

Appendix 8.3:

Temporary disconnections safety control program

Access arrangement information

ACT and Queanbeyan-Palerang gas network 2026–31

Submission to the Australian Energy Regulator

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1. Evoenergy's temporary disconnections safety control program

We forecast that most of our disconnections will be temporary, which is a safe way to disconnect from the gas network for most customers. Our approach is based on a safety assessment of Evoenergy's gas network, detailed in Appendix 8.1: Disconnection services. The independent safety assessment recommended a targeted permanent disconnection approach for property demolitions and for a single detached residential building that is being sold if all appliances have been electrified.

Given our changing circumstances with an increasing volume of temporary disconnections, to continue meeting our safety obligations, we propose a Safety Control Program aimed at supporting safety outcomes, given our targeted permanent disconnection approach.

Evoenergy proposes to include \$1.5 million in costs aimed at increasing public awareness and responding to changing circumstances where temporary disconnections are requested as a 'functional' permanent disconnection with limited consumer awareness of pressurised gas on residential premises, in accordance with our safety obligations and to maintain an acceptable risk profile.

Our Community Forum expressed support for our temporary disconnection charges, including an allowance for the Safety Control Program.¹

The National Gas Rules (Rule 93(2)(a)) require costs directly attributable to reference services to be allocated to those services. Consistent with the NGR, we have allocated these costs to temporary disconnections. We forecast 54,571 temporary disconnections over the 2026 access arrangement period (see Attachment 2: Demand forecast). This gives a safety support cost of \$27 per temporary disconnection (\$2025–26). This is escalated in the ancillary services model by CPI and the real wage escalator to arrive at a safety support cost for 2026–27 of \$29 per temporary disconnection.

The table below sets out the cost-build up for the Safety Control Program over the 2026–31 access arrangement period.

Table 1 Safety support cost forecast, million \$2025–26

	2026–27	2027–28	2028–29	2029–30	2030–31	Total
Creative development						
Media buy						
Tactical activity						
FTE x 2 days per week to lead targeted stakeholder communications						
Total	0.38	0.28	0.28	0.28	0.28	1.50

¹ Appendix 1.2: Communication Link report of feedback from community forum sessions 1–10, June 2025, p. 44.