

Evoenergy Energy Consumer Reference Council



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Attendees

- Evoenergy team
- ECRC members
- Observers from the Australian Energy Regulator and Consumer Challenge Panel

Agenda

- Safety share – gas leak in Belconnen
- Customer share
- Electricity network reliability – recent outages
- Navigating technology – cyber security, renewables and exports
- GN26 draft plan

→ NEXT MEETING | Thursday 16 October 2025 9:30am – 11:30am

Outcomes and agreed next steps

Evoenergy to come to a future meeting with information on how customers can manage their own electricity demand

Discussion

Safety share – gas leak in Belconnen

Evoenergy provided a safety share on the June gas leak in Belconnen, which affected the Ginninderra Medical Centre.

- Members discussed how lessons from such incidents are shared, the age and condition of Evoenergy’s gas network, and the measures in place to detect and prevent leaks.
- Evoenergy confirmed the network is relatively young compared with others across Australia, with leaks rare and closely monitored.

Customer share

- Members shared updates from their sectors, focusing on customer experiences with energy costs and the transition away from gas:
- **Affordability** remains the most common concern, with rising electricity bills putting pressure on households and businesses.

- **Access to information** about electrification remains limited for renters, older customers, and small businesses. Members suggested clearer guidance and communication about support options and transition pathways.
- **Language accessibility** was raised as a key gap, with many energy websites lacking translation options or simple navigation for culturally and linguistically diverse users.
- **Commercial and strata challenges** were noted, particularly for older and heritage buildings where electrification is complex and costly.
- Members also shared updates on ongoing initiatives, including Electrify Canberra’s work with ARENA on demand strategies, AEVA’s advocacy for apartment electrification, and ACOSS’s research into barriers for renters and landlords.
- The Chair reflected that members are consistently raising issues around affordability, information access, and equitable transition support, reinforcing the importance of targeted communication and collaboration with consumer bodies

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Discussion

Electricity network reliability – recent outages

- Evoenergy presented data on peak electricity and gas demand, noting increasing frequency of winter peaks and a long-term decline in gas use.

Members discussed:

- The impact of sustained cold periods, particularly in Molonglo and Gungahlin, and the network upgrades planned to improve reliability, including new feeders, a zone substation, and temporary batteries.
- The relationship between peak and total demand and how solar generation helps offset network pressure.
- The importance of smart meters in providing real-time data to support both customer insight and network management.
- Members supported Evoenergy's focus on reliability improvements and encouraged continued clear communication with customers during outages.

Navigating technology – cyber security, renewables and exports

- Evoenergy's Chief Information Officer and Group Manager Cyber Security presented an overview of how technology is shaping network operations and planning.

Discussions covered:

- The separation of operational and information technology systems to maintain safety and reliability.

- The growing cyber security risks from uncertified or insecure home devices, and the importance of consumer awareness in reducing vulnerabilities.
- Certification processes for devices such as inverters, and how standards can help reduce risks to the network.
- The role of connected technologies and exports in future network planning.
- Members noted the importance of providing customers with clear, simple advice to help them make informed choices about devices and home energy systems.
- The Chair recommended revisiting this topic in six months for an update on the evolving technology and security landscape.

GN26 draft plan

Evoenergy provided an update on the GN26 draft gas plan and advised that the Australian Energy Regulator (AER) is inviting public submissions. Members were encouraged to review the plan and share feedback through the AER website or by attending upcoming community forums.

Closing comments:

The Chair thanked Evoenergy for the informative presentations and members for the rich discussion, noting strong engagement across topics and the importance of consumer perspectives in shaping Evoenergy's future planning.