

# Evoenergy Energy Consumer Reference Council



Meeting #64 | Thursday 12 June 2025

## Attendees

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

## Agenda

- Tariffs for common areas of Strata buildings
- GN26 Draft Plan update
- Reliability & electrification trends
- Electricity network capital expenditure update



NEXT MEETING | Thursday 14 August 2025 3:00pm – 5:00pm

## Outcomes and agreed next steps

Evoenergy to consider an update from ACT Government on electrification programs/rebates – level of community awareness of transition away from gas.

## Discussion

### Tariffs for common areas of Strata buildings

- Clarification sought on how common areas are metered and when commercial vs residential tariffs apply.
- Discussion on demand-based tariff classification and opportunities to use power during solar soak periods.
- Question on who in a strata committee can initiate tariff reviews – confirmed as the strata manager.
- Clarified there is only one gas tariff for both residential and commercial.

### Reliability & electrification trends

- Discussion on how urban growth (e.g. redevelopments) will drive demand and the triggers for deciding on new cables or batteries.
- Questions on how demand site engagement feeds into planning decisions.

### Electricity network capital expenditure update

- Questions on coordination of project delivery with other infrastructure works.

## GN26 Draft plan

### Overview of presentation

- Evoenergy outlined its draft five-year gas plan, covering demand forecasts and the proposed approach to gas disconnection services and safety.
- Forecasts were based on a 1,900-customer survey on electrification readiness, appliance use, and policy impacts.
- Proposed measures include targeted disconnections, a tiered pricing structure, and a \$1.5 million awareness campaign to clarify temporary vs permanent disconnections.

### Discussion and feedback

- Members welcomed the use of customer insights and highlighted challenges for renters and low-income households in managing appliance replacement costs.
- Questions were raised about the likelihood of customers acting on stated intentions, the impact of regional policy differences, and the role of government programs.
- Members supported an education campaign and suggested co-designing messages with diverse customer groups.
- Views on cost recovery were mixed – some felt Evoenergy should absorb costs, others considered the approach reasonable but recommended clearer messaging on the limitations of temporary disconnections.