



Attachment 1: Revised plan engagement report

Revised access arrangement information
ACT and Queanbeyan-Palerang gas network access
arrangement 2026–31

Submission to the Australian Energy Regulator

Contents

1. Engagement for our revised proposal	4
1.1 Views of the AER and CCP33 on our engagement	5
1.2 Our Stage 3 engagement approach.....	5
1.2.1 Engagement tools and activities	8
1.2.2 Key consumer and stakeholder voices for our revised plan.....	9
2. What we heard from engagement and how we have responded in our revised proposal	14
3. Continuing conversations during a critical transition period	23
Glossary	24

List of tables

Table 1 Stage 3 engagement channels by stakeholder group	9
Table 2 How our community has shaped our revised proposal	15

List of figures

Figure 1 Phased engagement: Stage 3 engagement for our revised proposal	4
Figure 2 Our engagement journey	7
Figure 3 Our community forum	10
Figure 4 Our NSW customer forum	12

List of appendices

Appendix	Appendix title
1.1	Evoenergy-Appendix 1.1-Communication Link-Report of feedback from community and customer forums-January 2026_Public

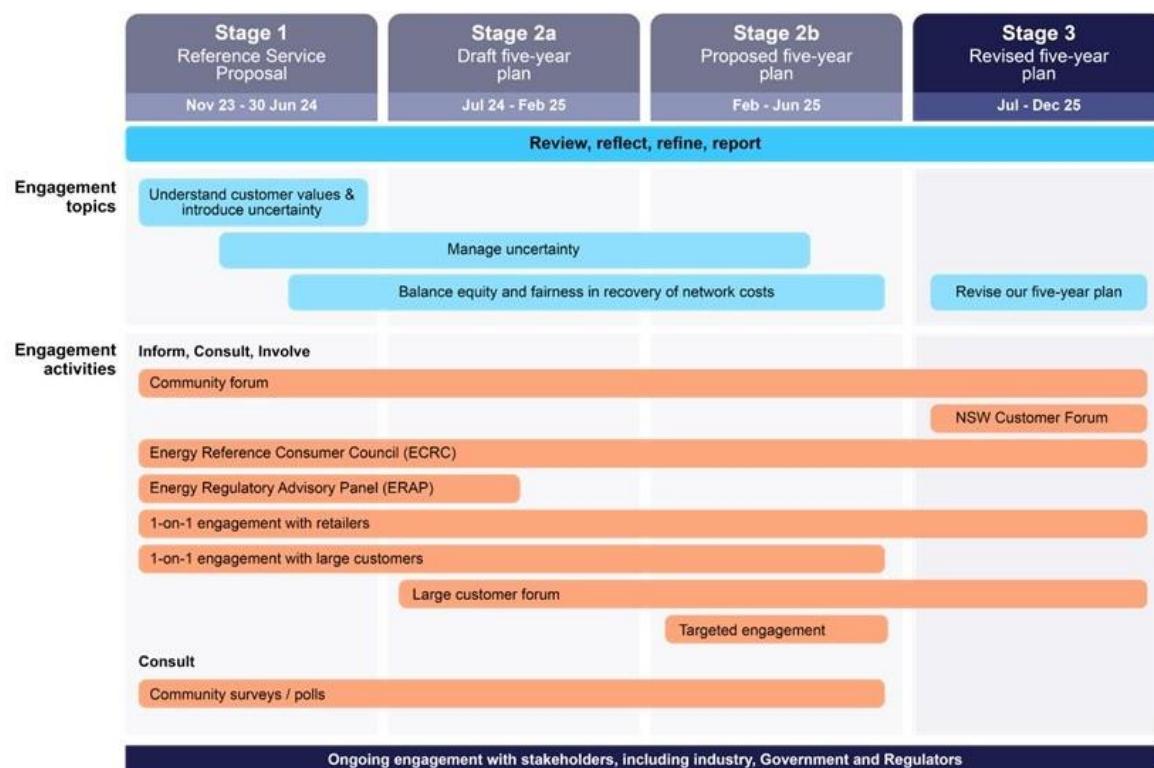
1. Engagement for our revised proposal

Developing our five-year gas plan required a thorough understanding of the needs and preferences of the users of our gas network and how best to align with their values and long-term interests. We undertook extensive, broad and deep engagement with our community over the past 24 months to ensure that the decisions we make both now and over the long-term reflect the values and expectations of our community, for a fair and equitable transition.

Following submission of our five-year gas plan to the Australian Energy Regulator (AER) in June 2025, we continued discussions with consumers and stakeholders building on Stages 1 and 2 of our five-year gas plan engagement strategy.¹ For Stage 3 of our engagement program, we focussed discussions with our community on areas requiring further development, hearing from our customers on what matters the most to them, and sharing new and updated information on elements of our gas plan. In accordance with our phased engagement approach, we built capacity through in-depth discussion on key issues, adapted to the needs of our community and revisited complex issues and topics around risk and demand uncertainty, cost recovery, revenue and pricing based on stakeholder feedback and developments in our thinking.

Figure 1 shows the stages of our 24-month engagement program.

Figure 1 Phased engagement: Stage 3 engagement for our revised proposal



¹ Evoenergy (2024). [Five-year gas plan engagement strategy](#), March.

1.1 Views of the AER and CCP33 on our engagement

In its draft decision, the AER while acknowledging the complexity of communicating topics like tariff variation mechanism (TVM), accelerated depreciation, tariffs and stranded asset risk, commended us for our sincerity and commitment to listen to our stakeholders. Likewise, the Consumer Challenge Panel, sub-panel 33 (CCP33) commended us for our openness to new thinking to address the challenges of a declining gas network including the demand forecasting approach, consideration of alternative depreciation methods and development of a framework for network disconnections. The CCP33 further considered that we largely met the AER's expectations on engagement on accelerated depreciation.²

Noting the CCP33's acknowledgement that they did not observe our early engagement on the TVM and accelerated depreciation due to their late appointment (almost a year after we commenced discussions with our community)³, the AER and CCP33 highlighted the following concerns, advice and areas for additional engagement:

- A need to present different declining demand scenarios to ensure that consumers comprehensively understand how long-term future gas prices are dependent on the trajectory and pace of declining demand.
- Concern that there was unintended bias in the information we presented to customers and that it was apparent to CCP33 that customers continued to struggle with their understanding of the implications of the TVM options.
- Additional engagement on the TVM (specifically a hybrid variation mechanism) to re-test customer views.
- Engagement with New South Wales (NSW) customers as their voices were underrepresented.
- Consideration of key customer groups like small businesses and vulnerable consumers who were underrepresented (a sentiment echoed by the ACT Council of Social Service (ACTCOSS) at the AER's public forum on our five-year gas plan held online in September 2025).
- Questioned the validity of the customer research we undertook to inform our demand forecasts due to potential lack of understanding by respondents of the context and implications of the survey, hypothetical bias, and the potential exclusion of a customer segment without access or capacity to engage online.

1.2 Our Stage 3 engagement approach

We strongly believe that our 24-month engagement journey outlined in Figure 2 has enabled capacity building of our deliberative forum participants. Our community established and reiterated its values that reinforced the importance of fairness and equity and the need to consider vulnerable members of the community who are not able to electrify their homes and businesses in the short term. Some of the members of our community forum and Energy Consumer Reference Council (ECRC) expressed disappointment and frustration regarding the AER and CCP33's view on their lack of capability and understanding of technical concepts. Further, community forum and ECRC members expressed concern that their feedback on our five-year

² AER (2025). Draft decision – Evoenergy (ACT) access arrangement 2026–31 – Overview, November, p. x.

³ CCP33 (2025). [Advice to AER - Submission on Evoenergy's 2026-31 Access Arrangement Proposal](#), August.

gas plan had not been sufficiently reflected in the draft decision given the time invested in engagement and the clarity of messages raised by our customers.

Community forum session 12 participants verbatim comments:⁴

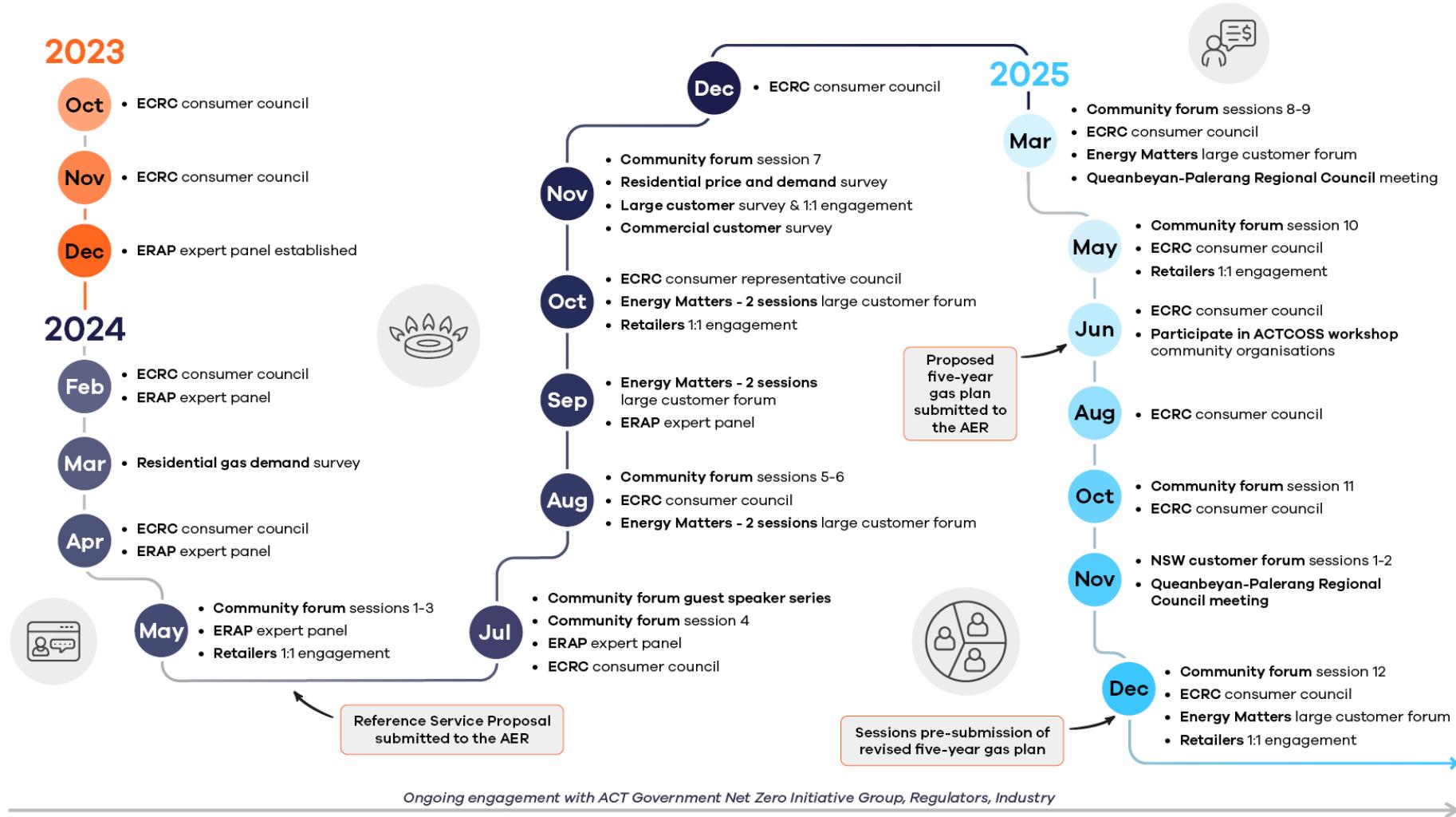
- *“The AER also appeared to assume community members were not smart enough... It felt quite insulting given the extensive consultation had.”*
- *“Is the regulator treating ACT like the other states and not looking at ACT specific policy?”*
- *“It just seems like they’re totally ignoring the ACT, as a unique case, and just looking at what they’re doing in every other state.”*
- *“It does not seem to have considered what the ACT position is towards going zero use of Gas.”*
- *“It’s time to do something new. Let’s be the first jurisdiction to do something different in terms of pricing (revenue cap) and accelerated depreciation. Not liking a revenue cap, just because you don’t think we were well informed is not a valid reason, it needs to be backed with actual evidence as to why it is not beneficial...”*
- *“...Customers should be heard and AER needs to apply a forward thinking approach. This is the approach taken in these customer feedback sessions. I am alarmed, deeply disappointed by the AER draft response...”*
- *“...things like not supporting a customer safety program are a worry.”*
- *“...My greatest concerns at the moment are over safety.”*

We considered the feedback we received from the CCP33 and AER which helped us to refine our approach and bridge some identified gaps. Given the limited time post submitting our five-year gas plan to the AER, we focussed on continuing discussions on key topics with our existing forums and key stakeholders, and we expanded our program to include a dedicated NSW Customer Forum to gather specific insights from our NSW gas customers.

Representatives from the AER and CCP33 observed our deliberative forum sessions held from August to December 2025.

⁴ Appendix 1.1: Communication Link-Report of feedback from community and customer forum sessions-January 2026, pp. 26, 29, 30, 35.

Figure 2 Our engagement journey



1.2.1 Engagement tools and activities

In line with our five-year gas plan engagement strategy⁵, we continued to use multiple engagement channels and tools as we recognised that different consumers and stakeholders have different levels of knowledge and understanding, providing time for reflection and feedback. We complemented our deliberative forum discussions with other engagement activities such as one-on-one discussions with retailers. Engagement channels and tools used included:

- context setting and capacity building through consumer-friendly presentations, FAQs and access to our experts and leadership team to respond to questions
- use of scenarios to aid understanding and encourage critical thinking and discussion
- deep dives into complex topics using best available information, scenarios and forecasts of demand and expenditure to show potential retail-level bill impacts of different regulatory approaches
- large and small group discussions and activities to allow for robust discussions and challenging of our assumptions
- one-on-one discussions to provide opportunities to raise issues and concerns with us
- hearing from our consumers and stakeholders through various feedback mechanisms, including written and verbal feedback, individual feedback through post-it notes and a story-wall, online communication tools and digital polling
- an up to date dedicated [webpage](#) for our five-year gas plan containing our engagement strategy and all engagement-related information including presentations, reports, survey results, with opportunities for the community to provide feedback.

An overview of our engagement channels by stakeholder group is shown in Table 1.

⁵ Evoenergy (2024). [Five-year gas plan engagement strategy](#), March.

Table 1 Stage 3 engagement channels by stakeholder group

Stakeholders	Channels						
	ECRC	Community forum (deep dives)	NSW Customer Forum (deep dives)	Large customer forum	1:1 engagement	Targeted engagement	Other channels (e.g., research, website, social media, existing opportunities)
Residential	●	●	●				●
Commercial customers	●		●	●	●		●
Large customers	●			●	●		●
First Nations peoples, CALD people, hard to reach groups and vulnerable, young people	●	●	●				●
Industry bodies or representatives / emerging industry	●				●	●	●
Retailers					●		●
Government and regulators					●		●

1.2.2 Key consumer and stakeholder voices for our revised plan

Community forum

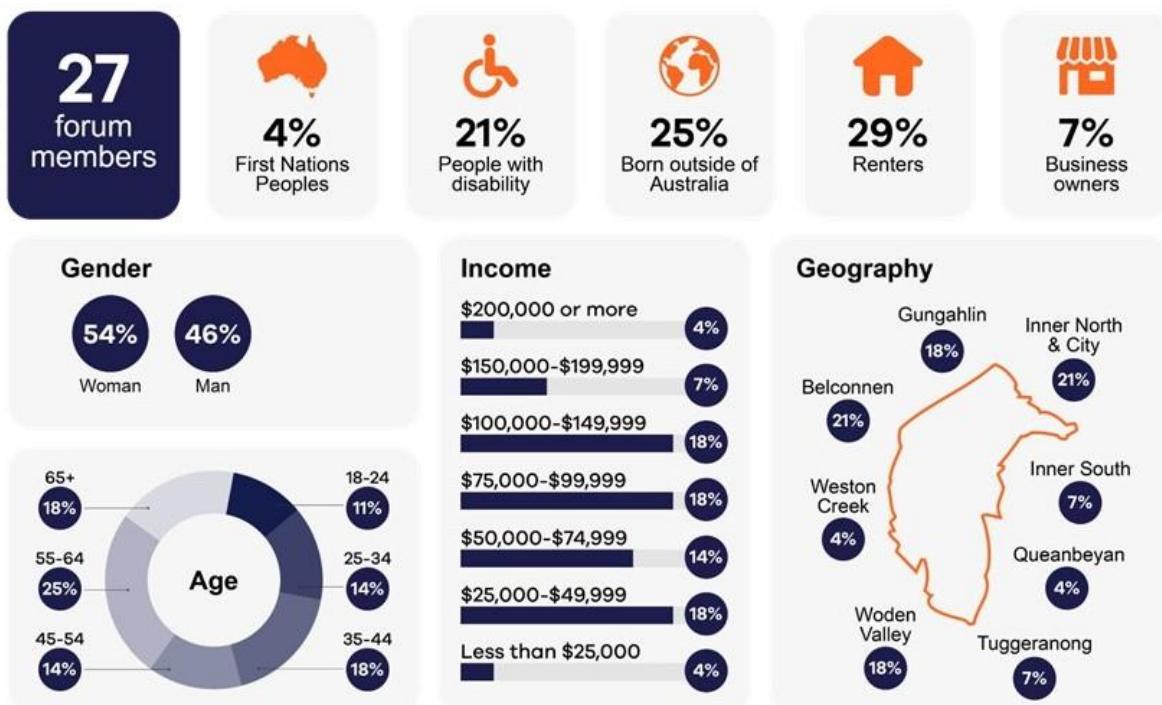
Our community forum was central to our engagement program. The forum was established in May 2024 to enable flexible and deliberative engagement across a range of issues over an extended period. The forum consists mainly of customers from the Australian Capital Territory (ACT), a small representation of NSW customers and includes returning participants from previous five-year engagement forums. We have been on a long journey with the forum which started with 35 members and due to gradual natural attrition of members, the forum had 27 members as of December 2025.

Full details of Stages 1 and 2 of our engagement with the community forum are provided in Attachment 1⁶ and Appendix 1.2⁷ of our five-year gas plan published on the AER's website.

⁶ Evoenergy (2025). [Consumer and stakeholder engagement](#), June.

⁷ Communication Link (2025). [Report of feedback from community forum sessions 1-10](#), June.

Figure 3 Our community forum



In Stage 3, we met with forum participants over two independently facilitated hybrid sessions held in October and December 2025. Our forum members actively participated in discussions and activities, providing feedback and asking questions in person and through various available channels including their dedicated online group chat on Slack, interactive online polling via Slido and a story-wall.

Community forum members provided generally positive feedback about their experience, with amalgamated data results across the two sessions suggesting capacity build, accessibility, transparency of information, a sense of appreciation for the education, and empowerment through knowledge and being part of significant decisions. Communication Link reported that forum members expressed a willingness to continue their involvement.⁸ We continue to welcome this as an opportunity to retain a strong spine of community representatives.

Detailed information on community forum sessions and outcomes, including meeting dashboard summaries is provided by independent consultant Communication Link in Appendix 1.1: Communication Link report of feedback from community and customer forum sessions.

NSW customer forum

Although we had engaged with NSW gas customers through surveys on gas preferences and ongoing conversations with the Queanbeyan-Palerang Regional Council (QPRC)⁹, we recognised CCP33's feedback regarding the need to further understand if our NSW customers' intentions, preferences and perspectives were consistent with those of our broader customer base. We also wanted to ensure that their perspectives were specifically captured.

Our 22 member NSW customer forum was established in November 2025 through an independent random selection recruitment process by consultant Communication Link that

⁸ Appendix 1.1: Communication Link-Report of feedback from community and customer forum sessions-January 2026, p. 35.

⁹ The QPRC is the local government council for the region covering our regulated NSW network.

ensured the group represented a broad cross-section of the community, considering demographics such as age, location (i.e., Queanbeyan, Bungendore, Googong and Jerrabomberra), and household type. Recruitment was promoted through social media (Facebook, Instagram, LinkedIn, X (formerly Twitter)), emails to our gas customers, community representative groups and previous engagement forum participants, and by tapping into the QPRC and our ECRC. Participants covered a broad spectrum of our network customers including residential customers and business owners, culturally and linguistically diverse (CALD) people, young people (emerging customers), renters and homeowners (see Figure 4).

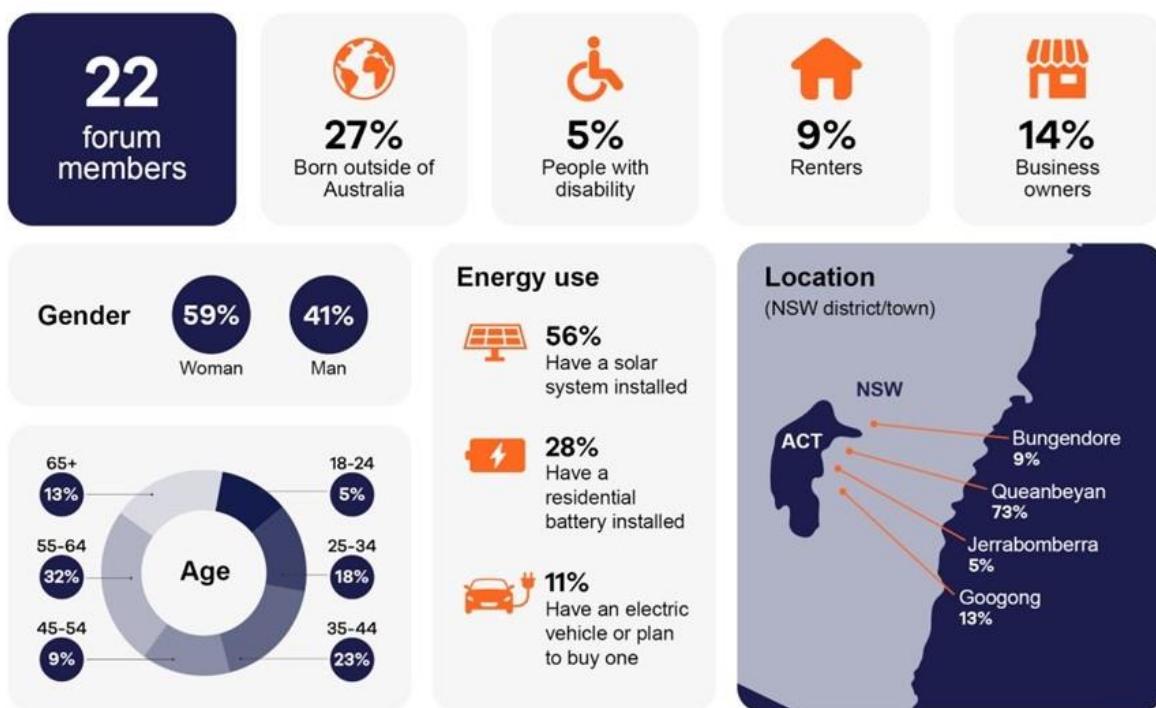
We held two independently facilitated hybrid sessions with the NSW customer forum participants in November 2025, providing an opportunity for our NSW customers to explicitly consider the implications for and preferences of NSW customers due to the transition including the Australian Energy Market Commission's (AEMC's) review of upfront connection charges for newly connecting gas customers. We presented participants with clear, accessible background information, presentations, and access to subject matter experts to respond to questions and provide clarification to aid in understanding. Members actively participated in discussions and activities, providing feedback and asking questions in person and through various available channels.

NSW customer forum participants were also invited to community forum session 12 (8 participants attended) held on 9 December 2025 where we presented highlights of the AER's draft decision, and participants considered and explored options for the revised gas plan. Members' feedback was integrated with the community forum members' indicating generally positive feedback about their experience.¹⁰

Detailed information on NSW customer forum sessions and outcomes, including meeting dashboard summaries is provided by independent consultant Communication Link in Appendix 1.1: Communication Link report of feedback from community and customer forum sessions.

¹⁰ Appendix 1.1: Communication Link-Report of feedback from community and customer forum sessions-January 2026, pp. 34-35.

Figure 4 Our NSW customer forum



Energy Consumer Reference Council

The ECRC is our long-standing advisory group providing customer and community perspectives for over ten years. The ECRC plays a central role in our business-as-usual (BAU) engagement program, meeting regularly to consider key strategic and operational topics thus providing continuity, insight and challenge. We test ideas, seek advice and share information.

Members represent a diverse mix of consumer and social advocacy groups, community council and local associations, business and industry bodies and energy and sustainability interest groups such as ACTCOSS, Council on the Ageing ACT, Canberra Multicultural Community Forum, Canberra Institute of Technology Student Association, Master Builders Association, Canberra Business Chamber and Australian Hotels Association ACT. Their input helps to ensure that our decisions reflect a broad cross-section of views from across the ACT and surrounding regions.

Over the past 24 months, the five-year gas plan has been a recurring and prominent topic at ECRC meetings for discussion. The group has helped explore complex issues including cost recovery, safety, equity, tariff structures, and the practicalities of disconnecting from the gas network. Meetings have also been attended by representatives from the ACT Government, as well as occasional guest presenters from industry and advocacy organisations.

Focused discussions on considerations for our revised five-year gas plan were held across three ECRC meetings held in August, October and December 2025. Structured discussions and feedback activities were designed to reflect different stages of the development of our gas plan encouraging iterative feedback as ideas and options evolved. Feedback from members was gathered in a structured but flexible way via Slido polls, open-text questions and group discussions.

Full details of Stages 1 and 2 of our engagement with the ECRC are provided in Appendix 1.3¹¹ of our five-year gas plan published on the AER's website.

Energy Matters (large customers)

There are 44 large demand tariff customers connected to our gas network. In addition, we also have a number of large customers on our volume tariff. These large customers are geographically dispersed and include tertiary education facilities (such as the universities), large hotels, ACT Government sites including swimming pools and hospitals, manufacturing customers and Commonwealth Government-owned buildings and institutions.

We held an Energy Matters Forum in December 2025, building on a series of earlier forums and targeted one on one interviews held with large gas customers between August 2024 and March 2025. Across those sessions, we provided information on the transition, cost recovery options, tariff structures, and the development of our five-year gas plan. The sessions were designed to inform customers, test emerging options, and understand customer circumstances ahead of submitting our gas plan to the AER.

Participants in earlier sessions discussed various issues including transition timing, cost recovery and equity considerations, tariff reform, and practical constraints to electrification. While participation varied across sessions, the engagement supported follow up conversations and interviews that informed our demand forecasts.

Ahead of the December 2025 session, large gas customers were provided with written updates regarding the review process including the release of the AER's draft decision. The session provided an opportunity to explain the draft decision, outline our initial response, and relink the draft decision to previously discussed topics.

Questions raised sought clarity on how new infrastructure investment would interact with existing gas assets, and how the gas network may be renewed, reused, or retired as suburbs transition away from gas. These questions reflected earlier themes raised through the Energy Matters Forum rather than new positions from the cohort.

Retailers

Discussions with retailers form part of our BAU engagement. After submitting our five-year gas plan to the AER in June 2025, we continued conversations with the region's retailers at one-on-one meetings. Meetings were held with ActewAGL, Energy Australia, Red Energy and Perpetual Energy in December 2025. These discussions built on earlier engagement and focussed on the AER's draft decision on our tariff structures and ancillary activities (wasted visits and disconnections).

Retailer feedback and how we have responded is summarised at section 2 below.

Other key stakeholders

Discussions with key stakeholders on the challenges and impacts of the transition are also an important element of our BAU engagement. We continue to meet with the ACT Government, QPRC, regulators, and industry bodies.

We held a follow up meeting with the QPRC in November 2025 prior to kicking off our NSW customer forum sessions. At the meeting, we provided members of the QPRC with updates on the AEMC's review of the gas regulatory framework, results from our customer research on NSW customers' electrification sentiments, and our preliminary thinking on the future of the NSW

¹¹ Evoenergy (2025). [ECRC engagement report](#), June.

network. We will continue discussions with the QPRC, sharing what we heard from our NSW customer forum.

We will continue these important discussions with our key stakeholders, sharing feedback, concerns and recommendations from our customers.

2. What we heard from engagement and how we have responded in our revised proposal

This section provides an overview of the outcomes from our engagement with our consumers and key stakeholders post submission of our five-year gas plan to the AER and how their feedback has shaped our revised proposal. We aim to highlight instances where our customers had differing or conflicting views and how we took this into account as we developed our revised proposal.

Table 2 provides a summary of our approach to engaging with our community on relevant topics and any emerging themes. More information on our engagement approach for each topic can be found in the referenced attachments of our revised five-year gas plan.

For our revised plan, we engaged with our community forum, NSW customer forum, large customers via the Energy Matters Forum, ECRC and retailers. We maintained a measured and systematic approach across all discussions where relevant to build understanding of the gas network and the complex issues we face. Our discussions centred discussions around the following topics:

- The various AEMC reviews into the gas regulatory framework and its implications for us and our customers
- The AER's draft decision and the long-term equity and cost recovery implications of the decision
- Revised proposal positions on key elements i.e. accelerated depreciation, TVM, tariffs, and wasted site visits (retailers only)
- The AER's draft decision and our revised proposal positions including a TVM hybrid design and an alternative depreciation approach and long-term price path.

Overall, our community forum and ECRC encouraged Evoenergy to continue to advocate for the values expressed by the community throughout the engagement program to promote a fair and equitable transition which recognises not everyone can transition at the same pace.

'While it is necessary to be practical it is important for Evoenergy to continue to advocate for the values as outlined for community forum: adaptable, fairness and equity, integrity and to demonstrate foresight or a longer term view regardless of AER short term.'

'It [Evoenergy's revised plan] needs to focus on what is best for the community. If that involves bringing forward some depreciation to assist those later on it should be done...'¹²

¹² Appendix 1.1: Communication Link-Report of feedback from community and customer forum sessions-January 2026, p. 29.

Table 2 How our community has shaped our revised proposal

Topic	Summary of our engagement approach	What we heard from engagement	How we've responded in our revised plan
Future use of gas (demand)	<p>For our revised proposal, we sought to better understand the electrification intentions of our NSW customers. At the first NSW Customer Forum session, we asked participants how fast they would shift their energy use from gas to electricity.</p> <p>We provided updates on our demand forecast following submission of our five-year gas plan to the AER to our deliberative forum participants, our ECRC and key stakeholders.</p>	<p>Our community expressed concerns that their views and feedback had not been sufficiently reflected in the AER's draft decision. Members of our deliberative forums felt that our demand forecast should be informed by customer research and supported our innovative approach.¹³</p>	<p>We have updated our customer-research based demand forecast (prepared by the Centre for International Economics (CIE)) for additional data and to address valid methodological concerns raised by the AER.</p> <p>While we disagree with many of the AER's criticisms of the CIE's customer-research based forecasting method and have material concerns with Frontier Economics' forecast derived primarily from linear extrapolation of historical trends, in the context of our unique circumstances of an unprecedented energy transition with demand forecasting uncertainty, we have revised our demand forecast approach to take an average of the CIE's updated demand forecast, and the AER's alternative forecast for volume tariff customers. This ensures our customers' transition intentions are still captured in the demand forecast.</p> <p>See <i>Attachment 2: Demand</i> for more information on gas demand.</p>

¹³ Evoenergy (2025). ACT and Queanbeyan-Palerang gas network access arrangement 2026–31 – demand forecast, June, pp. 20–21.

Topic	Summary of our engagement approach	What we heard from engagement	How we've responded in our revised plan
Recovering past infrastructure investment, network costs and implications for affordability	<p>Following submission of our June 2025 five-year gas plan, we engaged on options to recover network costs via depreciation with our deliberative forums, newly established NSW Customer Forum, the ACT Government and QPRC.</p> <p>We focused discussions with our NSW Customer Forum on depreciation options specifically aligning asset lives to 2045 and retaining the straight-line and applying the sum-of-years digits depreciation approaches. We showed the long-term price impact of these two approaches under different demand scenarios.</p> <p>After the release of the AER's draft decision, we engaged with our community on the long-term price impacts of the decision (based on a 4 per cent per annum network price path during</p>	<p>ECRC members expressed concern about the AER's draft decision, particularly the assumption that gas assets will continue to be used well beyond 2045. Several members voiced that this did not reflect ACT policy settings or the pace of change occurring in the energy system. Members also raised questions about post-2045 uncertainty, including whether assets should be recovered earlier rather than deferring costs. At the same time, members highlighted concerns raised by ACTCOSS regarding full asset cost recovery, noting that feedback from the community forum indicated mixed views, with some participants encouraging us to consider alternative cost recovery options.</p> <p>At community forum 12, ACT and NSW participants raised similar concerns to those raised by ECRC members, that the AER's draft decision was focussed on a short-term view that ignored the ACT's unique circumstances.¹⁴ Participants indicated some support for our alternative</p>	<p>We have maintained our position that asset costs should be recovered over economic lives, and bringing forward cost recovery now best achieves an equitable transition path for all customers.</p> <p>However, in response to the AER draft decision we have reduced our accelerated depreciation amount.</p> <p>See <i>Attachment 3: Depreciation</i> for more information on depreciation.</p>

¹⁴ Appendix 1.1: Communication Link-Report of feedback from community and customer forum sessions-January 2026, p. 26.

Topic	Summary of our engagement approach	What we heard from engagement	How we've responded in our revised plan
	<p>the 2026–31 period) and our alternative approach based on an 8 per cent per annum network price path to 2045. We asked participants to consider the impacts of the different depreciation approaches across different customer types i.e., 'early adopters', 'gradual switchers' and the 'stayers' over the early and later periods of the transition.</p> <p>We provided the impacts on the price path of the AER's draft decision and an alternative approach under different demand scenarios.</p>	<p>approach to depreciation considering it a fair compromise.¹⁵</p>	
Ensuring our network is safe and reliable	<p>We did not directly engage on capital and operating expenditure (capex and opex) with our deliberative forums. However, we:</p>	<p>Our NSW Customer Forum considered the AEMC decision to introduce an upfront connection charge would stop or disincentivise new NSW connections.¹⁶</p> <p>Retailers told us that safety information for temporarily disconnecting customers is</p>	<p>Our revised expenditure forecasts continue to reflect our community's expectations and our commitment to spend no more than is required to operate and maintain the network safely, reliably and to meet legal obligations:</p>

¹⁵ Appendix 1.1: Communication Link-Report of feedback from community and customer forum sessions-January 2026, p. 28.

¹⁶ Appendix 1.1: Communication Link-Evoenergy community and customer forums-January 2026, p. 20.

Topic	Summary of our engagement approach	What we heard from engagement	How we've responded in our revised plan
	<ul style="list-style-type: none"> sought feedback from the NSW Customer Forum on the expected impacts of the AEMC's decision to require upfront connection charges, and shared the AER's draft decision to remove the safety control program from the temporary disconnection charge with both the community and retailers. 	<p>very important, and the AEMC's draft abolition rule requires safety information to be provided by retailers. We heard strong feedback throughout our engagement and at the December 2025 sessions with our community forum, NSW Customer Forum and our ECRC, on the importance of safety, including support for the safety control program.¹⁷</p>	<ul style="list-style-type: none"> Our revised capex forecast reduces the forecast number of network connections in NSW to reflect the AEMC's final decision and feedback received from our NSW customers.¹⁸ Our revised opex forecast includes the safety control program as a step change targeted at ensuring safety outcomes for temporarily disconnected customers. <p>See <i>Attachment 4: Capital expenditure</i> for more information on capex.</p> <p>See <i>Attachment 5: Operating expenditure</i> for more information on opex and the proposed step change.</p>
How we will adjust gas network prices	<p>We discussed the implications of demand uncertainty with our Community Forum and NSW Customer Forum, and to enable understanding, we presented different scenarios that demonstrated the impacts of actual demand declining at a</p>	<p>At community forum session 12, participants indicated a preference for the 50/50 sharing ratio hybrid design as well as it was considered to provide a fair sharing of risk between us and our customers. There was some support for the AER's preferred broad hybrid. Participants further indicated that a</p>	<p>We maintain that a revenue cap TVM best reflects our community's clearly stated priority that customers pay no more, or less than the efficient costs of providing a safe and reliable gas service and our unique circumstances of an unprecedented energy transition with demand forecasting uncertainty.</p>

¹⁷ Appendix 1.1: Communication Link-Report of feedback from community and customer forum sessions-January 2026, pp. 26, 30; Evoenergy (2025). ACT and Queanbeyan-Palerang gas network access arrangement 2026–31 – Attachment 1 – Consumer and stakeholder engagement, June, p. 35.

¹⁸ Appendix 1.1: Communication Link-Report of feedback from community and customer forum sessions-January 2026, p. 19.

Topic	Summary of our engagement approach	What we heard from engagement	How we've responded in our revised plan
	<p>faster or slower pace compared to the forecast over the five- year period.</p> <p>Following the release of the AER's draft decision, we re-engaged on the TVM at the December 2025 sessions with our community forum (included NSW customers) and the ECRC. We sought feedback on different hybrid TVM options:</p> <ul style="list-style-type: none"> Sharing hybrid (no revenue constraint with 50:50 sharing where actual revenue is different to the efficient allowance). Narrow hybrid (2 per cent revenue constraint with 50:50 sharing beyond the threshold). Broad hybrid (5 per cent revenue constraint with 50:50 sharing beyond the 	<p>broader revenue band (as per the AER preferred hybrid) does not align with emissions reduction objectives.¹⁹</p> <p>Participants expressed concern that neither approach properly addressed affordability for vulnerable customers who may involuntarily become 'stayers'.²⁰</p> <p>In ECRC, there was some support for the 50/50 sharing ratio hybrid TVM approach on the basis that it helps minimise variance and manage risk in an uncertain transition environment.</p>	<p>We have put forward a hybrid TVM design, as required by the AER in its draft decision, but with a 2 per cent revenue constraint and a 50:50 sharing ratio, reflecting the AER draft decision approach, stakeholder feedback and our region's unique circumstances.</p> <p>See <i>Attachment 6: Transportation (including metering) reference tariffs</i> for more information on the TVM.</p>

¹⁹ Appendix 1.1: Communication Link-Report of feedback from community and customer forum sessions-January 2026, pp. 28–29.

²⁰ Appendix 1.1: Communication Link-Report of feedback from community and customer forum sessions-January 2026, p. 23.

Topic	Summary of our engagement approach	What we heard from engagement	How we've responded in our revised plan
	<p>threshold), reflecting the AER's preference outlined in its draft decision.</p> <p>We used illustrative demand and pricing scenarios and analogies familiar to participants to compare the impact of each option due to a slower or faster energy transition.</p>		
How our tariffs are structured	<p>We discussed tariffs with our large customers and retailers in Decembers 2025. We presented the AER's draft decision recommending flattening the Volume Individual (VI) and Volume Boundary (VB) tariffs to two blocks, flattening the Demand tariff, or laying out a plan to transition to a flatter tariff.</p>	<p>In both discussions with our deliberative forums and with retailers, concerns were raised about the reduction of tariff blocks and the impact for smaller VI customers, compared to our proposal.²¹</p> <p>Retailers also observed that these changes raise a number of implementation issues (including administration and billing system costs) and could increase costs for hardship and small customers, relative to our initial proposal.</p>	<p>While we maintain that our five-year gas plan's tariff structures reflect community feedback that tariffs should achieve both emissions reductions objectives while reducing bills for smaller customers, our revised plan reflects the AER's draft decision by:</p> <ul style="list-style-type: none"> • VI tariff: removing Blocks 3 and 4, to create a two-block structure from 2026–27. • VB tariff: removing Block 3 to create a two-block structure from 2026–27. • DC tariff: given the unique circumstances facing our largest

²¹ Appendix 1.1: Communication Link-Report of feedback from community and customer forum sessions-January 2026, pp. 26, 29.

Topic	Summary of our engagement approach	What we heard from engagement	How we've responded in our revised plan
			<p>customers, gradually equalising Blocks 2 and 3 to effectively achieve a two-block structure by 2030–31.</p> <p>See <i>Attachment 6: Transportation (including metering) reference tariffs</i> for more information on tariffs.</p>
Wasted site visits charges	<p>We discussed wasted site visits charges with retailers in December 2025, aiming to clarify whether they pass on the charges to customers and how they inform customers when the charges will apply.</p>	<ul style="list-style-type: none"> ACT Government's submission on our five-year gas plan emphasised that the charges should only apply where a customer is genuinely at fault, has been provided with a timely and clear notice of the visit, and that customers are advised before requesting a service that carries a potential wasted visit fee. Consideration should also be placed on keeping the visits to a minimum.²² Most retailers inform customers of charges if passed through. In the ACT, wasted visit fees are currently not passed through to customers. A retailer suggested that it would be useful to share reasons for a wasted 	<p>Since wasted site visits are unavoidable, our revised plan includes a separate cost-reflective charge for wasted visits for temporary disconnection, reconnection, and special meter read services, however we have removed these charges for permanent disconnections given the small volume expected.</p> <p>See <i>Attachment 7: Ancillary activities reference service and tariffs</i> for more information on wasted site visits charges.</p>

²² ACT Government (2025). Submission on Evoenergy 2026-31 Access Arrangement Proposal, August.

Topic	Summary of our engagement approach	What we heard from engagement	How we've responded in our revised plan
		visit when it applies to assist retailers to justify the charge to customers.	
Safely disconnecting from our network	We discussed the AER's draft decision requiring a tariff for a complex permanent disconnection service with retailers in December 2025.	Retailers observed that it would not be possible to standardise complex disconnection services due to the high variability between the types of services requested (e.g. removing a hot water meter from a multi-dwelling unit compared to work on a high-pressure pipeline).	<p>We maintain that it is inefficient, not practicable and inconsistent with the AEMC's draft determination to establish a standardised charge for a complex disconnection as there is significant variability in the scope and cost of works for these services. An individually priced charge is appropriate given the non-standard nature of these services, supported with strong regulatory framework and accessible customer protections.</p> <p>See <i>Attachment 7: Ancillary activities reference service and tariffs</i> for more information on disconnections.</p>

3. Continuing conversations during a critical transition period

We consistently heard concerns about the long-term and short-term equity impacts on vulnerable customers and those who cannot afford to electrify fast enough. Our NSW customers raised strong concerns that they will face higher costs without support or benefits provided in the ACT. They were also concerned about future changes in Government policies that may have further impacts on them.²³ Most of the feedback we received also recognised and highlighted the need for action now to meet the challenges we will face, and to support the transition to net zero emissions by 2045.

As such, our journey does not end when we submit our revised proposal to the AER, and it issues its final decision. The AEMC's ongoing review into the gas regulatory framework addresses one of the key messages we heard that the current regulatory framework is not fit for purpose and that there is an urgent need for flexibility. As the gas and electricity network provider in the ACT, we realise the interplay between the two networks and heard our consumers and stakeholders say that we should consider innovative approaches working with key players including the regulator and government, to enable a fair and equitable transition for all, so that nobody is left behind.

At community forum session 12, participants reflected on their participation and shared ideas for consideration for future planning including consideration of regulatory timelines to allow more time for complex topics. Our deliberative forum participants expressed a desire to continue to participate in and contribute to discussions regarding the implications of the transition, including progressing from consultation to active advocacy roles with local leaders and representatives to ensure that their values and priorities are reflected in our planning.²⁴

Energy Consumers Australia in its submission on our five-year gas plan (reiterated by the AER in its draft decision²⁵) highlighted the importance of networks adopting engagement approaches that better explore fairness, intergenerational impacts, and countervailing evidence through co-designed processes. We will carefully consider and review our five-year gas plan engagement program and document the learnings and key takeaways as we progress planning for our upcoming electricity network review process and look to involve as many of our past diverse deliberative forum participants as we can. We will also consider our BAU engagement including engagement with our ECRC, strengthening the relationships and networks we have, to seek tangible and innovative ways to support the vulnerable members of our community.

Once again, we recognise the important role we play in the transition and how the need to continue to engage with our community is vital during this critical transition period.

²³ Appendix 1.1: Communication Link-Report of feedback from community and customer forum sessions-January 2026, p. 21.

²⁴ Appendix 1.1: Communication Link-Report of feedback from community and customer forum sessions-January 2026, p. 35.

²⁵ AER (2025). Draft decision – Evoenergy (ACT) access arrangement 2026–31 – Overview, November, p. x.

Glossary

Term or acronym	Definition
ACT	Australian Capital Territory
ACTCOSS	ACT Council of Social Service
AER	Australian Energy Regulator
BAU	Business-as-usual
CALD	Culturally and Linguistically Diverse
Capex	Capital expenditure
CCP33	Consumer Challenge Panel, sub-panel 33
ECRC	Energy Consumer Reference Council
FAQs	Frequently asked questions
Five-year gas plan	Evoenergy's gas plan for the 2026–31 AA period.
NSW	New South Wales
Opex	Operating expenditure
Permanent disconnection	Involves the removal of the gas meter and the physical disconnection of any pipeline to the property. This is considered the safest option as it removes all risks associated with having a pressurised gas pipe, including the risk of gas leaks and excavation strikes.
QPRC	Queanbeyan-Palerang Regional Council
Temporary disconnection	A temporary closure of a gas connection on a premises. It involves disabling the meter equipment by introducing a plug, wad, meter lock or blanking device to the inlet of the meter, preventing gas flow through the meter. A temporary disconnection does not disconnect the pipeline to the premises, meaning the gas pipeline is still active and pressurised. A temporary disconnection can be reversed.
VB	Volume Boundary
VI	Volume Individual
TVM	Tariff variation mechanism