

Community forum

Session 11

30 October 2025





Acknowledgement of Country

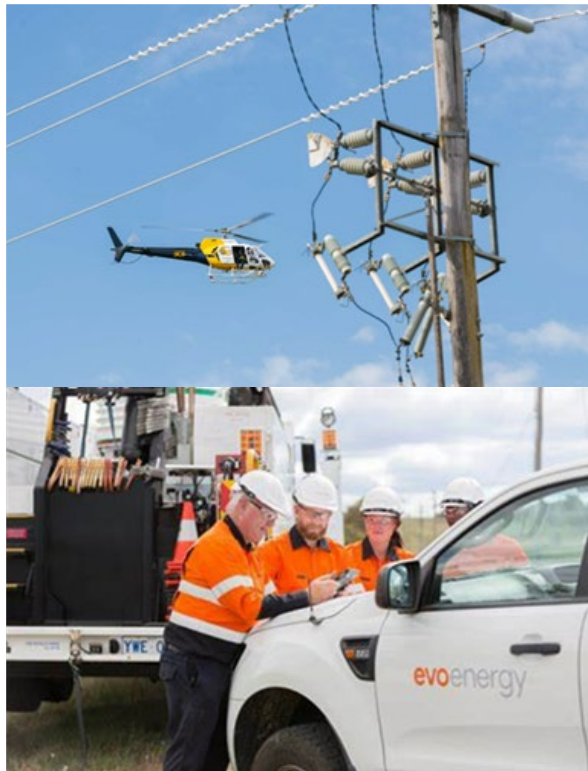
Evoenergy acknowledges the Traditional Custodians of the lands on which we live and work. We pay respect to the Elders, past and present, and celebrate all First Peoples' continuing connections and contributions to Country.

Safety share

Sam Sachse, Acting General Manager Evoenergy

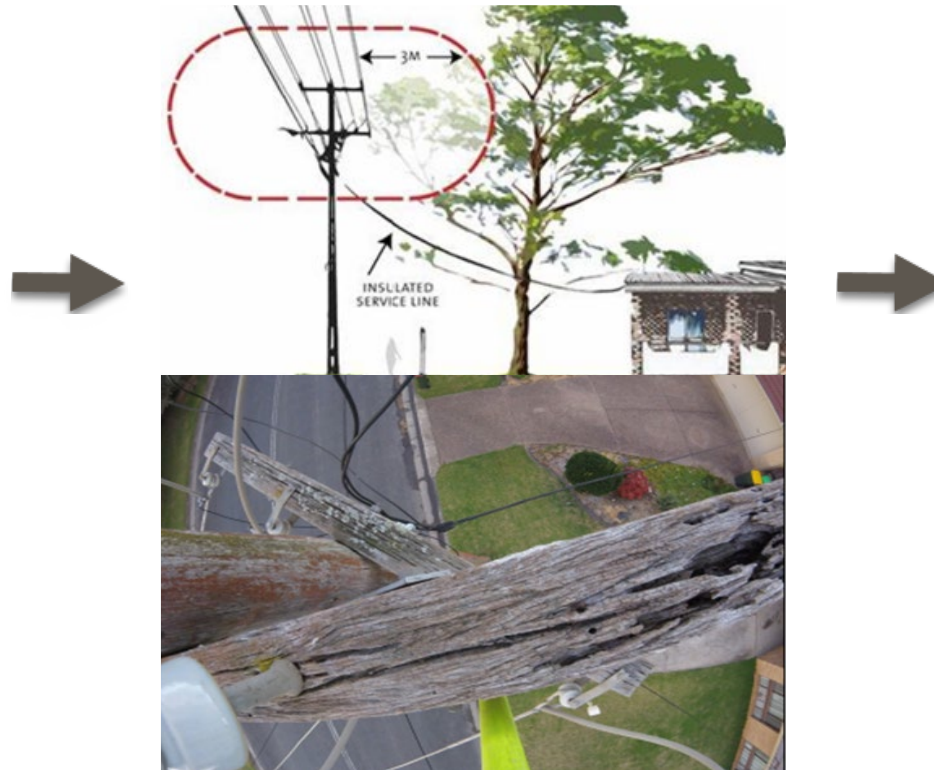
Evoenergy prepares for storm season

Inspect electricity network



May

Identify vegetation too close to the network



June

Remove vegetation too close to the network



July - September



Be prepared for Summer



Complete your Emergency Survival Plan (ESA website)



Keep trees away from powerlines. Arrange trimming yourself, or if they're too close ask an accredited arborist



Secure loose items around your home



Unplug sensitive appliances



Call Evoenergy to report damage to the network **13 10 93** for electricity and **13 19 09** for gas



More tips at evoenergy.com.au/extreme-weather

Welcome

Helen Leayr, Facilitator
Communication Link





Communication Link

Ask.
Listen.
Understand.
Achieve.

Independent facilitation

Facilitation: Helen Leayr

Supporting facilitators:

Rosie Garland

Rennae Sillett

- Build understanding through information
- Know what you can influence
- Be heard and understood

communicationlink.com.au

Technical housekeeping

- Turn cameras on if you can
- Keep yourself on mute while people are presenting
- Use the 'raise hand' feature or the chat for questions
- Slido – using our phones
- Online assistance



2025 community forum program

Session 8

6 March 2025

Draft five-year gas plan launch

- How we've considered and addressed feedback
- Initial reflections

Session 9

27 March 2025

- Reflect on session 8
- Revisit gas network prices and revenue cap concerns
- Revisit network cost recovery equity and long-term gas bill impacts
- Revisit network permanent disconnections and user pays approach

Session 10

22 May 2025

- Reflect on session 9
- Outline proposed disconnections charges and safety approach
- Share final thinking on how we'll minimise price variability under a revenue cap
- Share stakeholder feedback on draft plan
- Share proposal positions

Session 11

30 October 2025

- Reflect on session 10
- Share energy sector updates relevant to the GN26 review
- Share stakeholder feedback on five-year gas plan
- Share gas demand update

Session 12

9 December 2025

- Reflect on session 11
- Share AER draft decision
- Share revised five-year gas plan positions (how we've considered and addressed feedback)
- Provide feedback on revised gas plan

Agenda

- Welcome
- Recap
- Energy sector updates: Australian Energy Market Commission (AEMC) reviews of the gas regulatory framework
- Stakeholder feedback on five-year gas plan
- Gas demand forecast update
- What's next?
- Wrap up session and close



Updates since session 10



Since session 10....

- Evoenergy submitted its five-year gas plan to the Australian Energy Regulator (AER)
- 7 public submissions were made on the five-year gas plan
- AER held a public forum on the five-year gas plan
- The Australian Energy Market Commission (AEMC) is undertaking three reviews of the gas regulatory framework



Session 10, 22 May 2025

- Outline proposed disconnections approach and costs
- Share final thinking on adjusting gas network prices
- Share stakeholder feedback on draft plan
- Share our proposal positions

Attendees

- 22 forum members
- 3 observers: Australian Energy Regulator, Consumer Challenge Panel
- 11 Evoenergy staff

Presenters

- Ashlyn Napier,
Principal Regulatory Economist
- Lev Yulin,
Group Manager Regulatory Pricing and Analysis
- Gillian Symmans,
Group Manager Regulatory Reviews and Policy

Facilitator

Helen Leayr,
Communication Link

Activity 1: Approach to recovering disconnection charges

Do you support the proposed means of collecting the costs (approximately \$29 per disconnection) from customers that are temporarily disconnecting?

Participants felt that the fee was reasonable and are comfortable with the proposed means of collecting the fee as part of the temporary disconnection costs. There were also suggestions for exploring funding through ACT Government and subsidies.

What ideas do you have for Evoenergy's proposed gas network safety control program?

Participants shared the following ideas; TV adds, retailers sharing information, community events and newsletters, rental agreements, engaging with culturally and linguistically diverse leaders, posters, online mapping tool, public transport advertising and creating a catchy campaign that people will easily remember. Further ideas were shared about ways to clearly identify a temporary disconnection including large labels with a warning about live gas, painting the meter red and having customers sign waivers to acknowledge they understand the type of disconnection they have.

Activity 2: Proposed revenue cap

What feedback do you have on our proposed approach to minimise price variability under a revenue cap?

- A demand forecast driven by customer research
- Flatter tariffs – balancing demand uncertainty
- Updating forecasts for ACT Government taxes and levies

Agreement that the approach to demand forecasting based on customer research was an improvement, suggesting it provides more comfort to customers about the planning.

It was agreed the tariff balancing was reasonable and suggested the move was in the right direction and provided a good signal to customers. Other participants thought there is more to be addressed, questioning whether a gradual 10% reduction in block 1 charge was enough, suggesting it could be greater.

Participants were comfortable with the approach to adjust government charges on a yearly cycle to align with the ever-moving Government policy cycle. The yearly approach was considered sensible by participants as it allows for flexibility to adjust pricing and shows transparency which gives customers more confidence in decision making.

Activity 3: Final thoughts - 'Signing off with...'

Before Evoenergy lodges the gas five-year plan – do you have any final thoughts?

Participants expressed their thanks towards Evoenergy for engaging, keeping them informed and being able to influence conversations in the community forum process. Some reflected on how much they had learnt as a part of the process and others encouraged Evoenergy to continue to push the boundary and be innovative in their approach. A couple of participants suggested further work is needed on block charges and flattening tariffs.

Next steps

- Update session 10 dashboard summary based on today's feedback
- Keep in touch via Slack
- Next session: 30 October 2025

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Purpose

- Share energy sector updates relevant to the GN26 review
- Share stakeholder feedback on our five-year gas plan
- Share update on the GN26 demand forecast (previous update provide at session 10 on 22 May)

AEMC reviews of gas regulatory framework

Megan Willcox, General
Manager Economic Regulation



Governance of Australia's energy system

Energy and Climate Change Ministers

*Set national energy policy direction and legislative framework –
oversee the national energy governance framework.*



Australian Energy Market Commission

Rule maker, market developer and expert adviser to governments

Protects consumers and achieves the right trade-off between cost, reliability and security.



Australian Energy Regulator

Economic regulation and rules compliance

Polices the system and monitors the market.



Australian Energy Market Operator

Electricity and gas systems and market operator

Works with industry to keep the lights on.

Evoenergy operates under national energy rules made by the AEMC, enforced by the AER, and supported by AEMO for electricity operations.

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What does the AEMC do in the gas market?

Role of the AEMC

The AEMC is an **independent statutory body** responsible for the National Gas Rules (NGR).

As the 'rule maker,' the AEMC can **make and change** the NGR taking into consideration the **National Gas Objective**.

The AEMC can also **undertake and initiate reviews** of the NGR and make recommendations for changes to laws and rules.

The National Gas Objective is:

“to promote efficient investment in, and efficient operation and use of, covered gas services for the long-term interests of consumers of covered gas with respect to:

- a. price, quality, safety, reliability and security of supply of covered gas; and
- b. the achievement of targets set by a participating jurisdiction—
 - i. for reducing Australia's greenhouse gas emissions; or
 - ii. that are likely to contribute to reducing Australia's greenhouse gas emissions.”

AEMC review of gas network connection charges

1 Upfront charges for new connections

- **Draft determination published**, with stakeholder submissions due 30 October 2025
- Customers connecting to the network will need to pay the upfront costs of:
 - connection assets
 - network extension / augmentation
 - design, planning and administration
 - net tax payable by distributor
- Final rule expected 11 December 2025

Implications for Evoenergy

- Evoenergy revised GN26 proposal will reflect final rule change:
 - charge an upfront cost reflective charge to all newly connecting customers
 - reduce capex forecast
 - reduce demand forecast

Implications for customers

- NSW customers will be required to pay an upfront charge to connect to Evoenergy's gas network ~\$2,000 (complex connections will cost more)
- ACT Government ban prohibits ACT customers connecting to the network, except for exemptions

AEMC review of gas network disconnections

2

Review of disconnections

- **Draft determination published**, with stakeholder submissions due 11 December 2025
- Customers who want to permanently disconnect:
 - will pay an upfront cost reflective charge
 - will be provided with information to make informed disconnection decisions
- Draft rule applies to Evoenergy's next proposal (i.e. GN31)
- Final rule expected 22 January 2026

Implications for Evoenergy

- Evoenergy's GN26 proposal is consistent with the draft rule:
 - user pays approach to recover disconnection service costs
 - a safety campaign to provide customers informed choice
 - temporary disconnection charge ~ \$172 residential
 - permanent disconnection charge ~ \$750 basic, \$981 basic urgent and individually priced for complex sites
- Evoenergy's revised GN26 proposal will reflect the draft rule

Implications for customers

- Subject to ACT Government rules, ACT residential customers selling a fully electrified property will permanently disconnect
- Most customers will temporarily disconnect, in line with the safety assessment findings
- Any customer may choose a permanent disconnection
- Disconnection charges will be paid by the disconnecting customer

AEMC gas networks in transition review underway

3

Broad review of regulatory framework

- **Consultation paper published**, with stakeholder submissions due 30 October 2025
- Responds to rule change requests seeking changes to accelerated depreciation and asset redundancy, capital expenditure and network planning
- Considers whether the Rules remain fit for purpose, including adequacy of:
 - **Expenditure** - criteria for capex and opex proposals, role of incentives and recovery of decommissioning costs
 - **Capital asset base** – criteria for accelerated depreciation and asset redundancy / asset write down
 - **Tariff setting** – rules for tariff structures and form of regulation (i.e., price vs revenue cap)
 - **Other** – provisions to reopen regulatory decisions, set length of regulatory period, require long-term expenditure and demand forecasting (i.e. 20-year forecasts)
- Provides **case studies on international approaches** to asset base recovery and decommissioning costs
- Final rule expected ~Q4 2026

Implications for Evoenergy

- Any changes would apply to Evoenergy's next regulatory review period (i.e. GN31)

Implications for customers

- Changes to regulatory framework may include treatment of expenditure, tariff setting and capital asset base and will apply to the next regulatory review period (i.e. GN31)

Questions?

Stakeholder feedback on our five-year gas plan



Public submissions on Evoenergy's gas plan and presentations from the AER's public forum are available on the [AER's website](#)

Submissions received from

- ACT Council of Social Service
- ACT Government
- ACT Utilities Technical Regulator
- ActewAGL Retail
- Consumer Challenge Panel
- Energy Consumers Australia
- Energy Networks Australia

Key themes from the 7 public submissions and AER's public forum on Evoenergy's gas plan

There remains overarching concern about the long- and short-term equity impacts on vulnerable customers and those who cannot afford to electrify

Consumer engagement	Demand	Disconnections	Connection charges
Engagement approach suited size, but some gaps (low income, vulnerable, NSW and small business)	Unique circumstances of ACT region driving falling gas demand	Broad support for targeted approach to disconnections	Connections charges should apply to new customers (in line with rule change request)
Total revenue and bill impacts	Depreciation	Tariff variation mechanism	Tariff structures
Concerns for vulnerable consumers given cost of living pressures and increasing financial stress in the community	Accelerated depreciation should be rejected in light of cost-of-living pressures and AEMC's review	Some support for revenue cap in ACT circumstances, but questions raised about extent of consumer's understanding	Concern about impact on large vulnerable consumers

Demand forecast update

Lev Yulin, Group Manager
Regulatory Pricing and
Analysis



Recap: Our demand forecast

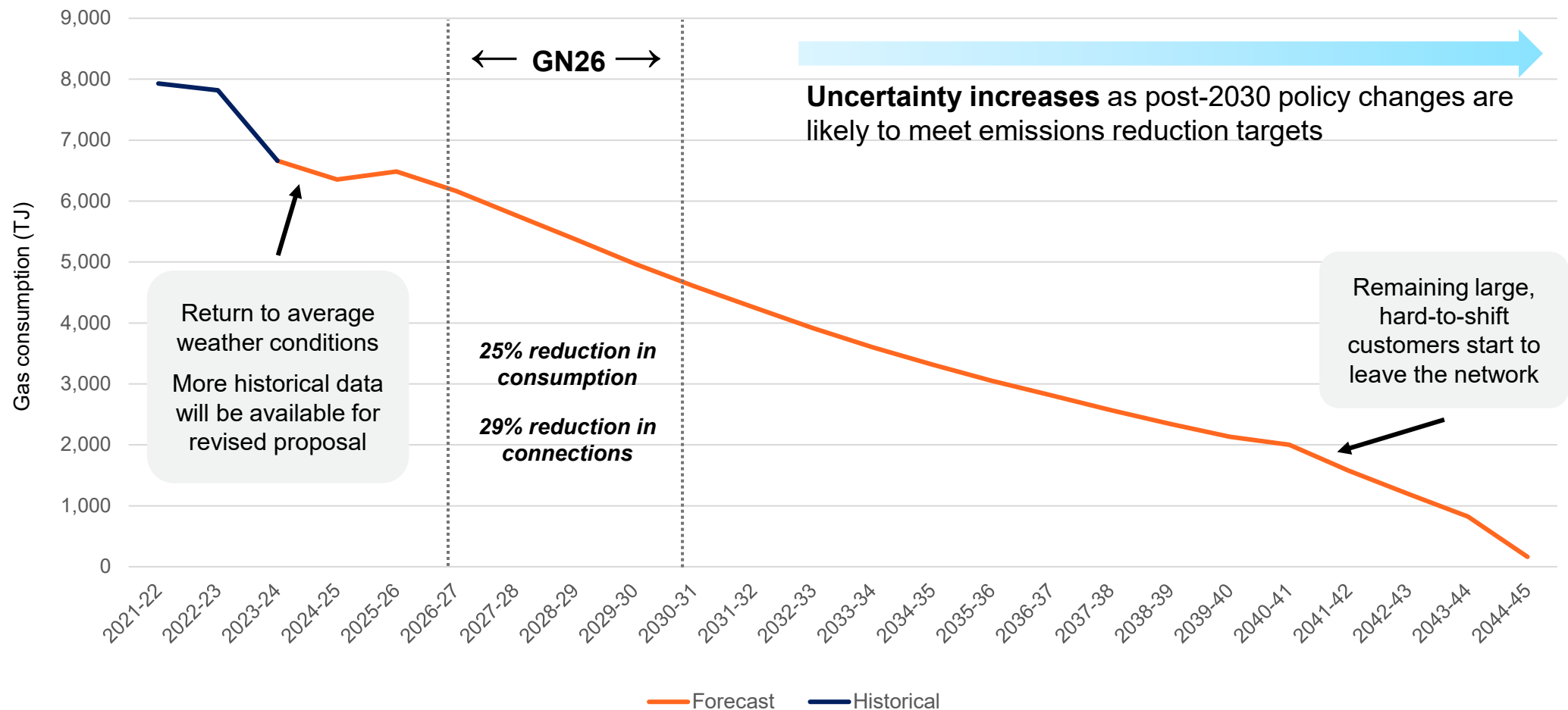
The challenge: past trends \neq future trends

Our approach

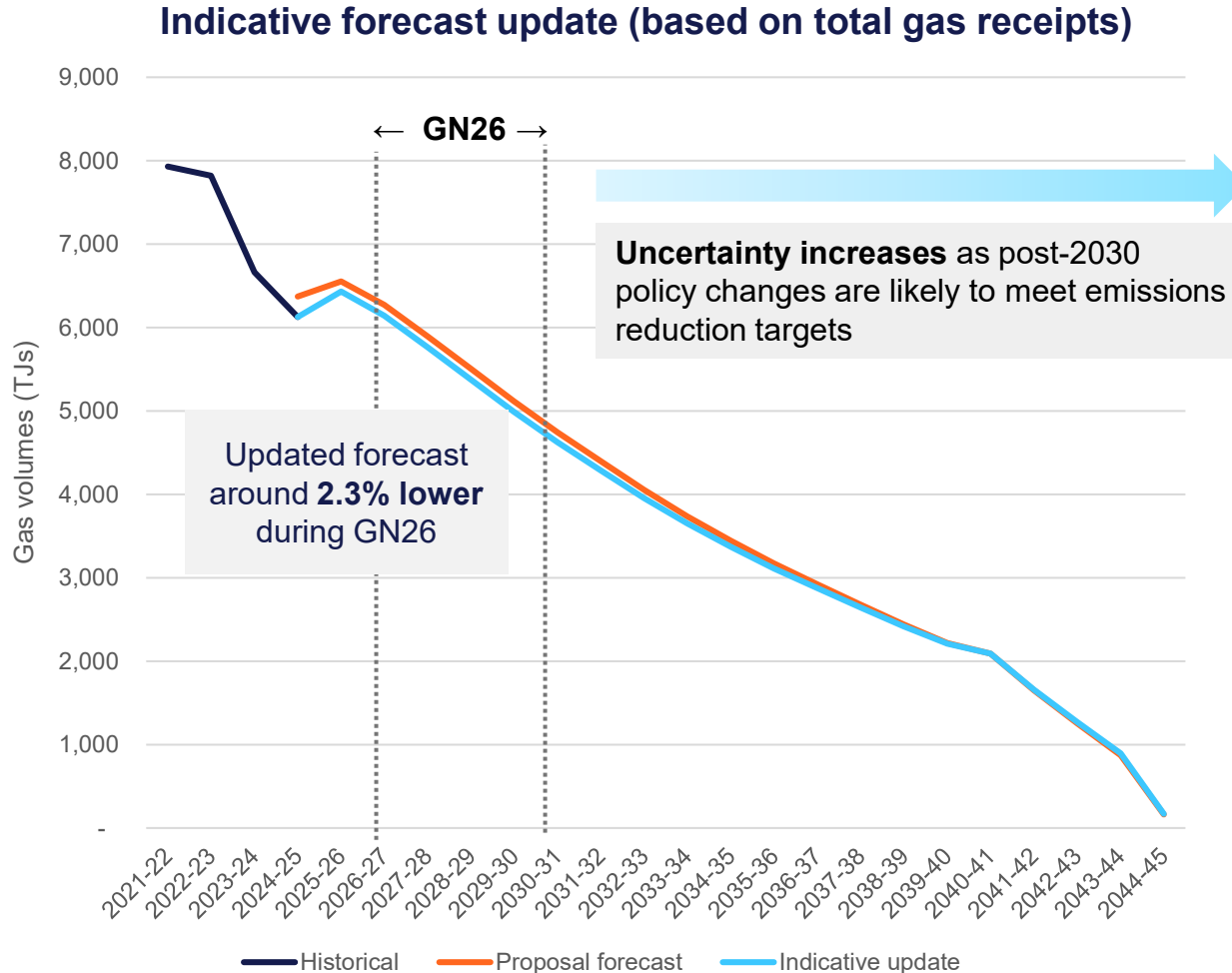
- Built on input from households and businesses
- Considers our customers' unique electrification circumstances and decisions
- First-of-its-kind approach from the Centre for International Economics



Proposed forecast (June 2025)



Demand forecast update – new data



Gas volumes falling faster than forecast...

- **14%** decline in 2023-24
- **8%** decline in 2024-25 (~**4%** below forecast)
- Weather-normalised usage per customer ~2% lower than forecast in 2024-25

Connections trending slightly above forecast

- **0.7%** decline in 2023-24
- **0.9%** decline in 2024-25
- 750 (0.5%) more customers than forecast as at August 2025
- Connections grew by 343 in June 2025 (forecast was decline of 185) – likely due to multi-unit developments approved before gas connection ban

Next steps – demand forecast

Detailed forecast update in November 2025

- Detailed billing data for our customers
- Data update covering Winter 2025 (critical to forecast)
- Revised assumptions based on new information, including:
 - Impact of upfront connection charges in NSW
 - ACT Budget measures impacting electrification
 - Feedback from AER draft decision



Questions?

What's next?

Where we are in the review process

Evoenergy



Australian Energy Regulator

Next steps

Engage

Evoenergy will continue to engage with:

- the AER and its consultants, and
- our community and stakeholders

Update

Evoenergy will update its demand forecast

Participate

Evoenergy will actively participate in the AEMC's rule change process

Establishing NSW Customer Forum to understand and capture the intentions, preferences and perspectives of Evoenergy's NSW customers

Session 11, 30 October 2025

- Share energy sector updates relevant to the GN26 review
- Share stakeholder feedback on Evoenergy's five-year gas plan
- Share update on the GN26 demand forecast.

Attendees

- 21 forum members
- 4 observers from Australian Energy Regulator and Consumer Challenge Panel
- 8 Evoenergy staff

Presenters

- Megan Willcox, General Manager Economic Regulation
- Lev Yulin, Group Manager Regulatory Pricing and Analysis

Facilitator

Helen Leayr,
Communication Link

Q&A: AEMC gas networks in transition review

The Forum was interested in the ability of customers who have temporarily disconnected to re-connect again and what the costs are associated with re-connection. One member suggested customers buying new gas appliances in NSW should be notified about the proposed future high costs of connecting to gas.

Q&A: Stakeholder feedback on our five-year gas plan

There was a discussion on what happens when AEMC changes its rules and the effect this has on the draft five-year gas plan. The Forum queried whether accelerated depreciation would still be explored as concerns about it were received in the public submissions.

The Forum was interested to know whether public submissions were received from universities, student accommodations and large apartment complexes as these groups often have gas heating. The Forum also queried whether homeowners will be required to permanently disconnect gas before selling their property and whether that is a part of forecasted changes.

A member expressed interest on data on the number of units or apartments approved before the gas ban took place in the ACT.

We received interest from some members about how they can get involved in the AEMC's rule change processes.

Q&A: Demand forecast update

The forum asked for an update on the low-interest rate loans offered by the ACT Government at the next session, to understand whether it has made a difference to the rate of electrification. This question was taken on notice, and a response will be provided ahead of session 12.

There was discussion about recent news regarding a reduced gas supply for NSW and VIC and whether this will impact the price of gas and associated gas purchasing decisions.

Next steps

- Update session 11 dashboard summary based on today's feedback
- Keep in touch via Slack
- Next session: 9 December 2025

Heads, hands, heart checkout



Head: Something you are thinking about



Hands: Something you want to do



Heart: Something you are feeling.

Slido.com
#2383154



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Heads, hand and heart

① Start presenting to display the poll results on this slide.

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Thank you