

# Getting connected with Evoenergy

## A guide for Basic Connections and Alterations



This guide explains how to apply for a **Basic Design Application (BDA)** and a **Basic Connection Application (BCA)** with Evoenergy. It outlines the process, typical timelines, and key responsibilities to help avoid delays and extra fees.

### A Basic Connection is generally for:

- Routine connections for residential or non-residential premises with loads under 70kVA
- Common scenarios include: supply to new homes, 3 phase upgrades, changes to underground and overhead services, temporary builder supplies

### Step-by-step process

|                                                   | What you do                                                                                           | What we do                                                        | Timeframe                                                       |
|---------------------------------------------------|-------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|-----------------------------------------------------------------|
| <b>1 Submit a BDA</b><br>Homeowner or electrician | Complete the <a href="#">Basic Design Application</a> (BDA).                                          | Review application, attend site, prepare design & issue invoice.  | Typically 8-10 business days.                                   |
| <b>2 Submit a BCA</b><br>Electrician only         | Complete the <a href="#">Basic Connection Application</a> (BCA) & arrange for the invoice to be paid. | Review BCA, scope works & coordinate scheduling.                  | Up to 20-25 business days from BCA complete & payment received. |
| <b>3 Prepare the site</b>                         | Electrician completes all customer-required works outlined in the Basic Design.                       | Deliver Evoenergy civil works where required in the Basic Design. | Before scheduled connection date.                               |
| <b>4 Service day</b>                              | Be on site if required. Ensure access & safety.                                                       | Complete the connection.                                          | As scheduled*.                                                  |

**Note:** Timeframes above are indicative. A BDA is valid for 45 business days from the date of issue. If you do not submit a BCA within this period, the design will expire and you may need to reapply.

\*The scheduled date may need to be rescheduled due to factors such as weather or site access issues.

## Be site ready

Your Basic Design will state what works are required to be completed before our crews arrive on site.

To avoid delays and fees:



**Complete all customer works** before the scheduled date  
(e.g. meter box upgrades, vegetation clearing, access setup)



**Ensure safety and access** at the site



If the site isn't ready, Evoenergy may **charge a Rescheduled Site Visit (RSV) fee** before rescheduling the work

## Rescheduling and cancellations

If you anticipate delays, contact Evoenergy as early as possible.

- **Need to reschedule?** Contact Evoenergy at least 3 business days before your scheduled date to avoid a RSV fee.
- **Cancelling?** Cancelled BCAs may be eligible for a refund. Depending on when the cancellation occurs, the refund may be reduced to cover the costs we have already incurred. Contact Evoenergy to discuss refund arrangements.

## Costs and charges

Basic connection services are generally classified as alternative control services and are regulated by the Australian Energy Regulator (AER). Evoenergy's **Schedule of Charges** is available on our website: [www.evoenergy.com.au/electricity-pricing](http://www.evoenergy.com.au/electricity-pricing)

The **Model Standing Offer** outlines the terms and conditions for basic connection services and is available here: [www.evoenergy.com.au/connections](http://www.evoenergy.com.au/connections)



### Contact us



**13 23 86**

Monday to Friday 8am to 4pm



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[evoenergy.com.au/connections](http://evoenergy.com.au/connections)

*This document is relevant as of November 2025*