

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

1. Customer's Metering Obligation

Evoenergy would like to remind all industry partners and customers of the requirement to arrange for compliant metering prior to requesting energisation in accordance with the Evoenergy Service and Installation Rules.

The customer must contact their Electricity Retailer who will appoint an approved Metering Coordinator to install the compliant metering. As outlined in the Service and Installation Rules, Evoenergy is unable to energise installations that are not compliant with the National Electricity Rules, or present a safety risk to the public, property or Evoenergy network.

If there are any questions about the process for arranging metering, please contact your retailer in the first instance before contacting the Evoenergy Customer Connections Branch via the contact details on the Evoenergy website.

2. Gross Connected/Premium Feed in Tariff PV Solar System Transfer:

The ACT Government's Electricity Feed-in (Renewable Energy Premium) ACT 2008 & 2011 allows the customer to transfer their premium feed in tariff if:

- The original PV solar system i.e. the inverter and solar panels are relocated to the new house, or
- It is a Mr Fluffy house getting knocked down along with the disposal of the original PV solar system.

If the customer is unable to relocate the original PV solar system for any reason, the tariff stays with the original house and the new tenant / owner may be eligible to take up the tariff.

Reasons for the relocation of an original PV solar system not being possible may include:

- No longer meets Australian Standards and cannot be moved i.e. inverter or panels no longer listed on the Clean Energy Council (CEC) website.
- Customer is not willing to bear the cost of the relocation.

Please contact your retailer, Evoenergy or visit ACT Government Environment, Planning and Sustainable Development Directorate Website and refer Electricity Feed-in (Renewable Energy Premium) ACT 2008 A2008-21 for further information.

3. Establishment of supply to single residential developments

Evoenergy encourages residential customers and industry partners to familiarise themselves with the process for establishing an electricity supply to single residential developments.

Please note: Before requesting an electricity supply connection to a residential block, a Development Application must have been approved by Evoenergy¹.

3.1 A residence where an electrical connection has never been connected.

1. **Submit a Request for Service (RFS)²:** Contact Evoenergy and submit an RFS requesting to establish a new electricity supply/service to the new residence. This RFS must be submitted by a licenced electrician on behalf of the owner. Please note that no fees applicable for new single residential service connection.
2. **Receive Appointment Details:** Evoenergy will validate the information provided on the RFS, schedule the requested work and send an email to the electrician with appointment details within 5 business days
3. **Organise metering:** The owner or their authorised representative or your licenced electrician needs to contact an ACT electricity retailer to coordinate the installation of the electricity metering at the site and subsequent energisation (turning the power on from Evoenergy's Network).

3.2 A residence where an electrical connection has previously been connected.

1. **Submit a Supply Abolishment request:** Contact Evoenergy and submit an application for "Supply Abolishment"³ requesting to disconnect and abolish the existing service to residence prior demolition
2. **Submit a Request for Service Marking (RSM):** Contact Evoenergy and submit an RSM requesting to establish a new electricity supply/service to new residence at the block. This RSM must be submitted by a licenced electrician on behalf of the owner.
3. **Attend Site:** Evoenergy CSAP (Customer service and Asset Protection) Officer will attend site and explain the scope of work to the licenced electrician required to establish the new supply/service.
4. **Quote issued:** Evoenergy will send you a quote detailing the scope of work that is to be undertaken by Evoenergy as well as by your electrician
5. **Proceeding with work:** If you decide to proceed with the work, the quote must be paid and your electrician needs to submit an RFS⁴⁵ requesting Evoenergy to establish the service.
4. **Appointment Scheduled:** Evoenergy will schedule an appointment. Evoenergy will schedule the requested work and send an email to electrician with the appointment details within 5 business days
6. **Metering:** Remember! If you need to change your metering, you need to contact your chosen retailer to organise this. A full list of ACT retailers can be found at <https://www.aer.gov.au/>

¹ <https://www.evoenergy.com.au/developers/utility-compliance-form>

² <https://www.evoenergy.com.au/-/media/evoenergy/documents/electricity/application-instructions-basic-connections.pdf>

³ <https://www.evoenergy.com.au/-/media/evoenergy/documents/electricity/supply-abolishment-form.pdf>

⁴ <https://www.evoenergy.com.au/-/media/evoenergy/documents/electricity/application-instructions-basic-connections.pdf>

⁵ Some work types such as temporary isolation do not require an RFS to be submitted. If you are not sure, please contact Evoenergy on 132 386.

Evoenergy consumer engagement updates

Annual Planning Report

Evoenergy launched the latest (2018) Annual Planning Report On February 27th.

The Annual Planning Report informs about the Evoenergy electricity transmission and distribution network's current capability, anticipated investments to maintain that capability, drivers of future development needs and options to meet them. The report is available at below link under Reports and notices section -

<https://www.evoenergy.com.au/about-us/reports-and-publications>

We encourage everyone to read our Annual Planning Report or connect with our consumer engagement team for a discussion on how it can add value to your work.

Evoenergy – Useful web links

- For Evoenergy Electricity Network Prices 2018-19 –
<https://www.evoenergy.com.au/developers/pricing-and-tariffs>
- For Evoenergy Electrical Safety Rules - <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
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
Clinton McAlister	Branch Manager Works Delivery	6248 3420	0408 752 331
Santanu Chaudhuri	Manager Construction	6270 7478	0451 517 874
Michael Lloyd	Overhead and Reactive Manager	6293 5859	0423 828 086
Brent Lamont	Manager Network Supply	6293 5801	0404 090 769
	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