

Evoenergy Energy Consumer Reference Council



Meeting #66 | Thursday 16 October 2025 | page 1 of 2

Attendees

- Evoenergy team
- ECRC members
- Observers from the Australian Energy Regulator and Consumer Challenge Panel
- Guest presenter from ACT Government

Agenda

- Safety share – Summer storm and bushfire preparedness
- Australian Energy Market Commission (AEMC) gas framework reviews
- Gas plan update
- Emergency Solar Backstop
- Update on the smart meter roll out – Evoenergy's Legacy Meter Replacement Plan (LMRP)

→ NEXT MEETING | Thursday 11 December 9:30am – 11:30am

Outcomes and agreed next steps

- Evoenergy to have a standing agenda item on AEMC reforms to support member awareness.
- Members requested access to consultation papers.

Discussion

Safety share - preparing the network for summer

Evoenergy outlined how the network is prepared each year ahead of summer storms, including inspections, vegetation management, defect rectification and customer advice to stay prepared during outages.

- Members discussed how these messages reach the community and suggested clearer advice on electric vehicle safety during storms.
- The Chair noted the usefulness of practical tips and encouraged future discussions on broader consumer energy resource preparedness in 2026.

AEMC gas framework reviews

Evoenergy presented an overview of current AEMC rule changes under review, including connection charges, disconnection rules and the broader framework for gas networks in transition.

- Members focused on customer impacts, especially if rule changes are delayed, and sought clarity on how Evoenergy will reflect the most current rules in the revised GN26 plan.
- The Chair proposed a standing agenda item on AEMC reforms to support member awareness. Members also requested access to consultation papers.

Gas plan update (GN26)

Evoenergy updated members on the regulatory timeline, emerging demand trends and key issues raised through community submissions, particularly concerns about equity impacts for vulnerable customers during the transition away from gas.

- Members explored how multi unit developments are counted as connections and reiterated the importance of community feedback shaping the revised proposal.
- The Chair acknowledged the importance of ongoing engagement and noted further updates would come at the December meeting.

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Discussion

Emergency Solar Backstop

The ACT Government outlined why the Emergency Backstop Mechanism is being introduced, how it would operate in minimum system load events, and the themes emerging from public consultation, including the need for consumer clarity, phased implementation and strong engagement with the solar industry.

- Members discussed consumer impacts, including cost, older system compliance and the interaction with VPP capability.
- The Chair encouraged members to continue submitting questions as the mechanism evolves, noting the complexity of the topic and the need for clear communication to support consumers.

Smart meter rollout

Evoenergy explained the national smart meter rollout, roles and responsibilities across industry, current progress in the ACT, and what customers can expect during the transition, including protections requiring informed consent for tariff changes.

- Members raised questions about whether customers can refuse tariff changes.
- The Chair highlighted the importance of ensuring consumers understand both their rights and the practical steps involved in meter replacement.