

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

September 2018

General Communication

Domestic Meter Board Relocations and Upgrades

For work involving a meter or meter box relocation or a meter board upgrade (where you are not authorised to undertake a temporary isolation) please remember to submit a request for service (RFS) to Evoenergy where the existing meter is branded ActewAGL. This triggers Evoenergy's attendance to undertake a temporary isolation where required and relocate the meter to the new board

For meters owned by other metering providers, please contact your customers' retailer to facilitate the appropriate attendance. Please contact our network servicing team via email networkservicing@evoenergy.com.au for further enquiries.

Temporary Isolations

If you'd like to be authorised to undertake temporary isolations for general meter board work this can be arranged by successfully completing training with Evoenergy. Please contact our learning and development team via email learning.development@actewagl.com.au for further details.

Evoenergy consumer engagement updates

PV Solar Installation – Consumer Engagement Meeting

Evoenergy is inviting all solar retailers/installers for a meeting here in Greenway to seek feedback on the redrafted technical standard for connection of inverter based EG up to 30kVA (current Class 1) to Evoenergy network. The meeting is at **Greenway Central Conference Room between 4pm to 6pm on 18th October 2018.**

Evoenergy is currently reviewing solar installation application processes and documentation. Part of this work involves redrafting technical standards for inverter connections up to 30kVA (current Class 1). We are interested in feedback from our customers, particularly solar retailers and installers. Your feedback will help us deliver a clear, straightforward document that makes embedded generation connections easier.

You are welcome to provide feedback to Consumer Engagement Manager Giuliana Baggoley at consumerfeedback@evoenergy.com.au

Evoenergy Gas Network Updates

Ginninderry Development

Evoenergy Gas Networks have commenced laying gas reticulation to all customers at Ginninderry development. Evoenergy has entered into a Memorandum of Understanding with Riverview for a three year electric only trial precinct for the first 350 homes in Ginninderry.

Hydrogen Test Facility

Evoenergy and Canberra Institute of Technology will be building an Australian first Hydrogen Test Facility in Fyshwick. The hydrogen test facility aims to develop knowledge of the general production, operation, maintenance and safety practices regarding hydrogen, including the applicability of current materials, equipment and work practices for application to a future hydrogen network. The facility scheduled to be in operation in late 2018.

Gas-Plus Smart Home



Evoenergy is working with a local family, the Toscani, to help reduce the cost of household energy in the ACT and surrounding areas. The family of five is building a sustainable gas and electricity hybrid home in Googong, just 10 minutes outside the ACT border. The home will be provided with high-efficiency appliances and a remote metering system funded by Evoenergy and its industry partners, Seeley International and Rinnai Australia. The project aims to help local residents to better understand their total energy consumption, the efficiency of key home appliances, and the most effective way to heat and cool a typical family home in the ACT. The home is currently under construction and the Toscani family is looking to move into their modern and energy efficient home in November 2018.

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
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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
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Giuliana Baggoley	Consumer Engagement Manager	6293 5775	0459 873 434
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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
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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