

Evoenergy Energy Consumer Reference Council



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Attendees

- Evoenergy team
- ECRC members

Agenda

- Safety share
- EN29 engagement workshop reflections
- Future engagement priorities
- Winter reliability performance
- Meeting efficacy review

NEXT MEETING |



Thursday 27 August 2026 9:30am – 11:30am

Outcomes and agreed next steps

- Use ECRC feedback to further develop Evoenergy's EN29 engagement approach, with a focus on broader and more diverse participation, accessible information and engagement through trusted community channels.
- Continue to test EN29 engagement approaches with ECRC as planning progresses.
- Use member priorities and emerging issues to inform future ECRC agendas and Evoenergy's broader Stakeholder Engagement Strategy.
- Explore opportunities to improve access to useful network information for customers and stakeholders.

Discussion

EN29 engagement workshop reflections

Members reflected on the recent workshop to help shape engagement for Evoenergy's next electricity network regulatory proposal, EN29.

Feedback reinforced that energy can be complex and difficult to navigate, and customers want clear, accessible information about costs, reliability, solar, batteries, EVs and what the energy transition means for them.

Members supported engaging a broader and more diverse range of people, including strata communities, vulnerable consumers, renters, young people and small businesses.

Engagement should use trusted community organisations and existing networks, with approaches tailored to the needs of different groups.

Members encouraged Evoenergy to engage early, explain the process clearly and show how community feedback influences decisions.

There was support for exploring more contemporary engagement approaches and moving beyond traditional consultation models to better reflect Canberra's changing community and energy system.

Safety share - Gold Creek Zone Substation outage

- Members discussed the 6 May outage in Gungahlin, which affected almost 37,000 customers as well as light rail, traffic lights, telecommunications and community facilities.
- The investigation found the outage occurred during routine maintenance of the protection system and was not caused by equipment failure or a cyber incident.
- Evoenergy has updated work practices following the event to reduce the risk of similar accidental trips and improve reliability.
- Discussion highlighted the broader community impacts of major outages, including telecommunications resilience and the importance of coordination with telecommunications providers.

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Discussion

Future engagement priorities

- Members discussed the issues ECRC should focus on and how Evoenergy can strengthen engagement over the coming years.
- Key ongoing priorities included reliability and resilience, affordability and cost pressures, the energy transition and electrification, and smart technologies and consumer energy resources.
- Members highlighted the value of sharing clearer information about network capacity, constraints and planned investment so customers can better understand what is happening in their area.
- Discussion also covered future network growth, community understanding of new infrastructure, workforce needs and pathways into the energy industry.
- Members suggested opportunities to make energy information easier to find and understand, including through community-led information sharing and more accessible online resources.
- Members reinforced that transparency and access to information are important to helping customers understand decisions, trade-offs and the value of network investment.

Reliability performance

- Members discussed how electrification, rooftop solar, EVs and batteries are changing electricity demand and the way Evoenergy plans and operates the network.
- Solar is increasingly reducing daytime demand from the network, while electrification is contributing to changing peak demand.
- Smart meter data and other network technologies are providing greater insight to support future planning.
- A recent Weston Creek outage was used to demonstrate how outage information contributes to future reliability, vegetation and asset maintenance planning.
- Members received an update on major network investment in Molonglo Valley, Weston Creek and Gungahlin to support growth, improve capacity and strengthen reliability and power quality.
- Discussion covered smart network technology, access to energy-use information and the role of options such as network upgrades and community batteries in managing future demand.