

Our engagement strategy



for our gas network 2026–2031 access arrangement regulatory proposal

Evoenergy delivers safe and reliable gas to over 150,000 customers in the Australian Capital Territory (ACT) and Queanbeyan-Palerang (New South Wales (NSW)). We own and operate over 4,563 kilometres of gas mains. Around 90% of our gas network users are in the ACT.

Australia's energy sector is entering a period of enormous change, and the ACT is leading the way.

The ACT Government has set a target of net zero emissions by 2045. This includes a clear direction for the transition away from gas toward electricity over the next 20 years. While the NSW Government has not prevented new gas connections, it has set a target of net zero emissions by 2050.

The transition has already commenced with some customers progressively electrifying their homes and businesses.

This energy transition has never been done before. It brings with it a number of risks and challenges for Evoenergy and our customers that will need to be effectively managed so we can continue to provide safe and reliable gas services.

Over the next two years, we will seek input from our ACT and NSW gas consumers and stakeholders to help map out a fair and equitable transition path for the next five years and through to 2045.

Our engagement approach is more than a conversation on Evoenergy's five-year gas plan. It is a broader discussion on the energy transition and the decommissioning of the gas network.

What we want to understand

We want to continue to build on conversations we've already had to understand the values and long term interests of our customers.

Understanding customer values and introducing uncertainty

We want to understand:

- What does the community value as the region phases out use of gas?
- What customer outcomes are expected? Which are non-negotiable?
- How is the risk of uncertainty over gas demand best managed and shared?
- How will customers approach the transition in terms of appliance-specific behaviours and what impact will this have on demand?

Managing uncertainty

We want to understand:

- In this uncertain environment, what impact will different revenue recovery mechanisms have on customer prices, network cost recovery and the pace of customers moving away from gas?

- What impact will tariff structures have on different types of customers?
- What equity and fairness considerations do we need to take into account?

Balancing equity and fairness in recovery of network costs

We want to understand:

- What is the appropriate approach to recovering the remaining costs of assets built before today that will no longer be used for their full life (past 2045)?
- What is the appropriate approach to recover the costs still required to maintain a safe and reliable network through the transition?
- Who should pay to recover these costs and over what timeframe?
- How do we support customers who may find the transition difficult?
- What are the equity considerations for customers that stay on the network longer than others?

How we will engage



We will hear from a diverse range of voices, from the community.

We will engage genuinely through existing and new channels and activities.

Our engagement journey is phased to ensure we ask the right questions at the right time to inform our 2026–2031 gas access arrangement regulatory proposal.

