

27 March 2026

Australian Energy Regulator
Investigations and Enforcement
Compliance and Enforcement Branch
Lonsdale Street, Melbourne VIC 3000

Via email: [REDACTED]

Dear Enforcement Team,

Evoenergy response to letter from AER – 14 February 2024 enforceable undertaking

I provide the quarterly update on Evoenergy's progress to address obligations of the court enforceable undertaking related to ceasing 'other' services to a customer.

The progress report at Attachment 1 addresses the remaining milestones at clause 15 (a) to provide the AER with regular progress reports on obligations under clauses 13 and 14.

Evoenergy advises that the customer formally appointed a new Electrical Operating Authority (EOA) on 2 March 2026. Regular workshops with the incoming EOA commenced on 16 March 2026 to initiate the handover of maintenance and site operational responsibilities and to finalise the network boundary arrangements.

The customer has written to Evoenergy seeking to extend the provision of services to 30 November 2026, as the incoming EOA will be unable to complete the formal handover by 22 May 2026.

I assure you that Evoenergy has strived to ensure we met all obligations of the court enforceable undertaking at all milestones and support the customer through the transition. Certain customer matters out of our control will require a formal request to extend the cease date of the court enforceable undertaking and ring-fencing waiver.

Evoenergy's main contact on this matter is Bronwen Butterfield, Manager Capability Standards and Assurance. Please liaise with Bronwen and her team via [REDACTED] to advise on process to execute the request for the extension.

Yours sincerely

[REDACTED]
Sam Sachse
Acting General Manager - Evoenergy