

# Evoenergy Energy Consumer Reference Council



Meeting #68 | Thursday 26 February 2026 | page 1 of 2

## Attendees

- Evoenergy team
- ECRC members
- Guest presenter from ACT Government

## Agenda

- ACT Government guest presentation
- Electricity pricing and tariff landscape
- Gas network plan update
- Safety share

→ NEXT MEETING | Thursday 23 April 9:30am – 11:30am

## Outcomes and agreed next steps

- Improve customer communications on pricing and the energy transition, including clearer, more accessible information on bills, tariffs and programs such as the LFIT.
- Support awareness of available assistance programs, particularly for customers experiencing hardship, and consider how this information is better communicated.

## Discussion

### Customer share

- Members highlighted affordability and cost of living pressures, particularly for vulnerable customers, renters and those in less energy efficient homes.
- There is ongoing concern about the practicality and cost of electrification, especially for older buildings and strata communities.
- Impacts on industry and workforce were raised, including uncertainty for trades and the need for clear transition pathways and training.
- Members emphasised the importance of equity and coordinated support, noting gaps across government programs and increasing demand for assistance.
- Customer understanding remains a challenge, with confusion around pricing, bills and the broader transition.
- Strata and EV charging were identified as emerging issues, with barriers including cost, governance and infrastructure.

### ACT Government guest presentation

- Gas transition for businesses
- Developing the next ACT Climate Change Strategy – upcoming engagement opportunities

Pre-reading: [Developing the next ACT climate change strategy | YourSay ACT](#)

- Members supported the focus on equity, inclusion and community empowerment in the next Climate Change Strategy.
- There was strong interest in how different parts of government are working together to deliver a coordinated approach.
- Members noted the need for practical support programs for households and businesses to enable the transition.
- Workforce development and skills were highlighted as critical to support delivery over time.
- Feedback reinforced the importance of clear, timely and fit-for-purpose communication to build understanding and confidence.

# Evoenergy Energy Consumer Reference Council



Meeting #68 | Thursday 26 February 2026 | page 2 of 2

## Discussion

### Electricity pricing and tariff landscape

Annual electricity pricing and Large Feed in Tariff update. Update on network tariff trials including flexible controlled load trial and large-scale battery trial.

- Members noted low awareness and understanding of pricing components, including the LFiT.
- There were questions about future price impacts and risks, and how pricing sits within regulatory frameworks.
- Equity concerns were raised, particularly for customers unable to access solar or energy efficiency upgrades.
- Members supported exploring tariff reform and trials, with interest in how these can better support customers.

### Gas network plan update

Update on the revised submission and overview of community feedback themes.

- Members reinforced that affordability, fairness and equity remain central concerns in the transition away from gas.
- There was strong support for effective communication and awareness, with members noting its importance in helping customers understand their options.
- Concerns were raised about the pace of transition and supporting measures required for customers and industry.

### Safety share

Annual aerial inspections program and proactive vegetation management. Safety priorities for customers and the community.

Members acknowledged the importance of proactive vegetation management and inspections in maintaining safety and reliability.  
There was recognition of the role customers can play in reducing risks near the network.