

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

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General Communication

Power of Choice Implementation

With the Power of Choice changes that were implemented on the 1st December 2017 now being well under way, it is important to remember that Evoenergy no longer look after the metering installations.

Before arranging with the customer's retailer for metering to be installed, we encourage all electricians to wait until you have a scheduled appointment for all Evoenergy works to be completed, This will allow the retailers to schedule their metering installation after the completion of the Evoenergy work (typically this is the installation of the electricity supply cable from Evoenergy's network to the customer's electricity switchboard).

All new metering and meter alteration requests are now made by the customer or their electrician direct to their chosen retailer. For all new (greenfield) and knock down / rebuild (brownfield) sites, please note that an Evoenergy request for service (RFS) is still needed for the registration of site information in our Meter Data system (this must occur before the retailer can commence their metering installation process). The RFS also commences the planning and delivery for all other works that will be completed by Evoenergy (e.g running an electricity service cable from the Evoenergy network to the customer's electricity switchboard and any associated network work).

Switchboard Access Keys

If you requires Switchboard Access keys please send an email request to: networkservicing@evoenergy.com.au. Note: a pre-requisite for the provision of access keys is the successful completion of the **Electrical Safety Rules** (The Blue Book) and **Service and Installation Rules** (S & I Rules). Upon receiving your application, Evoenergy will complete a check to confirm your completion of the relevant training. Keys can be collected from the Greenway Depot reception by the applicant only.

For more information on registering and completing the required training please refer:

<https://www.actewagl.com.au/about-us/actewagl-training.aspx>

PV Solar Installations

Evoenergy has seen a growing number of customers wanting to connect to our network with PV (and battery) systems that exceed our safe operating requirement of 5 kVA for a single phase connection. In-line with the increase in PV (and battery) technology, inverter capabilities have advanced and many inverters are now capable of limiting power exported to the Evoenergy network. As a result of our customer's bringing this to our attention, Evoenergy has revised its review and approval process to now include the provision for single phase systems of greater than 5 kVA where export limitation are in place and complies with the requirements of AS/NZS 4777.1:2016 section 3.4.8.3. The Evoenergy team is continuing to work with industry to better understand the capabilities of the various inverters in the market. Over time, this will lead to a much smoother process for installers working with larger systems.

If you require any further information or clarification, please send an email to embeddedgeneration@evoenergy.com.au

Charges and Payments Updates

BPAY: Evoenergy are now issuing BPay invoices for all completed Request for Service Marking (RSM) and Request for Service (RFS) submitted jobs. Please note, once payment has been made, works will then be scheduled for appointments.

A Cashless Depot: BPay will help us move towards being cashless with payments of cash and cheques being phased out at Greenway over the coming six months (21 Dec 2018).

Temporary Isolations of Service

From 1 July 2018 Evoenergy will charge for a temporary isolation of standard residential service (or similar installations) requested by customers. This needs to be considered by customers organising their work where Evoenergy attend in the morning to isolate (de-energise) and then re-attend in the afternoon to re-energise the service. These charges are included in our Schedule of Electricity Network Charges available on our website under Evoenergy Electricity Network Prices 2017-18 (charge codes 501 and 503)

If you have any questions about these changes please email networkservicing@evoenergy.com.au or call us on 132 386.

Note: Appropriately trained Electrical Licence holders can complete these isolations. Please refer next section regarding requisite training.

The Safety Rules (The Blue Book) and Service and Installation Rules Training.

Current and valid ACT unrestricted Electrical License holders are required to attend the Service and Installation Rules, and The Safety Rules (the Bluebook) training. Upon successful completion of this training, you are able to conduct the temporary isolation of a service at a premise for all domestic meter board upgrade work.

Note: Where a meter board needs to be relocated, an appointment would need to be made with the metering provider for the site. This is to be arranged with the customer's retailer.

For further information on any of training packages Evoenergy provide, please contact us on 02 6293 5111 or email through your enquiries to:

Learninganddevelopment@actewagl.com.au

Or refer to <https://www.actewagl.com.au/about-us/actewagl-training.aspx>

Evoenergy demand management updates

Evoenergy has had a strong focus on demand management over the last year and has achieved great success. In addition to setting new records for the magnitude of achievable levels of electricity curtailment through various types of demand management solutions, we have also ramped up our engagement with current and potential demand management technology providers we can partner with to achieve successful outcomes for ourselves and our customers.

Over recent months, Evoenergy has identified and communicated several electricity constraints on our network to our Register of Interested Parties. We are jointly seeking Demand Management solutions to manage forecast electricity supply demand with techniques other than the traditional network augmentation. . If you would like to get involved, you can register at <https://www.evoenergy.com.au/emerging-technology/demand-management>.

Evoenergy consumer engagement updates

The establishment of a new Consumer Engagement team signals Evoenergy's ongoing commitment to consumer engagement. Evoenergy's Consumer Engagement team delivers the [consumer engagement strategy](#) and provides a focus to strategic account management and delivery of demand management initiatives. This team is based at Evoenergy's Greenway depot and can be contacted via consumerfeedback@evoenergy.com.au. Please get in touch if you would like to have more information or if you have any ideas and feedback to contribute.

ECRC and Consumer Engagement

The Energy Consumer Reference Council (ECRC) is an independent ACT forum providing representatives of the ACT community with an opportunity to provide considered input into operations and long term planning of Evoenergy.

The ECRC's focus is on Evoenergy's electricity and gas distribution businesses only. Evoenergy's consumers, including residential, business, construction, and community groups, are well represented among ECRC membership.

This broad representation strengthens how the ECRC facilitates direct consumer feedback to be incorporated into Evoenergy's operations and strategic planning.

ECRC Meetings occur every second month. You can learn more by exploring the below link.

<https://www.evoenergy.com.au/consumer-engagement-program/energy-consumer-reference-council/ecrc-meeting-papers>

Evoenergy Gas Network Updates

Ginninderry Estate will have Natural Gas

Following a government announcement to grant a waiver for the Ginninderry Stage 1 land release program, Evoenergy and Ginninderry estate's developer, Riverview Group, have entered into a Memorandum of Understanding (MOU).

The MOU documents an 'electricity only' trial which is restricted to the Ginninderry Estate Stage 1 land release program only and is in place for a period of three years, involving 350 homes.. Evoenergy will install full gas supply reticulation to all future land release stages in Ginninderry. This will allow our customers to have a choice of their energy source including connecting to gas at houses that re a part of Stage 1 (beyond the MOU's 3 year period) and for all other future stages in the estate.

Evoenergy remains committed in ensuring natural gas will be available for all existing and new homes in Canberra.

Gas Brand Campaign

Evoenergy launched the Natural Gas brand campaign across Canberra's TV screens featuring Natural Gas ambassador, Bentley the Bulldog. With a tag line

Natural Gas. Better Now. Better Tomorrow

Bentley's objective is to bring Natural Gas back into the minds of Canberrans by promoting the effectiveness of gas appliances and associated benefits.



This will be a long-term campaign involving promotion across TV, radio, digital and social media, on Action buses and in cinemas. Bentley also features in the winter gas rewards campaign currently running. This compliments the broader Natural Gas campaign, offering customers Visa Prepaid Cards to encourage the installation of a range of gas appliances. For more information visit evoenergy.com.au/gasrewards

Free Cooling

Evoenergy have teamed up with Seeley and Rinnai to launch an incredible consumer promotion. Any installation of ducted gas heating as part of a new home build will get a high quality evaporative cooling installed completely free! All developers and builders are encouraged to get in contact with a Seeley or Rinnai distributor to find out how they can take advantage of this offer.

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
Wendy Howell	Executive Project and Support Officer	6293 5724	
Tracey McRoberts	Business Solutions Manager	6248 3029	0421 654 165
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
Peter Cunningham	Regulatory Compliance Manager	6293 5108	0477 356 835
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
Kedar Vedanti	Industry Interface & Coordination Lead	6248 3582	0420 524 871
Alison Davis	Manager Energy Markets & Contact Centre	6270 7692	0402 333 353
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
Clinton McAlister	Branch Manager Works Delivery	6248 3420	0408 752 331
Santanu Chaudhuri	Manager Construction Works Delivery	6270 7478	0451 517 874
Mark Trainor	Operational Performance Manager	6293 5875	0401 075 111
Michael Lloyd	Reactive Manager	6293 5859	0423 828 086
Bob Spence	Manager Overhead	6293 5779	0414 515 828
Damien Anderson	Business Transformation Manager	6293 5861	0414 510 280
Ricky Martin	Strategic Account Manager	6293 5879	0429 610 353
Giuliana Baggoley	Consumer Engagement Manager	6293 5775	0459 873 434
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