

Evoenergy Energy Consumer Reference Council



Meeting #62 | Thursday 20 March 2025

Attendees

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

Agenda

- Customer share
- Gas disconnections – new safety assessment findings
- GN26 Draft plan
- Introducing Emergency Solar Backstop capability in the ACT



NEXT MEETING | Thursday 2 May 2025 9:30am – 11:30am

Outcomes and agreed next steps

Chair suggested inviting AEMO to a future meeting to provide further input.

Customer share

Business sector impacts

- CIT shared its Fyshwick site will transition to full electrification by December 2025, stressing the need for business support, particularly in catering.
- AHA (Peter Barclay) noted heavy reliance on gas, with electrification requiring major equipment replacement and possibly substation upgrades - significant costs that should have government support.
- MBA raised concerns about high building costs and long utility approval times, though some customers are proactively upgrading to electric.
- (PC) highlighted resourcing pressures for electrifying large buildings and dealing with stranded assets.

Community and household concerns

- Community members stressed the financial burden of gas-to-electric transitions and replacement of appliances.
- Older generations (COTA) require targeted communication and support to understand the transition.
- Working families and hardship (ACTCOSS, MCA) noted an increase in financial assistance requests and hardship cases in ACAT.
- Community priorities (Shanti, Araf) include electrification, rising gas prices, and managing costs of transition.
- Process and timing issues
- Delays in planning and infrastructure development (HIA, PC) are adding to uncertainty.
- Some members asked about how GN26 will be circulated to communities for feedback, with a workshop flagged for May (ACTCOSS).

Introducing Emergency Solar Backstop capability in the ACT

- Enables distributors to dial down or switch off rooftop solar during low demand periods to protect grid stability.
- Applies to new and upgraded systems, with a trial scheduled for Spring 2025.
- ACT Government is consulting on the regulatory framework (March–April 2025).

GN26 Draft plan - overview of Evoenergy’s draft five-year gas plan (new proposed approach to disconnections, capital base recovery, demand and tariffs, next steps)

Overview of presentation

- The results of Evoenergy’s independent safety assessment of the risks associated with residential non-consuming services connected to Evoenergy’s gas network which concluded that the costs associated with permanently disconnecting all non-consuming properties is disproportionate to the risk and Evoenergy’s proposed approach to permanent disconnections, including the introduction of Basic and complex permanent disconnection options.
- Forecast bill impacts, approach to adjusting and flattening tariffs, and capital base recovery.

Discussion and feedback

- Members supported the move toward safer, permanent disconnections, particularly if the process is made more affordable.
- Discussion included concerns about remaining customers bearing higher network costs and how quickly electrification might proceed. Members wanted Evoenergy to be more visible in customer-facing communication rather than relying on third parties.