

Evoenergy Energy Consumer Reference Council

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Attendees

- Evoenergy team
- ECRC members

Agenda

- Customer share
- ACT electrification transition
- EN24 projects in delivery
- Safety share - Solar safety during outages
- Meeting efficacy review

NEXT MEETING |



Thursday 22 October 2026 9:30am – 11:30am

Outcomes and agreed next steps

- Use member feedback to inform future engagement, with a focus on accessible information and diverse community needs.
- Explore opportunities to improve access to network capacity information for customers planning electrification.
- Continue proactive communication about major network projects and their community impacts.
- Consider future discussions on network constraints, battery storage and data centres.
- Share ACT Government consultation opportunities through member networks.

Discussion

Customer share

- Members shared experiences and emerging challenges associated with Canberra's transition to an all-electric future, particularly for apartment buildings, strata communities and vulnerable consumers.
- Key concerns included the complexity and cost of installing EV charging, solar and other electrical infrastructure in multi-unit developments, along with uncertainty about building capacity, infrastructure requirements and equitable cost allocation.
- Members highlighted the importance of identifying network capacity constraints early to support electrification projects and reduce delays and unexpected costs.

- Discussion reinforced that many customers need clearer, more practical information about electrification options, available support and potential cost savings. Members encouraged greater use of trusted community networks, accessible resources and face-to-face engagement to reach older people, multicultural communities and others who may not be accessing information online.
- Affordability and energy literacy remain important concerns, particularly understanding energy bills and the financial implications of replacing gas appliances.

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Discussion

ACT electrification transition

- Members received an update from the ACT Government on its Climate Change Strategy 2026-2036, the Sustainable Apartments Program and proposed regulations for gas appliances.
- Discussion highlighted the importance of ensuring the transition is equitable, affordable and practical for households and businesses, recognising that different buildings and communities face different challenges.
- Members supported the value of building-specific guidance for apartment electrification, recognising that there is no one-size-fits-all solution.
- Members also emphasised the importance of communicating the practical benefits of electrification, including potential household cost savings, rather than focusing solely on emissions reduction.
- Questions focused on opportunities for community information sessions and the long-term implications of installing new gas appliances, given their expected operating life.

EN24 projects in delivery

- Members received an update on major electricity network projects being delivered across Canberra to support population growth, electrification, network capacity and reliability.
- Projects discussed included the Molonglo Zone Substation, new feeders in Gungahlin, Fyshwick and Civic, and infrastructure supporting major customer connections.

- Discussion highlighted the increasing demands on the network from growth, asset replacement and customer-driven projects, alongside ongoing maintenance and operational requirements.
- Members considered the importance of clear and proactive community communication about infrastructure works, particularly where projects may contribute to disruption already being experienced by residents and businesses.
- The discussion also reinforced the value of helping customers understand why network investment is needed, how projects support future demand and how community needs inform regulatory proposals.
- Members identified network constraints, battery storage and the evolving role of data centres as topics for future discussion.

Safety share - Solar safety during outages

- Members discussed the safety considerations associated with rooftop solar systems during planned and unplanned electricity outages.
- The discussion highlighted the risks associated with solar systems that are not correctly isolated, particularly when temporary generators are used to restore supply while network repairs are undertaken.
- Clear identification of solar equipment and appropriate inverter operation were highlighted as important to supporting safe restoration activities and protecting network crews and customers.