

BRIEFING TO INDUSTRY BODIES.

For distribution to members:

1. MBA: Michael Hopkins
2. HIA: Greg Weller
3. NECA: Robert Donnelly
4. Energy Consumer Reference Council
5. Property Council of Australia

December 2018

General Communication

Christmas Opening Hours

Evoenergy reception is closing for Christmas, 5pm Friday 21st December 2018, and will reopen for regular business 7:30am Wednesday 2nd January 2019.

Over this period you can still reach us via an email to networkservicing@evoenergy.com.au or phone our friendly contact centre on 13 23 86.

From all the team we'd like to wish you a safe and happy Christmas!

Obstructing access to Evoenergy Assets

After a recent incident at an Evoenergy substation where Evoenergy was not able to access one of its substation assets when responding to a fault. Evoenergy would like to remind all industry partners of the requirements for access to Evoenergy assets. Our Electricity Network Service and Installation Rules provide details of our requirements for 24-hour access to carry out activities necessary for the operation of the distribution network.

We need your help in maintaining our high reliability levels and safety standards by ensuring all electricity access points remain unobstructed and clear of plant and equipment at all times. If there are any questions about access requirements for Evoenergy assets please do not hesitate to contact the Customer Connections Branch via the contact details on the Evoenergy website.

Residential Rooftop Solar PV Protection Settings

Evoenergy has recently been notified of several residential Solar PV installations where voltage protection settings have been adjusted outside of the specified Evoenergy values. Unfortunately, this has occurred without Evoenergy's knowledge. This activity has the potential to compromise the safety of yours and Evoenergy's customers and employees. In some cases the customer has informed Evoenergy they have completed these setting changes as a result of instructions provided by their installer.

By applying inverter protection settings that deviate from those specified in **Evoenergy's Requirements for Connection of Embedded Generators up to 5MW to the Evoenergy Network**, installations can interfere or have an adverse effect on the network. This places the customer's system in the likely position of being disconnected from the Evoenergy network to ensure safety and reliability of the Evoenergy Network is maintained.

Please contact the Customer Connections team or refer to the Evoenergy website if you require any additional information.

Requirement of Access Canberra Electrical Inspections for Network Energisation Or Re-energisation by Evoenergy

The table below is a reference guide - providing guidance for when a customer is required to seek an inspection from Access Canberra which in turn enables Evoenergy to energise or re-energise a customer's work request. Customer's work requests are typically a request for service (RFS) work for energisation/re-energisation of Evoenergy network at customer's premises.

This table is prepared in collaboration with the ACT Government's Access Canberra – Electrical Inspections Team. Please ensure that the requisite - inspection and sticker requirements are met prior to your request for Network Supply energisation or re-energisation by Evoenergy.

	Access Canberra Inspection & Sticker Requirement	Comments
Domestic POE/MSB Installations		
New	Yes	
Upgrade	No	Electrician must present CES form prior re-energisation
Consumer Mains Upgrade/Replacement	No	
Commercial Installations		
New Main Switchboard	Yes	
Main Switchboard Upgrade	Yes	
Consumer Mains Upgrade/Replacement	Yes	
Separate POE with Loop In & Out - With Consumer Mains	Yes	Network Cables can be energised but the Consumer Mains must remain de-energised
Separate POE with Loop In & Out - Without Consumer Mains	No	
Combined POE MSB with Loop In & Out - With or Without Consumer Mains	Yes	

Note - " Yes " means Access Canberra Inspection **must** be completed & Sticker available at the POE/MSB Switchboards prior to Evoenergy Energisation/Re-Energisation

Note - " No " means Access Canberra Inspection & Sticker Not Required at the POE/MSB Switchboards prior to Evoenergy Energisation/Re-Energisation

Evoenergy consumer engagement updates

Consumer engagement

The 26th meeting of Evoenergy's Energy Consumer Reference Council (ECRC) was held on December 12th at Evoenergy's Control Centre in Fyshwick. Meetings are typically bi monthly to discuss a range of network issues.

ECRC presentations, minutes and communique can be viewed on Evoenergy's website <https://www.evoenergy.com.au/consumer-engagement-program>

Large customers are represented by the ANU, Master Builders Australia and the Property Council of Australia (ACT) are also ECRC members.

The next meeting will be held February 13th 2019. Suggestions for agenda items can be forwarded to members or directly to Consumer Engagement Manager Giuliana Baggoley- Giuliana.Baggoley@evoenergy.com.au.

Every December, Evoenergy releases an Annual Planning Report. The report informs stakeholders about our current capability, anticipated investments to maintain that capability, drivers of future development needs as well as options to meet those needs.

Feedback on the Annual Planning Report is welcome, especially from stakeholders considering investments that could either defer or accelerate network development.

Comments or questions can be directed to Evoenergy's Asset Strategy Branch Manager, Dennis Stanley Dennis.Stanley@evoenergy.com.au or Consumer Engagement Manager Giuliana Baggoley Giuliana.Baggoley@evoenergy.com.au

Evoenergy's Annual Planning Report will be published on our website on Friday 21 December <https://www.evoenergy.com.au/about-us/reports-and-publications>

Evoenergy will launch the Annual Planning Report in February 2019 at a stakeholder event.

Demand Management

If you're working in the demand management space, or are able to suggest good ways to address future network constraints, you are encouraged to sign up to our Register of Interested Parties on our website <https://www.evoenergy.com.au/emerging-technology/demand-management>

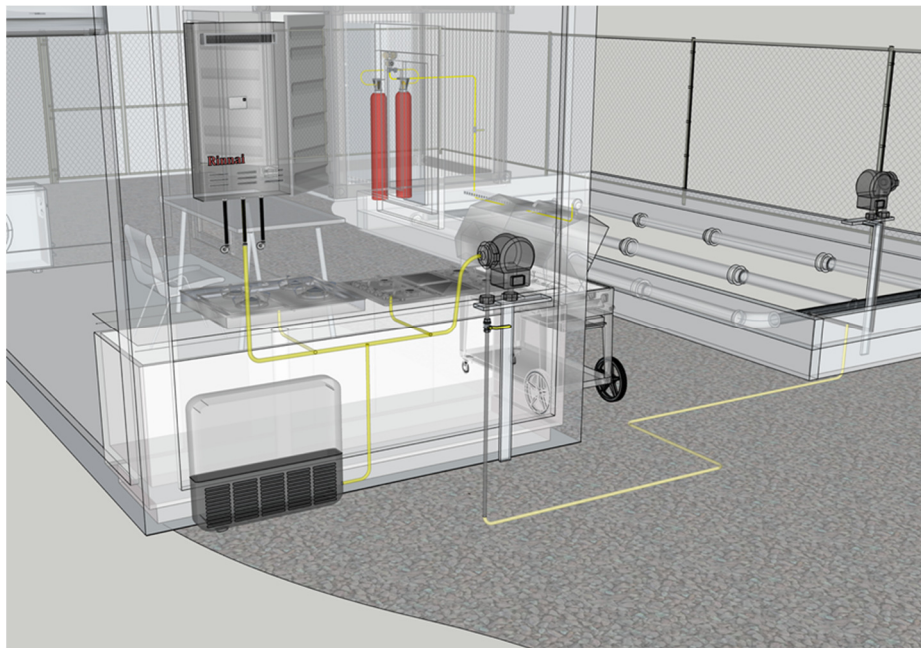
Evoenergy will contact you from time to time to invite ideas and contributions regarding particular projects. You can nominate your interest/role as a DSM aggregator, Curtailment Service Provider, Embedded Generator or general interest.

Evoenergy is always on the lookout for new participants in NetBenefit, our demand response agreements where customers are incentivised to curtail loads during times of peak network constraint. If you have generator or building capacity to curtail load to support the community, please get in touch with Evoenergy Demand Side Innovation Engineer, Eddie Thanavelil - Eddie.Thanavelil@evoenergy.com.au for more information.

Evoenergy Gas Network Updates

Evoenergy Hydrogen Test Facility was launched!

Evoenergy and the Canberra Institute of Technology (CIT) have partnered to build a first-of-its-kind dedicated hydrogen test facility to understand how hydrogen gas could be used in the future to power homes using the existing natural gas network. The facility will test materials, equipment and work practices, with the view to using hydrogen in the existing gas distribution network in the future.



The facility was opened on 4 December 2018 by ACT Minister for Climate Change, Shane Rattenbury MLA, who said renewable hydrogen gas could have potential as a zero-emissions replacement for natural gas. The use of hydrogen as a household energy resource aligns with the 'green energy' targets set by the ACT Government, including reaching 100 per cent renewable electricity by 2020 and reducing emissions to zero by 2045. "Hydrogen can be a renewable, zero-emissions gas source, and we want to understand whether, and how, it can be viably used to decarbonise the gas network," Mr Rattenbury said. Hydrogen is carbon-free and can be produced from excess renewable energy, for example during sunny and windy days when generation is high and demand is low. It offers a stable, carbon-free energy resource that can be stored for use on demand. 'Hydrogen has the potential to both expand the usage of renewables across the day, but also bring the price down.'

The facility will provide key learnings to assist the transition to using hydrogen in gas networks and vision towards decarbonisation of the gas network.

Evoenergy – Useful web links

- For Evoenergy Network Connection/Disconnection/ Network Alterations Application Forms –
<https://www.evoenergy.com.au/key-documents>
- For Evoenergy Electricity Network Prices 2018-19 –
<https://www.evoenergy.com.au/developers/pricing-and-tariffs>
- For Evoenergy Electrical Safety Rules (The Blue Book) -
<https://www.evoenergy.com.au/developers/electrical-safety-rules-the-blue-book>
- For Evoenergy Electricity network service and installation rules -
<https://www.evoenergy.com.au/developers/service-and-installation-rules>
- For Electricity Network Connection or Alteration Information & Applications –
<https://www.evoenergy.com.au/business-and-government/connections-overview>
- For Evoenergy Consumer Engagement -
<https://www.evoenergy.com.au/consumer-engagement-program>
- For Evoenergy Utility Compliance (Pre- DA or BA Approvals) -
<https://www.evoenergy.com.au/developers/utility-compliance-form>
- For Evoenergy My Portal (view electricity consumption, generation and electricity outage, on line connection request under basic connection) –
<https://www.evoenergy.com.au/about-us/latest-news/2018-01-18-myportal>
- For Embedded Generation Installations and Connections -
<https://www.evoenergy.com.au/emerging-technology/embedded-generation>
- For Evoenergy Contact, Complaints & Compliments -
<https://www.evoenergy.com.au/about-us/contact-us>
- For Demand Management information –
<https://www.evoenergy.com.au/emerging-technology/demand-management>.

Evoenergy Key Contacts

Name	Position	Phone Number	Mobile Number
Stephen Devlin	General Manager Energy Networks	6293 5850	0406 376 540
Margareta Sugianto	Executive Project and Support Officer	6293 5724	
William Yeap	Gas Networks Branch Manager		0408 285 825
Dennis Stanley	Branch Manager Asset Strategy	6270 7667	0417 681 319
Doug Pankhurst	Strategic Planning Manager	6175 2438	0455 093 830
Wahid Ibrahim	Asset Standards & Acceptance Manager	6293 5135	0420 525 236
Glenn Pallesen	Branch Manager Customer Connections	6293 5715	0418 772 061
Chirag Desai	Network Connection Services Manager	6248 3846	0406 377 478
Alison Davis	Manager Energy Markets & Contact Centre	6270 7692	0402 333 353
Giuliana Baggoley	Consumer Engagement Manager	6293 5775	0459 873 434
Ricky Martin	Strategic Account Manager	6293 5879	0429 610 353
Eddie Thanavelil	Demand Side Innovation Engineer	6248 3457	
Kedar Vedanti	Industry Interface & Coordination Lead	6248 3582	0420 524 871
Leylann Hinch	Branch Manager Asset & Network Performance	6248 3813	0477 347 854
Chris Kelly	Program of Work Manager	6175 2516	0400 838 610
James Cole	Secondary Systems Manager	6293 5178	0407 251 467
Tim Anderson	Primary Assets Manager	6293 5827	0406 377 732
Matthew Turner	Manager Control	6270 7561	0472 847 108
Mathew Wass	Practices and Capabilities Manager	6270 7690	0451 679 345
Clinton McAlister	Branch Manager Works Delivery	6248 3420	0408 752 331
	Network Learning & Development	6293 5111	
	Network Work Practices	6293 5111	
Fiona Wright	Head Safety Health and Work Practices	6293 5729	0414 510 353
	Key Contacts		
Network Connection Services			
Technical enquiries	network.connectionadvice@evoenergy.com.au		132 386
Applications	network.connectionapplication@evoenergy.com.au		Email
RSM/RFS	networkservicing@evoenergy.com.au		Email
Energy Networks & Contact Centre			
	Complaints - Electricity		132 386
	Complaints - Gas		132 386
	Electricity faults & emergencies		13 10 93
	Natural gas faults & emergencies		13 19 09
	General Enquiries		132 386