Large customer connection process

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evoenergy

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Introduction

Evoenergy understands that planning for any major project in Canberra can be complex, often managing multiple external stakeholders, utilities, and organisational approvals. To help make this easier to navigate, Evoenergy has developed a high-level summary of the large customer connection process, incorporating links to additional resources and critical documentation.

Evoenergy is a regulated service provider subject to Commonwealth and jurisdictional laws and statutory instruments including National Electricity Laws, National Electricity Rules (NER), Utilities Act 2000, Utilities Technical Regulations Act, industry codes, technical codes and regulations.

The information in this document is provided in accordance with the Australian Energy Regulator (AER) and Chapter 5 of the National Energy Rules (NER), and references Evoenergy specific documentation including our Connection Policy and applications.

The Evoenergy Connection Policy sets out the arrangements for customer connections to the Evoenergy distribution network, as well as works associated with facilitating a connection. The policy sets out when connection charges are payable and the basis for determining these charges. Non-standard connections and asset relocations requested by third parties (customers) are treated as exceptions to the Connection Policy, and require a project-specific quote to be provided to the party requesting the work.

For more information visit Evoenergy's website and the Australian Energy Market Commission website.

Evoenergy is happy to provide high level advice and feedback during the early planning phase of your project, and encourage you to reach out to engage with us as early as possible. Early collaboration improves project outcomes through better alignment of project delivery timelines with your project schedule.

Who is a large customer?

Evoenergy defines a large customer connection as the following:

- New or existing high voltage (HV) connection
- Greenfield estate development
- Connections greater than 2 MVA, or with growth to exceed 2 MVA
- Businesses or sites with a complex connection
- Data centres and critical infrastructure

Evoenergy will assess your technical requirements during the initial enquiry stage of the connection process and provide advice on whether you will be considered a large customer connection.

Large customer connection process

Planning

1. Consider your connection requirements including:
   - expected capacity and/or maximum demand calculations
   - a high voltage (HV) or low voltage (LV) connection
   - the Evoenergy Tariff Structure Statement to understand what tariff will apply to your connection
   - your high-level project timeline and critical milestones
   - what technical information is available (single line diagrams, drawings)
   - your embedded generation requirements, and
   - any sustainability initiatives.
2. Complete a Preliminary Network Advice Application with your detailed connection requirements and email it to Evoenergy at network.connectionadvice@evoenergy.com.au

   If your connection has a forecast capacity of 2 MVA or more, contact Evoenergy at network.connectionadvice@evoenergy.com.au to arrange an initial discussion.

Design & assessment

1. After you have submitted your Preliminary Network Advice, we will assign a design engineer to your application.
2. The Evoenergy design engineer will develop a technical solution for your connection requirements which will be detailed in our response to your Preliminary Network Advice submission.
3. Complete a network connection application and email it to network.connectionapplication@evoenergy.com.au
4. For large complex projects Evoenergy may use a Preliminary Works Agreement which will allow parts of the project to proceed, while working towards a formal offer to connect.

Offer

1. Evoenergy will provide you with a Connection Agreement and an invoice which is a formal offer to connect.
2. Once you've paid your invoice an Evoenergy Project Manager will establish regular project meetings, proceed with the procurement of critical equipment, and a construction schedule will be developed.

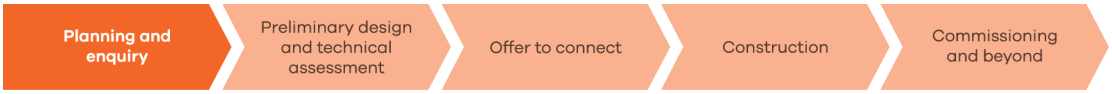
Construction

1. Evoenergy will work with you to manage all stages of construction.
2. A tailored connection start-up guide will developed and provided to you.

Commissioning

1. Evoenergy will work with you to:
   - establish an operating protocol
   - confirm an energisation date
   - ensure testing is undertaken and your connection is certified, and
   - determine what support your require beyond commissioning.

Step one—Planning



At the initial planning stage of your connection, Evoenergy will provide advice about network supply options, connection type, regulatory considerations, tariff options, high-level timelines and high-level cost estimates to inform your application.

To commence your connection application (called a Preliminary Network Advice), we require the following information:

- expected capacity and/or maximum demand calculations
- early consideration of High Voltage (HV) or Low Voltage (LV) connection type
- high level project timeline
- technical information where available (single line diagrams, drawings etc)
- embedded generation requirements, and
- sustainability initiatives.

Once you have collated this information and completed your Preliminary Network Advice, please send it to Network.ConnectionAdvice@evoenergy.com.au. Evoenergy will review the information you have submitted and provide a more detailed, technical response before you move to the next step.

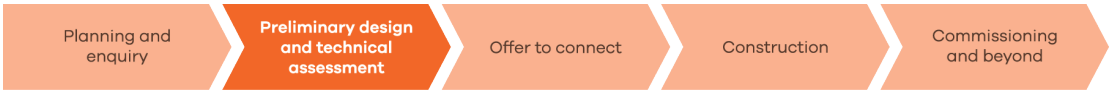
It's important to note that for Greenfield estate developments we require an Estate Development Plan (EDP), including mandated requirements (embedded generation, batteries, etc) before we can provide an electricity master plan.

At this stage of the connection process, we take a holistic approach that typically involves input from the planning, design, future networks, major projects, and customer delivery teams at Evoenergy.

Key documents

- **Preliminary Network Advice (PNA)**—Evoenergy is obligated to complete a PNA per connection request, which includes a preliminary design, incorporating the maximum demand and network constrints.
- **Evoenergy Connection Policy**—sets out the arrangements for connections to the Evoenergy network, as well as works associated with facilitating a connection.
- **Evoenergy Tariff Structure Statement**—provides customers with information about network tariffs.

Step two—Design & assessment



Once we assess your Preliminary Network Advice application, we'll develop a preliminary design incorporating the technical solution, customer requirements, network augmentation and potential constraints.

We will assign a Design Engineer and other specialists who will liaise with you through meetings and calls depending on the type and size of proposed connection.

Typically, at this point of the connection process the Design Engineer will be the primary point of contact for you. However, for large and complex connections we may assign a Project Manager who will be your primary point of contact within Evoenergy.

To achieve the best outcome and ensure this stage moves quickly, it is essential to provide all required technical information to inform the design. This allows the Evoenergy Design Engineer to provide the most economic design solution in a timeframe that best aligns with your project schedule.

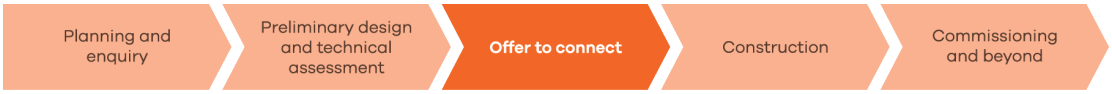
Where required, we may be able to run parts of this process in parallel by using a Preliminary Works Agreement (PWA) so that we can fast-track procurement of long lead items, and commence the development application. Where we use a Preliminary Works Agreement, we will issue an invoice, and once paid, works can commence.

During this stage we will also discuss the connection type, tariff options, your financial contribution, indicative project costs, and high-level timelines.

Key documents

- **Preliminary Works Agreement**—a standard Evoenergy contract for customer-funded works, typically used to recover the cost of scoping, planning, preliminary design, cost estimates, and the procurement of long lead-time items. This contract can also be used to define approvals, preliminary works or early works requiring completion by the customer.
- **Network Project Agreement**—a standard Evoenergy contract for customer-funded works, typically used for the relocation of network infrastructure. This contract typically follows a Preliminary Works Agreement

Step three—Offer



Once you've received a response to your Preliminary Network Advice, and you're happy with the design and technical assessment you'll need to submit a connection application. Connection applications generally require the following:

- Single line diagram
- Maximum demand calculations
- Site plan
- Approved DA (notice of decision)
- Consumer mains cable details
- DA Soil Resistivity Test Report (where electrical infrastructure is proposed within block boundary)
- Detail Site Survey and Geotechnical Report (where Substation proposed within block boundary)

At this stage, we'll assign a Project Manager and customer project meetings commence. Evoenergy's Project Manager will act as a key contact for the customer for the duration of the project.

Where contract services or materials are required for components of a project, Evoenergy follow strict procurement guidelines to ensure the best market value for its customers. Internal Delegations of Authority ensure governance of procurement processes occurs at a level relevant to the size of the procurement, and most large-scale procurements involve CEO approval.

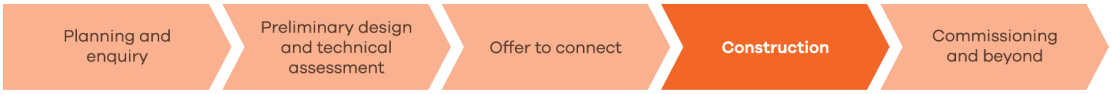
Evoenergy will provide an offer to connect that includes the formal design, agreement terms and conditions, and an invoice.

Payment of your invoice will activate the construction phase and a schedule of works will be developed and we'll confirm final delivery timeframes. Substation procurement can proceed, if it hasn't already commenced through a Preliminary Works Agreement.

Key documents

- Connection Agreement—a document used to outline ongoing commercial terms and obligations associated with a customer's connection/s to the Evoenergy network.

Step four—Construction



Electrical infrastructure projects include the establishment of new distribution network assets and often require significant civil or building works such as trenches and conduits for underground cables, or substation buildings. Typically, the customer will be responsible for the civil and building works inside the boundary of their development.

Evoenergy are experienced in delivering civil works, however we recognise that some customers are also capable of delivering these works and we will offer customers the opportunity to perform required civil works themselves, provided all design, safety, quality, and other standards are adhered to.

During this stage, Evoenergy will work directly with your respective project teams including external consultants, contractors and developers.

Our project delivery team will be introduced along with a team leader and critical communication touch points established. Key matters to be discussed during this process include:

- Occupational Health and Safety
- Site access and inductions
- Supply agreements responsibilities

A refined delivery schedule for Evoenergy will be established after the developer has successfully completed or provided a commitment to timelines for their scope of works. Evoenergy must forecast available resources to complete new electrical supply points across multiple projects in the ACT, so it is critical that the civil construction is completed prior to Evoenergy commencing its works.

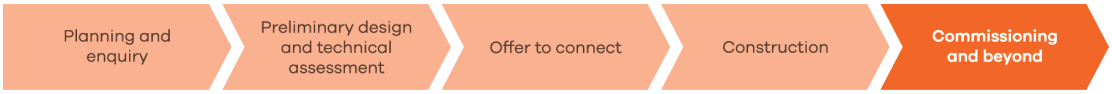
We are available to view inspection hold points to ensure customer-delivered works meet our required specifications, with any developer scope of works issued in the construction drawings detailed in the connection agreement.

For customer-delivered works, a review is completed against the requirements, or approval is provided and an operational acceptance certificate is issued. Evoenergy will work with you if rectification works are required before the certificate is issued.

Key documents

- **Start-up Guide**—a summary of common questions and risk points that get missed by the developer when we set construction scope.

Step five—Commissioning



During the commissioning phase you must thoroughly test all electrical assets that have been constructed for your connection, including all supervisory control and data acquisition (SCADA) installations. We may work with you to complete this testing to maintain the ongoing reliability of our network.

Independent certification of HV installation may be required and should be coordinated by you prior to energisation.

We'll plan an energisation date with you, and our Commissioning Team will be on site to inspect the site and confirm all the required testing has been successfully completed. Once testing is complete and all tests have passed, the Commissioning Engineer will work with Evoenergy's Systems Control team to energise your connection and complete the formal connection to the network.

For HV connections, an operating protocol will be established prior to energisation. This will typically outline the topology, capacity, and technical operational features of a connection including:

- operational boundaries between Evoenergy and customer assets;
- communication requirements and protocols between Evoenergy and the customer;
- operational contact lists;
- other operational matters.

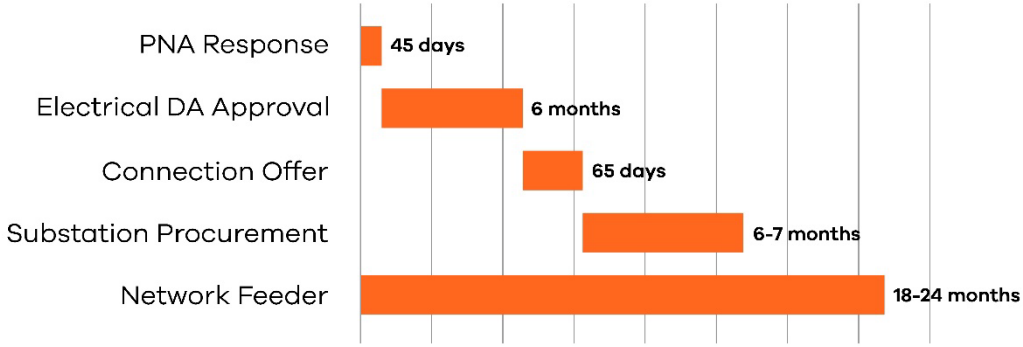
While the construction phase establishes a network connection point for the new development, there is a further requirement to establish useable power to the premise. This is completed through the request for service process linking the new premise to a retailer. At this point, the metered supply provides access to consumable power.

Metering Services

Following the introduction of the Power of Choice reforms on 1 December 2017 that introducing contestability to metering services, Evoenergy is unable to provide metering services for new connections or connection change requests. Retailers provide metering services and you'll need to obtain a metering quote from your retailer during the connection process.

It is critical that you understand the network tariff, operational requirements, network boundaries, on-going maintenance responsibilities applicable to your connection type that apply following commissioning.

Appendix A—Critical process timelines



The timelines shown above are indicative and intended to be used as a guide only. Factors include but are not limited to: project complexity, environmental factors, complex negotiations, and timeliness of payments.

It is important that you engage with Evoenergy to establish how these timelines will apply to your project, and explore opportunities for these processes to run in parallel with your own project schedule.

Appendix B—Connection decision tree

This flow chart is intended to provide the customer with an introduction to the connection processes at Evoenergy.

When we receive a connection application, we assess the connection requirements and allocate the project to the appropriate stream. Complex large connections may require a more tailored approach and we will work with customers directly to create a connection process that best meets their requirements.

Large customer connections with embedded generation will typically be managed through the large customer connection stream.