement and meaningful response steps (via email or verbally). This advice is also provided when responding to reconsidered or escalated complaints. Additionally, all Evoenergy customer access notifications refer to ACAT and Evoenergy obligations under the Utilities Act 2000. |                                                                                                                                                                                                                                                                                                                                          |
| <b>Utility to keep records (6.4)</b>        |                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                          |
| B105                                        | Are records of complaints made by a customer or consumer kept for at least 12 months after the complaint is resolved?                                                                                                                   | Yes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Evoenergy records the details of complaints in our system and retains this information for a minimum of 7 years.                                                                                                                                                                                                                         |
| <b>Number of complaints</b>                 |                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                          |
| B106                                        | Total number of complaints received                                                                                                                                                                                                     | 164                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | This figure represents 74 complaints and 90 submitted claims.                                                                                                                                                                                                                                                                            |
| <b>Breakdown of complaints per category</b> |                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                          |
| Ref                                         | Complaint category                                                                                                                                                                                                                      | Number of complaints                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Additional comments                                                                                                                                                                                                                                                                                                                      |
| B106(a)                                     | Connection times                                                                                                                                                                                                                        | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                          |
| B106(b)                                     | Damage / fault our asset                                                                                                                                                                                                                | 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 1 Complaint                                                                                                                                                                                                                                                                                                                              |
| B106(c)                                     | Damage to environment                                                                                                                                                                                                                   | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                          |
| B106(d)                                     | Damage to property                                                                                                                                                                                                                      | 13                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 13 Claims                                                                                                                                                                                                                                                                                                                                |
| B106(e)                                     | Disconnection                                                                                                                                                                                                                           | 5                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 4 Complaints and 1 Claim                                                                                                                                                                                                                                                                                                                 |
| B106(f)                                     | Electricity quality                                                                                                                                                                                                                     | 9                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 8 Complaints & 1 Claim - The matters were investigated and either resolved or remain under investigation.                                                                                                                                                                                                                                |
| B106(g)                                     | Entry to land                                                                                                                                                                                                                           | 2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 2 Complaints                                                                                                                                                                                                                                                                                                                             |
| B106(h)                                     | Failed to reply                                                                                                                                                                                                                         | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                          |
| B106(i)                                     | Fee dispute                                                                                                                                                                                                                             | 15                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 11 Complaints & 4 Claims - Mostly issues related to vegetation fees disputed for the clearing of network                                                                                                                                                                                                                                 |
| B106(j)                                     | Feed-in tariff                                                                                                                                                                                                                          | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                          |
| B106(k)                                     | Heritage significance section 110A Utilities Act                                                                                                                                                                                        | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                          |
| B106(l)                                     | Information wrong                                                                                                                                                                                                                       | 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 1 Claim                                                                                                                                                                                                                                                                                                                                  |
| B106(m)                                     | Late / missed appointment                                                                                                                                                                                                               | 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 1 Claim                                                                                                                                                                                                                                                                                                                                  |
| B106(n)                                     | Meters, meter readings                                                                                                                                                                                                                  | 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 1 Claim                                                                                                                                                                                                                                                                                                                                  |
| B106(o)                                     | Network charges                                                                                                                                                                                                                         | 2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 2 Complaints                                                                                                                                                                                                                                                                                                                             |
| B106(p)                                     | Inconvenience, detriment or damage to landholders' property resulting from network operations. Section 108 Utilities Act                                                                                                                | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                          |
| B106(q)                                     | Inadequate notice of work                                                                                                                                                                                                               | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                          |
| B106(r)                                     | Failure to give seven days notice to other public utilities before performing network operations on their land that potentially affected network facilities under the care and management of those utilities. Section 111 Utilities Act | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                          |
| B106(s)                                     | Failure to remove as soon as practicable from the land for which it was not the landholder, any items listed in section 112(1).                                                                                                         | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                          |

| B106(t)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Failure to ensure, as soon as practicable, that the land was restored to a condition that was similar to its condition before the operations began. Section 113 Utilities Act              | 0                                                                        |                                                                                                                                                             |                                                                                                                                                                                |                                                     |                                                                                                                                      |                                                                                                          |                                                                                                                                                                                |                                                     |                                                                                                               |       |         |                    |                                                                                                                                                             |                                                                                                                                 |     |                                                                                                                                      |  |  |  |  |  |  |  |
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| B106(u)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Noise / unsightly                                                                                                                                                                          | 2                                                                        | 2 Complaints                                                                                                                                                |                                                                                                                                                                                |                                                     |                                                                                                                                      |                                                                                                          |                                                                                                                                                                                |                                                     |                                                                                                               |       |         |                    |                                                                                                                                                             |                                                                                                                                 |     |                                                                                                                                      |  |  |  |  |  |  |  |
| B106(v)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Not told outage cancelled                                                                                                                                                                  | 0                                                                        |                                                                                                                                                             |                                                                                                                                                                                |                                                     |                                                                                                                                      |                                                                                                          |                                                                                                                                                                                |                                                     |                                                                                                               |       |         |                    |                                                                                                                                                             |                                                                                                                                 |     |                                                                                                                                      |  |  |  |  |  |  |  |
| B106(w)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Service request not met                                                                                                                                                                    | 0                                                                        |                                                                                                                                                             |                                                                                                                                                                                |                                                     |                                                                                                                                      |                                                                                                          |                                                                                                                                                                                |                                                     |                                                                                                               |       |         |                    |                                                                                                                                                             |                                                                                                                                 |     |                                                                                                                                      |  |  |  |  |  |  |  |
| B106(x)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Site restoration                                                                                                                                                                           | 1                                                                        | 1 Complaint                                                                                                                                                 |                                                                                                                                                                                |                                                     |                                                                                                                                      |                                                                                                          |                                                                                                                                                                                |                                                     |                                                                                                               |       |         |                    |                                                                                                                                                             |                                                                                                                                 |     |                                                                                                                                      |  |  |  |  |  |  |  |
| B106(y)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | System unreliability                                                                                                                                                                       | 20                                                                       | 13 Complaints & 7 Claims - These issues were largely in relation to solar export interruptions.                                                             |                                                                                                                                                                                |                                                     |                                                                                                                                      |                                                                                                          |                                                                                                                                                                                |                                                     |                                                                                                               |       |         |                    |                                                                                                                                                             |                                                                                                                                 |     |                                                                                                                                      |  |  |  |  |  |  |  |
| B106(z)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Carrying out operations in urgent circumstances under section 109(5) Utilities Act                                                                                                         | 0                                                                        |                                                                                                                                                             |                                                                                                                                                                                |                                                     |                                                                                                                                      |                                                                                                          |                                                                                                                                                                                |                                                     |                                                                                                               |       |         |                    |                                                                                                                                                             |                                                                                                                                 |     |                                                                                                                                      |  |  |  |  |  |  |  |
| B106(aa)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Carrying out operations in urgent circumstances under section 111(6) Utilities Act                                                                                                         | 0                                                                        |                                                                                                                                                             |                                                                                                                                                                                |                                                     |                                                                                                                                      |                                                                                                          |                                                                                                                                                                                |                                                     |                                                                                                               |       |         |                    |                                                                                                                                                             |                                                                                                                                 |     |                                                                                                                                      |  |  |  |  |  |  |  |
| B106(ab)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Related to carrying out tree related activities in urgent circumstances under section 110(8) Utilities Act                                                                                 | 0                                                                        |                                                                                                                                                             |                                                                                                                                                                                |                                                     |                                                                                                                                      |                                                                                                          |                                                                                                                                                                                |                                                     |                                                                                                               |       |         |                    |                                                                                                                                                             |                                                                                                                                 |     |                                                                                                                                      |  |  |  |  |  |  |  |
| B106(ac)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Other (if the licensee has additional categories not listed, please also provide details of the categories)                                                                                | 74                                                                       | 16 Complaints regarding the number & regularity of supply interruptions + 58 Claims                                                                         |                                                                                                                                                                                |                                                     |                                                                                                                                      |                                                                                                          |                                                                                                                                                                                |                                                     |                                                                                                               |       |         |                    |                                                                                                                                                             |                                                                                                                                 |     |                                                                                                                                      |  |  |  |  |  |  |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Other staff misbehaviour                                                                                                                                                                   | 2                                                                        | 2 Complaints                                                                                                                                                |                                                                                                                                                                                |                                                     |                                                                                                                                      |                                                                                                          |                                                                                                                                                                                |                                                     |                                                                                                               |       |         |                    |                                                                                                                                                             |                                                                                                                                 |     |                                                                                                                                      |  |  |  |  |  |  |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Outage notice nil / too short                                                                                                                                                              | 0                                                                        |                                                                                                                                                             |                                                                                                                                                                                |                                                     |                                                                                                                                      |                                                                                                          |                                                                                                                                                                                |                                                     |                                                                                                               |       |         |                    |                                                                                                                                                             |                                                                                                                                 |     |                                                                                                                                      |  |  |  |  |  |  |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Outage too long                                                                                                                                                                            | 5                                                                        | 3 Complaints & 2 Claims                                                                                                                                     |                                                                                                                                                                                |                                                     |                                                                                                                                      |                                                                                                          |                                                                                                                                                                                |                                                     |                                                                                                               |       |         |                    |                                                                                                                                                             |                                                                                                                                 |     |                                                                                                                                      |  |  |  |  |  |  |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Staff rude                                                                                                                                                                                 | 0                                                                        |                                                                                                                                                             |                                                                                                                                                                                |                                                     |                                                                                                                                      |                                                                                                          |                                                                                                                                                                                |                                                     |                                                                                                               |       |         |                    |                                                                                                                                                             |                                                                                                                                 |     |                                                                                                                                      |  |  |  |  |  |  |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Telephone service poor                                                                                                                                                                     | 2                                                                        | 2 Complaints                                                                                                                                                |                                                                                                                                                                                |                                                     |                                                                                                                                      |                                                                                                          |                                                                                                                                                                                |                                                     |                                                                                                               |       |         |                    |                                                                                                                                                             |                                                                                                                                 |     |                                                                                                                                      |  |  |  |  |  |  |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Timing of work                                                                                                                                                                             | 6                                                                        | 5 Complaints & 1 Claim - These issues were related to the weather at the time of the planned supply interruptions i.e. too hot / too cold.                  |                                                                                                                                                                                |                                                     |                                                                                                                                      |                                                                                                          |                                                                                                                                                                                |                                                     |                                                                                                               |       |         |                    |                                                                                                                                                             |                                                                                                                                 |     |                                                                                                                                      |  |  |  |  |  |  |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Trees in wires                                                                                                                                                                             | 2                                                                        | 2 Complaints                                                                                                                                                |                                                                                                                                                                                |                                                     |                                                                                                                                      |                                                                                                          |                                                                                                                                                                                |                                                     |                                                                                                               |       |         |                    |                                                                                                                                                             |                                                                                                                                 |     |                                                                                                                                      |  |  |  |  |  |  |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Work faulty                                                                                                                                                                                | 0                                                                        |                                                                                                                                                             |                                                                                                                                                                                |                                                     |                                                                                                                                      |                                                                                                          |                                                                                                                                                                                |                                                     |                                                                                                               |       |         |                    |                                                                                                                                                             |                                                                                                                                 |     |                                                                                                                                      |  |  |  |  |  |  |  |
| Summary of Consumer and Utility Rights (Clause 9)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                            |                                                                          |                                                                                                                                                             |                                                                                                                                                                                |                                                     |                                                                                                                                      |                                                                                                          |                                                                                                                                                                                |                                                     |                                                                                                               |       |         |                    |                                                                                                                                                             |                                                                                                                                 |     |                                                                                                                                      |  |  |  |  |  |  |  |
| B107                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Was the licensee compliant with all the requirements in clause 9.3?                                                                                                                        | Yes                                                                      |                                                                                                                                                             |                                                                                                                                                                                |                                                     |                                                                                                                                      |                                                                                                          |                                                                                                                                                                                |                                                     |                                                                                                               |       |         |                    |                                                                                                                                                             |                                                                                                                                 |     |                                                                                                                                      |  |  |  |  |  |  |  |
| B108                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Provide a copy of the licensee's statement summarising the rights of a consumer and the licensee under the Utilities Act, the Consumer Protection Code and the relevant customer contract. | <a href="#">Evoenergy Customer Charter</a>                               | Evoenergy provides the Customer Charter in English, large print (English) as well as the top 5 spoken non-English languages in the ACT.                     |                                                                                                                                                                                |                                                     |                                                                                                                                      |                                                                                                          |                                                                                                                                                                                |                                                     |                                                                                                               |       |         |                    |                                                                                                                                                             |                                                                                                                                 |     |                                                                                                                                      |  |  |  |  |  |  |  |
| B109                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | What languages is the summary available in?                                                                                                                                                | Hindi, Simplified Chinese, Traditional Chinese, Spanish, and Vietnamese. | These languages were based upon ABS data for the ACT: 2016 Census Data for the top 5 most spoken language in the Territory other than English               |                                                                                                                                                                                |                                                     |                                                                                                                                      |                                                                                                          |                                                                                                                                                                                |                                                     |                                                                                                               |       |         |                    |                                                                                                                                                             |                                                                                                                                 |     |                                                                                                                                      |  |  |  |  |  |  |  |
| Life support (Clause 10)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                            |                                                                          |                                                                                                                                                             |                                                                                                                                                                                |                                                     |                                                                                                                                      |                                                                                                          |                                                                                                                                                                                |                                                     |                                                                                                               |       |         |                    |                                                                                                                                                             |                                                                                                                                 |     |                                                                                                                                      |  |  |  |  |  |  |  |
| B110                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Number of instances where the licensee failed to provide at least 4 business days' notice of a planned interruption to a registered life support equipment supply address.                 | 1                                                                        | Details in table below                                                                                                                                      |                                                                                                                                                                                |                                                     |                                                                                                                                      |                                                                                                          |                                                                                                                                                                                |                                                     |                                                                                                               |       |         |                    |                                                                                                                                                             |                                                                                                                                 |     |                                                                                                                                      |  |  |  |  |  |  |  |
| B110(a) Please give details on every instance as to why you failed to provide at least 4 business days' notice of a planned interruption to a registered life support equipment supply address.<br>Please tick ' <b>Nothing to report</b> ' if you have no incident to report.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                            |                                                                          |                                                                                                                                                             |                                                                                                                                                                                |                                                     |                                                                                                                                      |                                                                                                          |                                                                                                                                                                                |                                                     |                                                                                                               |       |         |                    |                                                                                                                                                             |                                                                                                                                 |     |                                                                                                                                      |  |  |  |  |  |  |  |
| <table><tr><th>Reference code<br/>Your reference code</th><th>Date of planned interruption<br/>enter as dd/mm/yyyy</th><th>Duration of planned interruption<br/>enter as hours:minutes</th><th>Reason for the non-compliance<br/>provide a reason(s) for not giving notice within the required timeframe</th><th>What was the effect to the customer with registered life support?<br/>We will use your response to assess whether the effect of the incident to the customer is serious or not.</th><th>Was the incident reported to the AER?<br/>answer Y/N</th><th>Remediation<br/>provide details of actions taken to rectify the non-compliance and minimise future occurrences</th></tr><tr><td>18291</td><td>20/6/25</td><td>Less than 1 minute</td><td>Failure to Notify customers of a planned interruption to supply due to incorrect switch operated and momentary outage (1 minute) to wrong set of customers.</td><td>Customers were off supply for less than one (1) minute. There was no customer enquiry or complaint about this momentary outage.</td><td>Yes</td><td>Power re-instated. Electrical Operator will be provided additional training and will be mentored when returning to switching duties.</td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table> |                                                                                                                                                                                            |                                                                          |                                                                                                                                                             | Reference code<br>Your reference code                                                                                                                                          | Date of planned interruption<br>enter as dd/mm/yyyy | Duration of planned interruption<br>enter as hours:minutes                                                                           | Reason for the non-compliance<br>provide a reason(s) for not giving notice within the required timeframe | What was the effect to the customer with registered life support?<br>We will use your response to assess whether the effect of the incident to the customer is serious or not. | Was the incident reported to the AER?<br>answer Y/N | Remediation<br>provide details of actions taken to rectify the non-compliance and minimise future occurrences | 18291 | 20/6/25 | Less than 1 minute | Failure to Notify customers of a planned interruption to supply due to incorrect switch operated and momentary outage (1 minute) to wrong set of customers. | Customers were off supply for less than one (1) minute. There was no customer enquiry or complaint about this momentary outage. | Yes | Power re-instated. Electrical Operator will be provided additional training and will be mentored when returning to switching duties. |  |  |  |  |  |  |  |
| Reference code<br>Your reference code                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Date of planned interruption<br>enter as dd/mm/yyyy                                                                                                                                        | Duration of planned interruption<br>enter as hours:minutes               | Reason for the non-compliance<br>provide a reason(s) for not giving notice within the required timeframe                                                    | What was the effect to the customer with registered life support?<br>We will use your response to assess whether the effect of the incident to the customer is serious or not. | Was the incident reported to the AER?<br>answer Y/N | Remediation<br>provide details of actions taken to rectify the non-compliance and minimise future occurrences                        |                                                                                                          |                                                                                                                                                                                |                                                     |                                                                                                               |       |         |                    |                                                                                                                                                             |                                                                                                                                 |     |                                                                                                                                      |  |  |  |  |  |  |  |
| 18291                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 20/6/25                                                                                                                                                                                    | Less than 1 minute                                                       | Failure to Notify customers of a planned interruption to supply due to incorrect switch operated and momentary outage (1 minute) to wrong set of customers. | Customers were off supply for less than one (1) minute. There was no customer enquiry or complaint about this momentary outage.                                                | Yes                                                 | Power re-instated. Electrical Operator will be provided additional training and will be mentored when returning to switching duties. |                                                                                                          |                                                                                                                                                                                |                                                     |                                                                                                               |       |         |                    |                                                                                                                                                             |                                                                                                                                 |     |                                                                                                                                      |  |  |  |  |  |  |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                            |                                                                          |                                                                                                                                                             |                                                                                                                                                                                |                                                     |                                                                                                                                      |                                                                                                          |                                                                                                                                                                                |                                                     |                                                                                                               |       |         |                    |                                                                                                                                                             |                                                                                                                                 |     |                                                                                                                                      |  |  |  |  |  |  |  |

END OF B1

## Part B — Consumer Protection Code

### B2 — Guaranteed Service Levels

| Ref                                                    | Reporting requirements                                                                                                                                                                                                         | Response                                                                                          |                                                       | Additional comments                                                                                                                                                                                                                                      |                                                                                                                                                                 |                                                                                                                                                                                                                                                               |
|--------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|-------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Our tracking number                                    |                                                                                                                                                                                                                                | Answer n/a if the data requested is not available.<br>Answer "0" if data recorded is nil or zero. |                                                       | Please provide any information that you feel is relevant to support us in our assessment such as reason/s for non-compliance and actions taken to rectify the non-compliance and minimise future occurrences.                                            |                                                                                                                                                                 |                                                                                                                                                                                                                                                               |
|                                                        |                                                                                                                                                                                                                                | Data must relate only to the 2024-25 reporting period unless specified otherwise.                 |                                                       | When applicable, please also provide an explanation or a reason/s for significant variances from the previous year.                                                                                                                                      |                                                                                                                                                                 |                                                                                                                                                                                                                                                               |
|                                                        | Obligation to pay rebate for non-compliance (Clause 11)                                                                                                                                                                        |                                                                                                   | Please provide more details in B3.                    |                                                                                                                                                                                                                                                          |                                                                                                                                                                 |                                                                                                                                                                                                                                                               |
| B111                                                   | Number of GSL rebate payments made                                                                                                                                                                                             | 973                                                                                               |                                                       |                                                                                                                                                                                                                                                          |                                                                                                                                                                 |                                                                                                                                                                                                                                                               |
| B111(a)                                                | Amount of GSL rebate payments made                                                                                                                                                                                             | 85040                                                                                             |                                                       |                                                                                                                                                                                                                                                          |                                                                                                                                                                 |                                                                                                                                                                                                                                                               |
| B112                                                   | Number of breaches of GSL's where rebates have not been paid                                                                                                                                                                   | 0                                                                                                 |                                                       |                                                                                                                                                                                                                                                          |                                                                                                                                                                 |                                                                                                                                                                                                                                                               |
| B113                                                   | In relation to B112, why have the GSL payment not been made?                                                                                                                                                                   | N/A                                                                                               |                                                       |                                                                                                                                                                                                                                                          |                                                                                                                                                                 |                                                                                                                                                                                                                                                               |
| B115                                                   | Number of GSL rebate payments made in the same or next billing quarter to the quarter the obligation to pay the GSL rebate occurred                                                                                            | 636                                                                                               |                                                       |                                                                                                                                                                                                                                                          |                                                                                                                                                                 |                                                                                                                                                                                                                                                               |
| B116                                                   | Number of GSL rebate payments made more than one billing quarter after the quarter the obligation to pay the GSL rebate occurred                                                                                               | 337                                                                                               |                                                       | Q2 accounted for the retrospective payment of 249 GSL-E5's and 63 GSL-E6's and Q3 accounted for the retrospective payment of 25 GSL-E5's unaccounted for in the 23/24 reporting period.                                                                  |                                                                                                                                                                 |                                                                                                                                                                                                                                                               |
| B116(a)                                                | In relation to B116, why were the GSL rebate payments made more than one billing quarter after the quarter the obligation to pay the GSL rebate occurred                                                                       |                                                                                                   |                                                       | Evoenergy identified a failure to pay 274 GSL-5 and 63 GSL-E6 rebates following the submission of FY 23.24 ICRC ULAR reporting and duly informed the ICRC of same. Evoenergy arranged payment of the missed GSLs immediately upon identifying the error. |                                                                                                                                                                 |                                                                                                                                                                                                                                                               |
| Customer connection times (Guaranteed Service Level 1) |                                                                                                                                                                                                                                |                                                                                                   |                                                       |                                                                                                                                                                                                                                                          |                                                                                                                                                                 |                                                                                                                                                                                                                                                               |
| B201                                                   | Number of customer connections not made within the required timeframe specified in the Consumer Protection Code.                                                                                                               | 6                                                                                                 |                                                       | 4 basic connections not completed in time with the MSO timeframes. 2 incidents of failure to re-energise within the required timeframe specified in the Consumer Protection Code.                                                                        |                                                                                                                                                                 |                                                                                                                                                                                                                                                               |
| B202                                                   | What percentage does this represent of total connections?                                                                                                                                                                      | 0.5                                                                                               |                                                       |                                                                                                                                                                                                                                                          |                                                                                                                                                                 |                                                                                                                                                                                                                                                               |
| Wrongful disconnection (Guaranteed Service Level 2)    |                                                                                                                                                                                                                                |                                                                                                   |                                                       |                                                                                                                                                                                                                                                          |                                                                                                                                                                 |                                                                                                                                                                                                                                                               |
| B203                                                   | Number of wrongful disconnections.                                                                                                                                                                                             | 5                                                                                                 |                                                       | Consistent with FY 23/24                                                                                                                                                                                                                                 |                                                                                                                                                                 |                                                                                                                                                                                                                                                               |
| B203(a)                                                | Please give details on every instance of a wrongful disconnection. Also, please provide reason for failure to meet the required service level and actions taken to rectify the non-compliance and minimise future occurrences. |                                                                                                   |                                                       |                                                                                                                                                                                                                                                          |                                                                                                                                                                 |                                                                                                                                                                                                                                                               |
|                                                        | Reference<br><i>Your incident reference number</i>                                                                                                                                                                             | Date customer disconnected<br><i>enter as dd-mm-yy</i>                                            | Date customer reconnected<br><i>enter as dd-mm-yy</i> | Reason for failure to meet the required service level<br><i>provide a reason(s) for the wrongful disconnection</i>                                                                                                                                       | What was the effect to the customer?<br><i>We will use your response to assess whether the effect of the incident to the customer is serious or not.</i>        | Remediation<br><i>provide details of actions taken to rectify the non-compliance and to minimise future occurrences.</i>                                                                                                                                      |
|                                                        | 17268                                                                                                                                                                                                                          | 7/9/23                                                                                            | 7/9/23                                                | Whilst working aloft employee was on site to disconnect OH service to 24 Mackay Cres Kambah cut the active service tail away from the OH network, then realised it was not the correct service.                                                          | Notified homeowner of the service incorrectly removed and reconnected the active tail to get supply back on immediately.                                        | Notified homeowner of the service incorrectly removed and reconnected the active tail to get supply back on immediately, Contacted PDL and Dispatch to let know what happened. Matter fully investigated and recommendations made to mitigate risk of repeat. |
|                                                        | 17818                                                                                                                                                                                                                          | 5/8/24                                                                                            | 5/8/24                                                | Velocity failed to cancel the de-energisation for 5/8/24 when Evoenergy received a re-energisation request for 2/8/24                                                                                                                                    | Customer was without supply for approx 2 hours.                                                                                                                 | Following the incident, Evoenergy has now implemented a system correction to cancel requests for de-energisation when a request for re-energisation is received.                                                                                              |
|                                                        | 17908                                                                                                                                                                                                                          | 4/10/24                                                                                           | 4/10/24                                               | Incorrect wiring at meter installation resulting in premise being de-energised in error.                                                                                                                                                                 | Customer without supply for approx 9 hours. The premise was without supply until the customer returned home in the evening and notified Evoenergy of the issue. | Investigation discovered this was a cross-metering issue on the customer side of the network.                                                                                                                                                                 |

|          |         |         |                                                                                                                                                                                                                    |                                              |                                                                                                                                                                                                                                |
|----------|---------|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 18310    | 24/6/25 | 24/6/25 | *In light of the investigation finding this incident was caused by incorrect wiring on the customer side of the meter, Evoenergy is in the process of working with the AER to remove this breach from the records. |                                              |                                                                                                                                                                                                                                |
| WO758776 | 4/6/25  | 5/6/25  | Crew attended to perform disconnection as per B28 request from retailer and due to incorrect labelling of meters the wrong customer was disconnected.                                                              | Customer without supply for approx 24 hours. | Evoenergy investigated to understand correction required. Discovered meter mix-up due to change from initial DA proposal from three units to individual houses. Meter numbers corrected in Evoenergy system and with retailer. |
|          |         |         |                                                                                                                                                                                                                    |                                              |                                                                                                                                                                                                                                |
|          |         |         |                                                                                                                                                                                                                    |                                              |                                                                                                                                                                                                                                |

#### Responding to complaints (Guaranteed Service Level 3)

|      |                                                                       |   |                          |
|------|-----------------------------------------------------------------------|---|--------------------------|
| B204 | Number of complaints <b>not</b> responded to within 20 business days. | 0 | Consistent with FY 23/24 |
|------|-----------------------------------------------------------------------|---|--------------------------|

#### Planned interruptions to utility services (Guaranteed Service level 4)

|         |                                                                                                           |      |  |
|---------|-----------------------------------------------------------------------------------------------------------|------|--|
| B205    | Number of planned interruptions to services.                                                              | 1422 |  |
| B205(a) | Average planned interruption duration                                                                     | 208  |  |
| B206    | Number of premises that were not provided with at least 4 business days' notice of a planned interruption | 144  |  |

B206(a) Please give details on every instance where you did not give at least 4 business days' notice of a planned interruption. Also, please provide reasons for non-compliances and actions taken to rectify the non-compliance and minimise future occurrences. If multiple works occurred on the same date please list each incident separately.

| Reference code<br><i>Your reference code</i> | Date of planned interruption<br><i>enter as dd/mm/yyyy</i> | Number of affected premises | Number of premises not notified | Reason for failure to meet the required service level<br><i>provide a reason(s) for not giving at least 4 business days' notice of a planned interruption</i>                                                                         | Remediation<br><i>provide details of actions taken to rectify the non-compliance and to minimise future occurrences.</i>                                                                                                                           |
|----------------------------------------------|------------------------------------------------------------|-----------------------------|---------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 17832                                        | 13/8/24                                                    |                             | 1                               | Inaccurate mapping of site in our system and therefore scoping did not accurately capture the full NMI list for notification.                                                                                                         | Investigation undertaken and process review identified that a process had not been completed at the time of connection for the GIS team to update the system. Teams reminded to complete all cityworks tasks.                                      |
| 17878                                        | 19/9/24                                                    | 7                           | 1                               | Outage was undertaken to replace faulty RTU in new Padmount Substation 11694 and recommission the site. ADMS failed to Notify customer due to supply being classified as a temporary supply. Construction site supply was isolated.   | Investigation undertaken and process review completed. Evoenergy is continuing to pursue process improvement in this space - action ongoing and open in reporting system.                                                                          |
| 17896                                        | 1/10/24                                                    | 3                           | 1                               | Outage for works to be conducted with isolated supply commenced and it was identified that a single NMI within a large school campus experienced an interruption without notice.                                                      | There is considerable complexity in tracing electrical supplies within campus (school) environments. Evoenergy has reviewed current process and engaged with the customer to facilitate internal review of the existing connection identification. |
| 17908                                        | 4/10/24                                                    | 1                           | 1                               | Investigation identified NOT a breach but customer already paid                                                                                                                                                                       |                                                                                                                                                                                                                                                    |
| 17925                                        | 17/10/24                                                   | 2                           | 1                               | Site de-energised was a life support customer in error. Site was de-energised incorrectly by field staff. staff member was meant to disconnect the single phase meter for the flat, incorrectly disconnected the 3 phase house meter. | Supply returned to customer within 30 minutes. PDL had discussion with the staff member responsible for error.                                                                                                                                     |
| 18029                                        | 19/12/24                                                   |                             | 20                              | While carrying out a switching plan, an employee isolated an additional LV circuit in error. Supply was interrupted for 2 hours and 18 minutes.                                                                                       | Remediate the incorrect labels. Process improvements identified and implemented.                                                                                                                                                                   |
| 18058                                        | 14/1/25                                                    | 65                          | 3                               | Pulled incorrect fuse while switching, resulting in loss of supply to The Lodge.                                                                                                                                                      | Supply restored to customer. Investigation undertaken and critical issues identified. Labelling corrected and additional consumer main installed. Discussions held with appropriate team members.                                                  |



|       |         |     |    |                                                                                                                                                                        |                                                                                                                                                                                                                                                             |
|-------|---------|-----|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 18080 | 22/1/25 |     | 21 | Incorrect Equipment Switched during planned work..                                                                                                                     | Supply restored to customers. Investigation undertaken, process improvement identified, labelling at site addressed and switcher directed to undertake switching reassessment.                                                                              |
| 18224 | 6/5/25  | 119 | 19 | Incorrect labelling at the substation. Inconsistency between the Advanced Distribution Management System (ADMS) diagram and the actual physical network configuration. | Work stopped and POE attended to immediately to reinstate supply. Upon investigation of the POE, it was confirmed that the labels were located on the incorrect cables. New labels have already been installed in the POE labels are now confirmed correct. |
| 18268 | 5/6/25  | 118 | 28 | When switching at pole, the incorrect fuses were opened resulting in an unplanned outage to 28 customers.                                                              | Supply returned to customers and investigation undertaken. Identified issue as "Human Error". Internal process undertaken with staff member.                                                                                                                |
| 18291 | 20/6/25 |     | 49 | Customers were off supply for less than one (1) minute. There was no customer enquiry or complaint about this momentary outage.                                        | Power re-instated. Electrical Operator will be provided additional training and will be mentored when returning to switching duties.                                                                                                                        |

#### Duration of interruptions to utility services (Guaranteed Service level 5)

|      |                                                                                                                                                                                                                                                                                                                           |    |  |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|--|
| B207 | <p>Number of <u>unplanned sustained interruptions</u> that lasted for 12 hours or longer</p> <p>'<b>Unplanned sustained interruption</b>' means an unplanned interruption to a utility service that has a duration longer than three minutes.<br/>For reference, see Dictionary in the Consumer Protection Code 2020.</p> | 63 |  |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|--|

B207(a) Please give details on every instance of an unplanned sustained interruption that lasted for 12 hours or longer. Also, please provide reason for failure to meet the required service level and actions taken to rectify the non-compliance and minimise future occurrences.

| Reference code<br><i>Your reference code</i> | Date<br>enter as<br>dd/mm/yyyy | Duration of<br>unplanned<br>interruption<br>enter as<br>hours:minutes | Number of premises affected<br><i>provide the number of customer affected by the interruption</i> | Number of premises that<br>experienced an unplanned<br>sustained interruption that<br>lasted for 12 hours or longer | Did this event occur on a Major<br>Event day<br><i>(as classified under the AER's<br/>distribution reliability<br/>measures)</i> | Reason for failure to meet<br>guaranteed service level<br><i>provide a reason/s why the<br/>unplanned sustained<br/>interruption lasted for 12 hours</i> | Remediation<br><i>provide details of actions taken<br/>to rectify the non-compliance<br/>and minimise future<br/>occurrences</i> |
|----------------------------------------------|--------------------------------|-----------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| 151006361                                    | 12/7/24                        | 15 hours 51<br>minutes                                                | 6                                                                                                 | 6                                                                                                                   | N                                                                                                                                | Asset Failure - Low Voltage<br>Network                                                                                                                   | Identified cause of fault and<br>repaired network                                                                                |
| 151006461                                    | 18/7/24                        | 36 hours 47<br>minutes                                                | 1                                                                                                 | 1                                                                                                                   | N                                                                                                                                | Third Party - Attempted<br>theft of asset components                                                                                                     | Identified cause of fault and<br>repaired network                                                                                |
| 151006504                                    | 19/7/24                        | 20 hours 16<br>minutes                                                | 1                                                                                                 | 1                                                                                                                   | N                                                                                                                                | Asset Failure - Low Voltage<br>Network                                                                                                                   | Identified cause of fault and<br>repaired network                                                                                |
| 151006921                                    | 26/8/24                        | 13 hours 30<br>minutes                                                | 1,077                                                                                             | 31                                                                                                                  | N                                                                                                                                | Vegetation - Blow or fall<br>into asset                                                                                                                  | Identified cause of fault and<br>repaired network                                                                                |
| 150006898                                    | 8/8/24                         | 36 hours 30<br>minutes                                                | 35                                                                                                | 1                                                                                                                   | N                                                                                                                                | Asset Failure - Low Voltage<br>Network                                                                                                                   | Identified cause of fault and<br>repaired network                                                                                |
| 151007145                                    | 2/9/24                         | 25 hours 53<br>minutes                                                | 1                                                                                                 | 1                                                                                                                   | N                                                                                                                                | Asset Failure - Low Voltage<br>Network                                                                                                                   | Identified cause of fault and<br>repaired network                                                                                |
| 151007102                                    | 2/9/24                         | 25 hours 52<br>minutes                                                | 1                                                                                                 | 1                                                                                                                   | N                                                                                                                                | Vegetation - Blow or fall<br>into asset                                                                                                                  | Identified cause of fault and<br>repaired network                                                                                |
| 150007156                                    | 15/9/24                        | 22 hours 17<br>minutes                                                | 18                                                                                                | 1                                                                                                                   | N                                                                                                                                | Asset Failure - Low Voltage<br>Network                                                                                                                   | Identified cause of fault and<br>repaired network                                                                                |
| 151007414                                    | 18/9/24                        | 16 hours 7<br>minutes                                                 | 1                                                                                                 | 1                                                                                                                   | N                                                                                                                                | Asset Failure - Low Voltage<br>Network                                                                                                                   | Identified cause of fault and<br>repaired network                                                                                |
| 151007471                                    | 21/9/24                        | 13 hours 40<br>minutes                                                | 1                                                                                                 | 1                                                                                                                   | N                                                                                                                                | Asset Failure - Low Voltage<br>Network                                                                                                                   | Identified cause of fault and<br>repaired network                                                                                |
| 151007544                                    | 25/9/24                        | 15 hours 56<br>minutes                                                | 1                                                                                                 | 1                                                                                                                   | N                                                                                                                                | Asset Failure - Low Voltage<br>Network                                                                                                                   | Identified cause of fault and<br>repaired network                                                                                |
| 151007593                                    | 27/9/24                        | 25 hours 40<br>minutes                                                | 19                                                                                                | 19                                                                                                                  | N                                                                                                                                | Asset Failure - Low Voltage<br>Network                                                                                                                   | Identified cause of fault and<br>repaired network                                                                                |
| 151007468                                    | 21/9/24                        | 289 hours 50<br>minutes                                               | 1                                                                                                 | 1                                                                                                                   | N                                                                                                                                | Asset Failure - Low Voltage<br>Network                                                                                                                   | Identified cause of fault and<br>repaired network                                                                                |
| 151008013                                    | 24/10/24                       | 19 hours 53<br>minutes                                                | 1                                                                                                 | 1                                                                                                                   | N                                                                                                                                | Third Party - Excavation<br>Impact                                                                                                                       | Identified cause of fault and<br>repaired network                                                                                |
| 151007747                                    | 6/10/24                        | 20 hours 46<br>minutes                                                | 80                                                                                                | 1                                                                                                                   | N                                                                                                                                | Asset Failure - Low Voltage<br>Network                                                                                                                   | Identified cause of fault and<br>repaired network                                                                                |
| 151007936                                    | 19/10/24                       | 13 hours 3<br>minutes                                                 | 1                                                                                                 | 1                                                                                                                   | N                                                                                                                                | Asset Failure - Low Voltage<br>Network                                                                                                                   | Identified cause of fault and<br>repaired network                                                                                |
| 151007918                                    | 18/10/24                       | 75 hours 33<br>minutes                                                | 1                                                                                                 | 1                                                                                                                   | N                                                                                                                                | Asset Failure - Low Voltage<br>Network                                                                                                                   | Identified cause of fault and<br>repaired network                                                                                |
| 151008424                                    | 16/11/24                       | 132 hours 43<br>minutes                                               | 1                                                                                                 | 1                                                                                                                   | N                                                                                                                                | Third Party - Excavation<br>Impact                                                                                                                       | Identified cause of fault and<br>repaired network                                                                                |
| 151008438                                    | 17/11/24                       | 14 hours 58<br>minutes                                                | 1                                                                                                 | 1                                                                                                                   | N                                                                                                                                | Asset Failure - Low Voltage<br>Network                                                                                                                   | Identified cause of fault and<br>repaired network                                                                                |
| 151008271                                    | 9/11/24                        | 13 hours 44<br>minutes                                                | 1,373                                                                                             | 5                                                                                                                   | N                                                                                                                                | Third Party - Vehicle Impact                                                                                                                             | Identified cause of fault and<br>repaired network                                                                                |

|           |          |                      |     |    |   |                                                              |                                                |
|-----------|----------|----------------------|-----|----|---|--------------------------------------------------------------|------------------------------------------------|
| 151008128 | 1/11/24  | 36 hours 3 minutes   | 3   | 1  | N | Asset Failure - High Voltage Network                         | Identified cause of fault and repaired network |
| 151008153 | 3/11/24  | 17 hours 43 minutes  | 13  | 13 | N | Asset Failure - Low Voltage Network                          | Identified cause of fault and repaired network |
| 151008180 | 4/11/24  | 153 hours 5 minutes  | 1   | 1  | N | Asset Failure - Low Voltage Network                          | Identified cause of fault and repaired network |
| 151008548 | 10/11/24 | 345 hours 53 minutes | 1   | 1  | N | Asset Failure - Low Voltage Network                          | Identified cause of fault and repaired network |
| 150007228 | 14/12/24 | 36 hours 7 minutes   | 36  | 1  | N | Vegetation - Blow or fall into asset                         | Identified cause of fault and repaired network |
| 150007231 | 14/12/24 | 30 hours 59 minutes  | 1   | 1  | N | Third Party - Improper contractor activity                   | Identified cause of fault and repaired network |
| 150007418 | 19/12/24 | 111 hours 39 minutes | 1   | 1  | N | Asset Failure - High Voltage Network                         | Identified cause of fault and repaired network |
| 150007423 | 24/12/24 | 13 hours 41 minutes  | 1   | 1  | N | Asset Failure - Low Voltage Network                          | Identified cause of fault and repaired network |
| 150007682 | 11/1/25  | 23 hours 48 minutes  | 39  | 38 | N | Asset Failure - Distribution Substation or Switching Station | Identified cause of fault and repaired network |
| 150007697 | 11/1/25  | 16 hours 48 minutes  | 1   | 1  | N | Asset Failure - Low Voltage Network                          | Identified cause of fault and repaired network |
| 150007793 | 15/1/25  | 26 hours 59 minutes  | 9   | 1  | N | Asset Failure - Low Voltage Network                          | Identified cause of fault and repaired network |
| 150007821 | 15/1/25  | 20 hours 15 minutes  | 1   | 1  | N | Asset Failure - Low Voltage Network                          | Identified cause of fault and repaired network |
| 150007839 | 15/1/25  | 22 hours 45 minutes  | 1   | 1  | N | Asset Failure - Low Voltage Network                          | Identified cause of fault and repaired network |
| 150007914 | 17/1/25  | 23 hours             | 1   | 1  | N | Third Party - Excavation Impact                              | Identified cause of fault and repaired network |
| 150007929 | 17/1/25  | 26 hours 12 minutes  | 1   | 1  | N | Vegetation - Blow or fall into asset                         | Identified cause of fault and repaired network |
| 150008069 | 27/1/25  | 84 hours 21 minutes  | 1   | 1  | N | Asset Failure - Low Voltage Network                          | Identified cause of fault and repaired network |
| 150008033 | 23/1/25  | 251 hours 30 minutes | 1   | 1  | N | Asset Failure - Low Voltage Network                          | Identified cause of fault and repaired network |
| 151008956 | 5/2/25   | 21 hours 18 minutes  | 1   | 1  | N | Weather - Lightning Strike                                   | Identified cause of fault and repaired network |
| 151009206 | 18/2/25  | 12 hours 43 minutes  | 1   | 1  | N | Weather - Lightning Strike                                   | Identified cause of fault and repaired network |
| 151009232 | 20/2/25  | 14 hours 30 minutes  | 1   | 1  | N | Asset Failure - Low Voltage Network                          | Identified cause of fault and repaired network |
| 151009244 | 20/2/25  | 12 hours 26 minutes  | 1   | 1  | N | Asset Failure - Low Voltage Network                          | Identified cause of fault and repaired network |
| 151009148 | 14/2/25  | 15 hours             | 1   | 1  | N | Asset Failure - Low Voltage Network                          | Identified cause of fault and repaired network |
| 150008325 | 7/3/25   | 33 hours 1 minute    | 1   | 1  | N | Asset Failure - Low Voltage Network                          | Identified cause of fault and repaired network |
| 151009378 | 28/2/25  | 73 hours 29 minutes  | 1   | 1  | N | Asset Failure - Low Voltage Network                          | Identified cause of fault and repaired network |
| 150008394 | 11/3/25  | 13 hours 23 minutes  | 1   | 1  | N | Asset Failure - Low Voltage Network                          | Identified cause of fault and repaired network |
| 150008376 | 9/3/25   | 15 hours 7 minutes   | 39  | 1  | N | Asset Failure - Low Voltage Network                          | Identified cause of fault and repaired network |
| 150008523 | 18/3/25  | 54 hours 7 minutes   | 1   | 1  | N | Asset Failure - High Voltage Network                         | Identified cause of fault and repaired network |
| 150009043 | 20/4/25  | 20 hours 51 minutes  | 31  | 1  | N | Asset Failure - Low Voltage Network                          | Identified cause of fault and repaired network |
| 150009044 | 20/4/25  | 19 hours 15 minutes  | 1   | 1  | N | Asset Failure - Low Voltage Network                          | Identified cause of fault and repaired network |
| 150009045 | 20/4/25  | 26 hours 3 minutes   | 23  | 1  | N | Asset Failure - Low Voltage Network                          | Identified cause of fault and repaired network |
| 150009047 | 20/2/25  | 25 hours 20 minutes  | 1   | 1  | N | Asset Failure - Low Voltage Network                          | Identified cause of fault and repaired network |
| 150009051 | 20/4/25  | 20 hours 27 minutes  | 20  | 1  | N | Asset Failure - Low Voltage Network                          | Identified cause of fault and repaired network |
| 150009190 | 20/5/25  | 21 hours 17 minutes  | 1   | 1  | N | Asset Failure - Low Voltage Network                          | Identified cause of fault and repaired network |
| 150009331 | 11/5/25  | 15 hours 6 minutes   | 35  | 1  | N | Asset Failure - Low Voltage Network                          | Identified cause of fault and repaired network |
| 150009395 | 16/5/25  | 15 hours             | 230 | 2  | N | Asset Failure - Zone Substation                              | Identified cause of fault and repaired network |
| 150009466 | 20/5/25  | 25 hours 55 minutes  | 79  | 1  | N | Asset Failure - Distribution Substation or Switching Station | Identified cause of fault and repaired network |
| 150009483 | 21/5/25  | 18 hours 10 minutes  | 1   | 1  | N | Asset Failure - Low Voltage Network                          | Identified cause of fault and repaired network |
| 150009490 | 22/5/25  | 48 hours 20 minutes  | 1   | 1  | N | Third Party - Equipment failure                              | Identified cause of fault and repaired network |

|                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                |                                                                                                                                                                                                  |                                               |                           |                              |                                                                                      |                                                                                                                                                  |                                                |  |  |  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|---------------------------|------------------------------|--------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|--|--|--|
|                                                                                                                                                                                                                                                                                  | 151009469                                                                                                                                                                                                                      | 30/5/25                                                                                                                                                                                          | 20 hours 15 minutes                           | 68                        | 50                           | N                                                                                    | Asset Failure - Low Voltage Network                                                                                                              | Identified cause of fault and repaired network |  |  |  |
|                                                                                                                                                                                                                                                                                  | 151009791                                                                                                                                                                                                                      | 30/6/25                                                                                                                                                                                          | 20 hours 4 minutes                            | 137                       | 17                           | N                                                                                    | Asset Failure - Low Voltage Network                                                                                                              | Identified cause of fault and repaired network |  |  |  |
|                                                                                                                                                                                                                                                                                  | 151009612                                                                                                                                                                                                                      | 8/6/25                                                                                                                                                                                           | 13 hours 24 minutes                           | 1                         | 1                            | N                                                                                    | Asset Failure - Low Voltage Network                                                                                                              | Identified cause of fault and repaired network |  |  |  |
|                                                                                                                                                                                                                                                                                  | 151009680                                                                                                                                                                                                                      | 11/6/25                                                                                                                                                                                          | 20 hours 9 minutes                            | 1                         | 1                            | N                                                                                    | Asset Failure - Low Voltage Network                                                                                                              | Identified cause of fault and repaired network |  |  |  |
|                                                                                                                                                                                                                                                                                  | 151009719                                                                                                                                                                                                                      | 12/6/25                                                                                                                                                                                          | 12 hours 22 minutes                           | 137                       | 82                           | N                                                                                    | Asset Failure - Low Voltage Network                                                                                                              | Identified cause of fault and repaired network |  |  |  |
|                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                |                                                                                                                                                                                                  |                                               |                           |                              |                                                                                      |                                                                                                                                                  |                                                |  |  |  |
| B207(b)                                                                                                                                                                                                                                                                          | Number of premises where supply was not restored within 12 hours of the initial interruption                                                                                                                                   | 316                                                                                                                                                                                              |                                               |                           |                              |                                                                                      |                                                                                                                                                  |                                                |  |  |  |
| B207(c)                                                                                                                                                                                                                                                                          | Average unplanned interruption duration                                                                                                                                                                                        | 42:48                                                                                                                                                                                            |                                               |                           |                              |                                                                                      |                                                                                                                                                  |                                                |  |  |  |
| Cumulative duration of interruptions to utility services (Guaranteed Service level 6)                                                                                                                                                                                            |                                                                                                                                                                                                                                |                                                                                                                                                                                                  |                                               |                           |                              |                                                                                      |                                                                                                                                                  |                                                |  |  |  |
| B208                                                                                                                                                                                                                                                                             | Number of properties that experienced 20 hours of unplanned sustained interruptions during the reporting year                                                                                                                  | 124                                                                                                                                                                                              |                                               |                           |                              |                                                                                      |                                                                                                                                                  |                                                |  |  |  |
| B209                                                                                                                                                                                                                                                                             | Number of properties that experienced 30 hours of unplanned sustained interruptions during the reporting year                                                                                                                  | 32                                                                                                                                                                                               |                                               |                           |                              |                                                                                      |                                                                                                                                                  |                                                |  |  |  |
| B210                                                                                                                                                                                                                                                                             | Number of properties that experienced 60 hours of unplanned sustained interruptions during the reporting year                                                                                                                  | 9                                                                                                                                                                                                |                                               |                           |                              |                                                                                      |                                                                                                                                                  |                                                |  |  |  |
| B210(a)                                                                                                                                                                                                                                                                          | Provide details of actions taken to minimise future interruptions for the customers who have experienced 20 hours or more of interruptions                                                                                     | The business continues to support the PowerUp program to deliver improved efficiencies, network reliability and stability through strategic planning, maintenance and repair across the network. |                                               |                           |                              |                                                                                      |                                                                                                                                                  |                                                |  |  |  |
| Frequency of Interruptions (Guaranteed Service level 7)                                                                                                                                                                                                                          |                                                                                                                                                                                                                                |                                                                                                                                                                                                  |                                               |                           |                              |                                                                                      |                                                                                                                                                  |                                                |  |  |  |
| B211                                                                                                                                                                                                                                                                             | Number of customers that experienced more than 9 unplanned sustained interruptions during the reporting year                                                                                                                   | 0                                                                                                                                                                                                |                                               |                           |                              |                                                                                      |                                                                                                                                                  |                                                |  |  |  |
| Response time to notification of problem or concern (Guaranteed Service Level 8)                                                                                                                                                                                                 |                                                                                                                                                                                                                                |                                                                                                                                                                                                  |                                               |                           |                              |                                                                                      |                                                                                                                                                  |                                                |  |  |  |
| B212                                                                                                                                                                                                                                                                             | Total number of notifications received related to damage to, or a fault or problem with the utility network.                                                                                                                   | 4632                                                                                                                                                                                             |                                               |                           |                              |                                                                                      |                                                                                                                                                  |                                                |  |  |  |
| B213                                                                                                                                                                                                                                                                             | Number of notifications related to damage to, or a fault or problem with the utility network likely to affect public health, or caused or potentially caused, substantial damage or harm to a person or property (priority 1). | 2358                                                                                                                                                                                             |                                               |                           |                              |                                                                                      |                                                                                                                                                  |                                                |  |  |  |
| B214                                                                                                                                                                                                                                                                             | Number of priority 1 notifications not responded to within six hours.                                                                                                                                                          | 0                                                                                                                                                                                                |                                               |                           |                              |                                                                                      |                                                                                                                                                  |                                                |  |  |  |
| B214(a) Please give details on every instance where a priority 1 notification was not responded to within six hours. Also, please provide reason for failure to meet the required service level and actions taken to rectify the non-compliance and minimise future occurrences. |                                                                                                                                                                                                                                |                                                                                                                                                                                                  |                                               |                           |                              |                                                                                      |                                                                                                                                                  |                                                |  |  |  |
|                                                                                                                                                                                                                                                                                  | Reference code<br>Your reference code                                                                                                                                                                                          | Date<br>enter as<br>dd/mm/yyyy                                                                                                                                                                   | How long before<br>you responded?<br>enter as | Suburb/s or area affected | Number of customers affected | Reason for not meeting the<br>guaranteed service level<br>provide a reason/s why the | What was the effect to the customer?<br>We will assess your response as to whether the effect of the incident to the customer is serious or not. |                                                |  |  |  |
|                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                |                                                                                                                                                                                                  |                                               | Nil to Report             |                              |                                                                                      |                                                                                                                                                  |                                                |  |  |  |
|                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                |                                                                                                                                                                                                  |                                               |                           |                              |                                                                                      |                                                                                                                                                  |                                                |  |  |  |
| B214(b)                                                                                                                                                                                                                                                                          | Number of times that priority 1 notifications were not resolved within the time specified in the response to the customer.                                                                                                     | 0                                                                                                                                                                                                |                                               |                           |                              |                                                                                      |                                                                                                                                                  |                                                |  |  |  |
| B215                                                                                                                                                                                                                                                                             | Number of notifications related to other problems or concerns that were not likely to affect public health, or cause or potentially cause substantial damage or harm to a person or property (priority 2).                     | 2274                                                                                                                                                                                             |                                               |                           |                              |                                                                                      |                                                                                                                                                  |                                                |  |  |  |
| B216                                                                                                                                                                                                                                                                             | Number of priority 2 notifications not responded to within 48 hours.                                                                                                                                                           | 0                                                                                                                                                                                                |                                               |                           |                              |                                                                                      |                                                                                                                                                  |                                                |  |  |  |
| B217                                                                                                                                                                                                                                                                             | Number of times that priority 2 notifications were not resolved in the time specified in the response to the customer.                                                                                                         | 0                                                                                                                                                                                                |                                               |                           |                              |                                                                                      |                                                                                                                                                  |                                                |  |  |  |

END OF B2



Part B — Consumer Protection Code

B8— Rebates paid against guaranteed service levels

Please answer 'n/a' if the question is not applicable. Answer "0" if data recorded is nil or zero .

| Reporting year | Ref   | Subject of the service level                 | Number of times GSL was not met in 2024 <sup>25</sup> | Number of GSIs paid in 2024 <sup>25</sup> | Value of GSIs paid in 2024 <sup>25</sup> | Additional comments |
|----------------|-------|----------------------------------------------|-------------------------------------------------------|-------------------------------------------|------------------------------------------|---------------------|
|                |       |                                              |                                                       |                                           |                                          |                     |
| 2024-25        | GSL-1 | Customer connection times                    | 6                                                     | 6                                         | 1140                                     |                     |
| 2024-25        | GSL-2 | Wrongful Disconnection                       | 5                                                     | 5                                         | 500                                      |                     |
| 2024-25        | GSL-3 | Responding to complaints                     | 0                                                     | 0                                         | 0                                        |                     |
| 2024-25        | GSL-4 | Notice of planned interruption to services   | 144                                                   | 144                                       | 7200                                     |                     |
| 2024-25        | GSL-5 | Duration of interruption (single)            | 316                                                   | 590                                       | 47200                                    |                     |
| 2024-25        | GSL-6 | Cumulative duration of interruptions         | 165                                                   | 228                                       | 29000                                    |                     |
| 2024-25        | GSL-7 | Frequency of interruptions                   | 0                                                     | 0                                         | 0                                        |                     |
| 2024-25        | GSL-8 | Response time to network problems or concern | 0                                                     | 0                                         | 0                                        |                     |
| Total          |       |                                              | 636                                                   | 973                                       | 85040                                    | 0                   |

### Part C – Utilities (Electricity Feed-in Code)

#### C1 — Distributor obligations (Clause 4)

| Ref                                        | Reporting requirements                                                                                                                                                                                                                                                                                                         | Response                                                                          | Additional comments                                                                                                                                           |
|--------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Our tracking number                        |                                                                                                                                                                                                                                                                                                                                | Data must relate only to the 2024-25 reporting period unless specified otherwise. | Please provide information that you feel is relevant to support us in our assessment about the non-compliance and/or variances in numbers from previous years |
| <b>Distributors Obligations (Clause 4)</b> |                                                                                                                                                                                                                                                                                                                                |                                                                                   |                                                                                                                                                               |
| C101                                       | Number of instances where the licensee did not provide the required distributor actions.                                                                                                                                                                                                                                       | 0                                                                                 | Evoenergy remains complaint to this obligation                                                                                                                |
| C101(a)                                    | Provide a information and reason/s for not meeting the requirement.<br>For example, did the licensee fail to connect an 'eligible entity's compliant generator to the network, or did not reimburse the NERL Retailer for an 'eligible entity' in accordance with the Electricity Feed-in (Renewable Energy Premium) Act 2008. | N/A                                                                               |                                                                                                                                                               |
| C101(b)                                    | Provide information on actions taken to rectify the non-compliance and minimise future occurrences.                                                                                                                                                                                                                            | N/A                                                                               |                                                                                                                                                               |
| C102                                       | Does the licensee's complaints procedures cover disputes or complaints by occupiers of premises relating to the Electricity Feed-in Scheme? (Clause 4.4)                                                                                                                                                                       | Yes                                                                               |                                                                                                                                                               |
| C103                                       | Number of complaints received related to the administration of the Feed-in Scheme.                                                                                                                                                                                                                                             | 0                                                                                 |                                                                                                                                                               |
| C103(a)                                    | Provide a summary of the common complaints received, and action/s taken to address the complaints.                                                                                                                                                                                                                             | N/A                                                                               |                                                                                                                                                               |

END OF C1

## Part D — Utility licence conditions

| Ref                                                                     | Reporting requirements                                                                                                                                                                                                                                             | Response                                                                                                                                                                                           | Additional comments                                                                                                                                                                                                                         |
|-------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Our tracking number                                                     |                                                                                                                                                                                                                                                                    | <p>Answer n/a if the data requested is not available.<br/>Answer "0" if data recorded is nil or zero.</p> <p>Data must relate only to the 2024-25 reporting period unless specified otherwise.</p> |                                                                                                                                                                                                                                             |
| <b>Licensee to notify ICRC of any material breaches (Clause 8.2)</b>    |                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                    |                                                                                                                                                                                                                                             |
| D101                                                                    | Number of material breaches of the licensee's licence or any applicable law, code of practice, directions and guidelines.                                                                                                                                          | 0                                                                                                                                                                                                  | Evoenergy have introduced a monthly check with relevant parties to identify Material Breaches to ensure the ICRC are notified as soon as practicable.                                                                                       |
| D101(a)                                                                 | Please provide the dates for each material breach and type of breach                                                                                                                                                                                               | N/A                                                                                                                                                                                                |                                                                                                                                                                                                                                             |
| D101(b)                                                                 | Was the Commission notified of the breaches? NB - Immediate reporting applies to material breaches, see the ICRC Material Breach Guideline 2021                                                                                                                    | N/A                                                                                                                                                                                                |                                                                                                                                                                                                                                             |
| <b>Licensee to provide statement on any non-compliance (Clause 8.3)</b> |                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                    |                                                                                                                                                                                                                                             |
| D102                                                                    | Number of non-compliances with any of the licensee's obligations under clause 6.2 of its licence to comply with the Utilities Act, relevant Industry Codes, relevant Technical Codes, any directions given by the ICRC or any applicable ring-fencing requirements | 0                                                                                                                                                                                                  | Evoenergy proactively monitors and reports on compliance matters and incidents involving non-compliance in line with regulatory obligations under the Utilities Act, relevant industry and technical codes and AER Ring-fencing Guidelines. |
| D102(a)                                                                 | Provide details of each non-compliance, including actions taken to rectify or minimise the effect of the non-compliance.                                                                                                                                           | N/A                                                                                                                                                                                                |                                                                                                                                                                                                                                             |

|                                                                   |                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                      |
|-------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|
| D102(b)                                                           | Was the Commission notified of the non-compliances?                                                                                                                      | N/A                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                      |
| <b>Availability of Utility Licence Annual Report (Clause 8.5)</b> |                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                      |
| D103                                                              | Was a summary of the 'Utility Licence Annual Report' (ULAR) for 2023-24 made publicly available by the licensee?                                                         | Yes                                                                                                                                                                                                                                                                                                                                                                                     | The ICRC ULAR is published on the Evoenergy public website                                                           |
| D103(a)                                                           | Please provide the link to the ULAR summary.                                                                                                                             | <a href="https://www.evoenergy.com.au/-/media/Project/Evoenergy/EVO/Documents/About-us/Annual-report-to-ICRC-for-utility-licence-2023-24-Electricity.pdf?rev=94e7d1f2a7e0489db2151d23faf24f61">https://www.evoenergy.com.au/-/media/Project/Evoenergy/EVO/Documents/About-us/Annual-report-to-ICRC-for-utility-licence-2023-24-Electricity.pdf?rev=94e7d1f2a7e0489db2151d23faf24f61</a> | Annual Report to ICRC for Utility Licence (ULAR) 2023-24 (Electricity)                                               |
| D103(b)                                                           | Please confirm that a summary of the 2024-25 ULAR will be published before 30 November this year                                                                         | Yes                                                                                                                                                                                                                                                                                                                                                                                     | Evoenergy will publish the ICRC ULAR on its public website by 30 November 2025                                       |
| <b>Operation and compliance audits (Clause 8.6)</b>               |                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                      |
| D104                                                              | When was the last time the licensee reviewed its data collection and reporting process?                                                                                  | Ongoing                                                                                                                                                                                                                                                                                                                                                                                 | Evoenergy has a rolling schedule of data collection and reporting processes.                                         |
| D105                                                              | How often does the licensee audits or review its data collection and reporting process?                                                                                  | Continuously                                                                                                                                                                                                                                                                                                                                                                            | Evoenergy has a scheduled audit program that lists audits and/or reviews at different intervals throughout the year. |
| <b>Technical and prudential criteria (Clause 9)</b>               |                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                      |
| D106                                                              | Please provide a summary of details of the licensee's financial and technical capacity for which show it can continue to provide the services authorised in the licence. | Please refer to attached document ActewAGL Distribution SPFR (2025)                                                                                                                                                                                                                                                                                                                     | Please note this document is confidential and only for purpose of the commissioners use.                             |
| <b>Charge and assignment (Clause 11)</b>                          |                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                      |
| D107                                                              | Were there any significant transfers in shareholdings (involving more than 50% of the shares) or changes in ownership in ?                                               | No                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                      |
| D107 (a)                                                          | If yes, please provide details.                                                                                                                                          | N/A                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                      |
| <b>Record keeping (Clause 14)</b>                                 |                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                      |

|                                                           |                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-----------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| D108                                                      | Has the licensee kept or caused to be kept, comprehensive records in accordance with Commission's requirements under the Utilities Act?                                     | Yes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Evoenergy keeps records in line with its regulatory obligations.                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Emergency telephone service (Schedule 1: Clause 1)</b> |                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| D109                                                      | Did the licensee maintain a 24 hour emergency telephone service that was accessible to the public every day of the year and able to receive reports of network emergencies? | Yes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | The successful coordination between CX1 phone systems and ADMS systems was instrumental in maintaining seamless operations and ensuring                                                                                                                                                                                                                                                                                                    |
| D109(a)                                                   | How are customers and the public informed of the service?                                                                                                                   | Through Evoenergy Website, you tube Ads, Social media channels, Manual planned outage letters and text messages direct to the customers affected.                                                                                                                                                                                                                                                                                                                                                                                                                                      | To keep customers informed, outage notifications were promptly published on the Evoenergy website. Additionally, tailored IVR messages were delivered through the CX1 system, ensuring callers received current information relevant to their location and service status. This dual-channel communication approach helped reduce customer uncertainty, improve transparency, and enhance overall satisfaction during service disruptions. |
| <b>Network losses (Schedule 1: Clause 2)</b>              |                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| D110                                                      | Please provide details of strategies employed to cost effectively minimise losses of electrical power in the licensee's network                                             | Evoenergy currently do not have a targeted program specifically for reducing DLF. However, historically, our DLF has been on a downward trend over the past 10+ years. Evoenergy's network management policies and practices tend to promote a lower DLF outcome e.g. constructing our substations close to the load centre and choosing the most direct path for our feeders to reduce line losses. Growth of PV, particularly in the commercial / industrial area where most of the generation gets consumed within the local network has also contributed towards lowering the DLF. | <a href="#">Ref: Section 2.4 Question 1.</a>                                                                                                                                                                                                                                                                                                                                                                                               |



### Requirements under the Electricity Feed-in Scheme (Schedule 1: Clause 3)

|         |                                                                                            |     |  |
|---------|--------------------------------------------------------------------------------------------|-----|--|
| D111    | Number of non-compliance under the Electricity Feed-in (Renewable Energy Premium) Act 2008 | 0   |  |
| D111(a) | Provide details of the non-compliance/s and actions taken to rectify the non-compliance/s. | N/A |  |

### Customer numbers

|         |                                                                            |        |                                                                                                                                                                                      |
|---------|----------------------------------------------------------------------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| D112    | Total number of residential customers supplied over the reporting year     | 195825 | Base on the AER's definition for Customer Numbers (Active National Meter Identifiers) and unmetered customers excluding Public Lighting. The equivalent figure for 23/24 was 194,655 |
| D112(a) | Total number of non-residential customers supplied over the reporting year | 23759  | Base on the AER's definition for Customer Numbers (Active National Meter Identifiers) and unmetered customers excluding Public Lighting. The equivalent figure for 23/24 was 22,933  |

END OF D1

## Authorising and contact officers

### Authorising officer

The licensee's officer authorising the release of this information is

|                                |                                |
|--------------------------------|--------------------------------|
| Name                           | <b>Sam Sachse</b>              |
| Title/position in organisation | General Manager - Evoenergy    |
| Postal address                 | GPO Box 366, Canberra ACT 2601 |
| Telephone                      | 02 6293 5850                   |
| Email                          | sam.sachse@evoenergy.com.au    |

### Contact officer

The licensee's contact officer for regulatory and compliance matters is

|                                |                                                                   |
|--------------------------------|-------------------------------------------------------------------|
| Name                           | <b>Jane Godkin</b>                                                |
| Title/position in organisation | Regulatory Technical Compliance Manager - Strategy and Operations |
| Postal address                 | GPO Box 366, Canberra ACT 2601                                    |
| Telephone                      | 02 6248 3453                                                      |
| Email                          | jane.godkin@evoenergy.com.au                                      |