



## Utility Licence Annual Report 2023-24

Licence utility:	<b>Evoenergy</b>
Utility service:	<b>gas distribution</b>
Number of parts to report:	<b>6</b>

Reporting period: **1 July 2023 to 30 June 2024**

Submission date: **by 1 October 2024**

Submit completed report to: **icrc@act.gov.au**



Please submit the completed report in MS excel format.

### Parts to report

[Part A — Utilities Act](#)

Part B — Consumer Protection Code

[B1 — Customer Protection](#)

[B2 — Guaranteed Service Levels](#)

[B3 — Rebates paid against guaranteed service levels](#)

[Part D — Utility licence conditions](#)

[Part E — Climate Change and Greenhouse Gas Reduction Regulation](#)

## Providing data and information to the Commission

Please read the **Utility Licence Annual Report Guideline** for a more detailed instructions on providing relevant and quality information to the Commission.

- All responses provided should only relate to services provided in the ACT. In the event the licensee is unable to disaggregate ACT services from other jurisdictions, the licensee must provide a statement detailing: area that the dataset covers, brief explanation why data cannot be disaggregated, additional information that may assist the Commission in understanding the approximate percentage of services that are provided in the ACT from the dataset.
- All licensed utilities must provide information and data in the report that are within the reporting period. Data must be provided even if a nil (zero) figure is recorded.

- If the licensee is not able to provide the data or answer a question required in the report, the licensee should indicate 'not available' and provide supplementary information detailing why the information is not available and whether (and in what timeframe) it intends to collect this data.
- In most cases a response of 'yes', 'no', 'not applicable' or a figure will suffice. An explanatory statement or supplementary information (e.g. copies of policies or procedures or a link to material on the internet) maybe required.
- Where data is not available the licensee must provide other data that could serve a similar purpose as the data requested (i.e. data that could equally indicate the level of licensee compliance and identify possible causes of non-compliance). Such data should be clearly identified in the report together with an explanation of the alternative taken.
- The licensee should provide commentary where there is a need to explain key factors relevant to the level of, and trends in, their performance. If the licensee response represents a significant variation in the data from the previous reporting period, additional information is to be provided on the cause(s) of the variation. Any supplementary information can be provided in the comments column, or in an attachment. Where applicable, include measures or actions to be put in place to address or rectify the reported variation. All comments must be put in the comment section box.

## Part A — Utilities Act

Ref Our tracking number	Reporting requirements	Response	Additional comments
<b>Damage etc. to be minimised (Section 108)</b>			
A101	Number of complaints received about any inconvenience, detriment or damage to landholders' property resulting from network operations.	7	
A101(a)	Provide details of the type of complaints received and actions taken to address the complaints.	Seperate instances of damages were reported as a result of a hot water meter change and other gas services. In each case where Evoenergy's contractors were at fault for the damage, the cause was acknowwedged and costs to repair the damages caused were paid by Evoenergy.	In one instance the issue was found to be a leak on the customers piping which was not a result of the works carried out. In other instances, including damage to customer's driveway from a gas service andd damage to stormwater pipes during gas installation Evoenergy's contractor arranged for the repairs to be completed and paid for the plumbers' costs for repairing the damages caused.
<b>Notice to landholders to undertake network operations (Section 109)</b>			
A102	Number of times the licensee failed to give the landholder at least seven days notice of a proposed network operation.	0	

A103	Number of complaints received about carrying out operations in urgent circumstances under section 109(5).	0	
A103(a)	Provide details of the type of complaints received and actions taken to address the complaints.	N/A	

### Network operations affecting heritage significance (Section 110A)

A106	Number of notices given under sections 109 and 110 that may have affected a place or object of heritage significance under section 110A.	0	
A107	Number of notices under section 110A where the licensee failed to provide copies to the heritage council at least seven days before the network operation.	0	
A108	Number of complaints received relating to operations undertaken pursuant to s 110A(2).	0	
A108(a)	Provide details of the type of complaints received and actions taken to address the complaints.	N/A	

### Notice to other utilities (Section 111)

A109	Number of complaints received for failing to give seven days notice to other public utilities before performing network operations on their land that potentially affected network facilities under the care and management of those utilities.	0	
A109(a)	Provide details of the type of complaints received and actions taken to address the complaints.	N/A	
A110	Number of complaints received for carrying out network operations in urgent circumstances under section 111(6).	0	
A110(a)	Provide details of the type of complaints received and actions taken to address the complaints.	N/A	

### Removal of utility's property and waste (Section 112)

A111	Number of network operations where the licensee failed to remove as soon as practicable from the land, for which it was not the landholder, items listed in section 112(1).	0	
A112	number of complaints received for failing to remove as soon as practicable from the land for which it was not the landholder, any items listed in section 112(1).	0	
A112(a)	Provide details of the type of complaints received and actions taken to address the complaints.	N/A	

### Land to be restored (Section 113)

A113	Number of complaints received for failing to ensure, as soon as practicable, that the land was restored to a condition that was similar to its condition before the operations began.	1	
A113(a)	Provide details of the type of complaints received and actions taken to address the complaints.	One complaint was received related to a hole in the customer's driveway following completion of a gas abolishment.	The damage to the driveway was acknowledged and Evoenergy's contractor arranged for repairs to be completed.

### Authorised persons (Division 7.4)

A201	Were all persons authorised under section 114 (Authorised Persons) issues with photographic identity cards?	Yes	
A202	Are authorised persons made aware of their obligations and entry restrictions under the Utilities Act?	Yes	
A202(b)	Provide details of any induction or special training to authorised persons to educate them about their obligations and entry restrictions under the Utilities Act. Please include whether the training is provided on a regular or ad hoc basis.		All new starters complete induction training where their obligations and entry restrictions under the Utilities ACT is communicated.

### Continuity of utility services - non payment of customer debt (Section 179)

This section applies to a complaint about the actual or potential withdrawal of a utility service because of a failure to pay a customer debt in relation to residential premises.

A203	Number of written directions received from the ACAT under section 179(2).	0	
<b>Discharge of customer debt (Section 180)</b>			
A204	Number of written declarations received from the ACAT under section 180(1).	0	
<b>Payment for loss or damage (Section 181)</b>			
A205	Number of written directions received from the ACAT under section 181(1) to pay a stated amount to a complainant for a loss or damage.	0	
A205(a)	Provide details of each direction including stated action/s and the licensee's compliance with the direction.	0	
<b>Community service obligations (Part 13)</b>			
The purpose of Part 13 of the Act is: (a) to oblige utilities to provide utility services in accordance with relevant Government programs, for example, for community services, the environment or other social issues; and (b) to achieve that results by agreement with particular utilities or; where agreement is not reached, by directions under part 13 of the Act; and (c) to provide utilities with a reasonable recompense for the provision of services in accordance with such directions.			
A206	Number of directions received under section 221 from the minister responsible for a government program that required the licensee to provide utility services in accordance with the relevant government program.	0	
A207	Provide details of each direction including stated action/s and the licensee's compliance with the direction. Provide a summary with respect to the relevant government program.	0	
A208	Provide details for each direction of the determination of costs provided under sections 222, 223 and 219(c).	0	

**END OF A1**

## Part B — Consumer Protection Code

### B1 — Customer Protection

Ref	Reporting requirements	Response	Additional comments
Our tracking number		Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero.	Please provide any information that you feel is relevant to support us in our assessment such as reason/s for non-compliance and actions taken to rectify the non-compliance and minimise future occurrences.
		Data must relate only to the 2023-24 reporting period unless specified otherwise.	When applicable, please also provide an explanation or a reason/s for significant variances from the previous year.

#### Complaints procedures (6.1 and 6.2)

B101	Does the licensee's complaint handling procedures address all requirements of clause 6.1 of the Code?	Yes	
B101(a)	Provide a copy (or a link to a copy) of the utility's complaint handling procedures	Evoenergy Complaints and Dispute Resolution Procedure	<a href="https://www.evoenergy.com.au/-/media/Project/Evoenergy/EVO/Documents/Your-energy/Complaints-and-dispute-resolution-procedure.pdf">https://www.evoenergy.com.au/-/media/Project/Evoenergy/EVO/Documents/Your-energy/Complaints-and-dispute-resolution-procedure.pdf</a>
B102	Which version of the Australian Standard does your complaints handling policy and procedures comply with?	AS ISO 10002:2014	

#### Addressing complaints (6.3)

B103	How and when are customers or consumers advised of the utility's complaints handling procedures?	Customers are advised in the Customer Charter which is sent to all new customers. The Customer Charter for gas markets is also available on the Evoenergy website. Customers are also advised of Evoenergy's complaints handling procedures during contact with the Contact Centre if appropriate. A copy of the complaints handling procedure is also included in complaint responses and also available via Evoenergy's website under My Portal.	
B104	How and when are customers or consumers advised of their right to refer a complaint to the ACAT?	When a complaint is acknowledged in writing, an information sheet is also provided which includes ACAT contact details. ACAT contact details are also provided as part of written responses where complainants are not satisfied with the response. ACAT contact information is given verbally for telephone complaints where the customer is not satisfied with the response.	

#### Utility to keep records (6.4)

B105	Are records of complaints made by a customer or consumer kept for at least 12 months after the complaint is resolved?	Yes	All complaints are logged on our CRM system which are maintained ongoing
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#### Number of complaints

B106	Total number of complaints received	77	
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#### Breakdown of complaints per category

Ref	Complaint category	Number of complaints	Additional comments
			Please provide information that you feel is relevant to assists us in our assessment such as reason/s for significant variances from the previous year.  When applicable, please also include actions taken to address and minimise customer complaints.

B106(a)	Asbestos	0	
B106(b)	Abolishment	0	
B106(c)	Address details	1	Negligible increase
B106(d)	Billing	44	There has been a 25% increase in billing complaints possibly due to the increase in the cost of living and customers more vigilant in reviewing their bills
B106(e)	Contractor behaviour	1	Negligible change
B106(f)	Customer service	3	Small increase on the number received in 2022/23
B106(g)	Damage	7	41% decrease in damage complaints with reduction in new connections being completed
B106(h)	Meter	7	Small increase in the number of complaints regarding meter changes
B106(i)	New connection	0	
B106(j)	Reading	2	Small increase in the number of complaints regarding meter readings
B106(k)	Recoverable works	0	
B106(l)	Restoration	1	33% decrease in these complaints with a reduction in new connections
B106(m)	Supply	2	Small decrease from 2022/23
B106(n)	Gas Leak	3	40% decrease in the number of complaints regarding gas leaks
B106(o)	Reconnection	1	In line with the number received in 2022/23
B106(p)	Meter relocation	2	Small increase on the number received in 2022/23
B106(q)	Other (please specify)	3	Complaints received relating to 'disconnections'

Note: Press tab on your keyboard to start a new line.

#### Summary of Consumer and Utility Rights (Clause 9)

B107	Was the licensee compliant with all the requirements in clause 9.3?	Yes	
B108	Provide a copy of the licensee's statement summarising the rights of a consumer and the licensee under the Utilities Act, the Consumer Protection Code and the relevant customer contract.	Evoenergy Customer Charter <a href="https://www.evoenergy.com.au/Your-Energy/Your-rights-and-obligations">https://www.evoenergy.com.au/Your-Energy/Your-rights-and-obligations</a>	Evoenergy provides the Customer Charter in English, large print (English) as well as the top 5 spoken non-English languages in the ACT.
B109	What languages is the summary available in?	Hindi, Simplified Chinese, Traditional Chinese, Spanish, and Vietnamese.	These languages were based upon ABS data for the ACT: 2016 Census Data for the top 5 most spoken language in the Territory other than English

#### Life support (Clause 10)

B110	Number of instances where the licensee failed to provide at least 4 business days' notice of a planned interruption to a registered life support equipment supply address.	0	
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B110(a) Please give details on every instance where you failed to provide at least 4 business days' notice of a planned interruption to a registered life support equipment supply address. Also, please provide reason for the non-compliance, effect to the customer with registered life support and any rectification actions you have taken.  
Please tick **'Nothing to report'** if you have no incident to report.

Nothing to report

Reference code Your reference code	Date of planned interruption enter as dd/mm/yyyy	Duration of planned interruption enter as hours:minutes	Reason for the non-compliance provide a reason(s) for not giving notice within the	What was the effect to the customer with registered life support?	Was the incident reported to the AER?	Remediation provide details of actions taken to rectify the non-

Note: Press tab on your keyboard to start a new line.

END OF B1



## Part B — Consumer Protection Code

### B2 — Guaranteed Service Levels

Ref	Reporting requirements	Response	Additional comments
Our tracking number		Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero.	Please provide any information that you feel is relevant to support us in our assessment such as reason/s for non-compliance and actions taken to rectify the non-compliance and minimise future occurrences.
		Data must relate only to the 2023-24 reporting period unless specified otherwise.	When applicable, please also provide an explanation or a reason/s for significant variances from the previous year.

#### Obligation to pay rebate for non-compliance (Clause 11)

B111	Number of GSL rebate payments made	4	
B111(a)	Amount of GSL rebate payments made	280	
B112	Number of breaches of GSL's where rebates have not been paid	0	
B113	In relation to B112, why have the GSL payment not been made?	N/A	
B114	In relation to B112, how are customers advised that a GSL payment has <b>not</b> been made?	N/A	
B115	Number of GSL rebate payments made in the same or next billing quarter to the quarter the obligation to pay the GSL rebate occurred	4	
B116	Number of GSL rebate payments made more than one billing quarter after the quarter the obligation to pay the GSL rebate occurred	0	
B116(a)	In relation to B116, why were the GSL rebate payments made more than one billing quarter after the quarter the obligation to pay the GSL rebate occurred	N/A	

#### Customer connection times (Guaranteed Service Level 1)

B201	Number of customer connections not made within the required timeframe specified in the Consumer Protection Code.	1	
B202	What percentage does this represent of total connections?	0.03	

#### Wrongful disconnection (Guaranteed Service Level 2)

B203	Number of wrongful disconnections.	2			
B203(a)	Please give details on every instance of a wrongful disconnection. Also, please provide reason for failure to meet the required service level and actions taken to rectify the non-compliance and minimise future occurrences.				
Please tick ' <b>Nothing to report</b> ' if you have no incident to report.					
<input type="checkbox"/> Nothing to report					
Reference <i>Your incident reference number</i>	Date customer disconnected <i>enter as d d-mm-yy</i>	Date customer reconnected <i>enter as dd -mm-yy</i>	Reason for failure to meet the required service level <i>provide a reason(s) for the wrongful disconnection</i>	What was the effect to the customer? <i>We will use your response to assess whether the effect of the incident to the customer is</i>	Remediation <i>provide details of actions taken to rectify the non-compliance and to minimise future occurrences</i>
n/a	20/02/2024	21/02/2024	Crossed meters: The meter number and street address of two neighbouring properties were misaligned in the relevant Evoenergy system.	Customer had gas supply interrupted for less than 1 day.	The meter number error has been amended in the relevant Evoenergy systems so that meter numbers align with the correct street address.
n/a	22/02/2024	23/02/2024	Crossed meters: The meter number and street address of two neighbouring properties were misaligned in the relevant Evoenergy system.	Customer had gas supply interrupted for less than 1 day.	The meter number error has been amended in the relevant Evoenergy systems so that meter numbers align with the correct street address.

**Note:** Press tab on your keyboard to start a new line.

#### Responding to complaints (Guaranteed Service Level 3)

B204	Number of complaints <b>not</b> responded to within 20 business days.	1	Due to human error the complaint was overlooked and the response timeframe was missed
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#### Planned interruptions to utility services (Guaranteed Service level 4)

B205	Number of planned interruptions to services.	1347	planned/aged meter replacement program volumes are a key driver for annual volume fluctuations
B206	Number of premises that were <b>not</b> provided with 4 business days' notice of a planned interruption.	0	

**B206(a)** Please give details on every instance where you did not give at least 4 business days' notice of a planned interruption. Also, please provide reason for failure to meet the required service level and actions taken to rectify the non-compliance and minimise future occurrences.

Please tick '**Nothing to report**' if you have no incident to report.

Nothing to report

Reference code <i>Your reference code</i>	Date of planned interruption <i>enter as dd/mm/yyyy</i>	Number of affected premises	Number of premises not notified	Reason for failure to meet the required service level <i>provide a reason(s) for the wrongful disconnection</i>	Remediation <i>provide details of actions taken to rectify the non-compliance and to minimise future occurrences</i>

**Note:** Press tab on your keyboard to start a new line.

**Unplanned sustained interruptions to utility services (Guaranteed Service level 5)**

<b>B207</b>	Number of unplanned sustained interruptions that lasted longer than 12 hours.	0	
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**B207(a)** Please give details on every instance where an unplanned sustained interruption lasted longer than 12 hours. Also, please provide reason for failure to meet the required service level and actions taken to rectify the non-compliance and minimise future occurrences.

Please tick '**Nothing to report**' if you have no incident to report.

Nothing to report

Reference code <i>Your reference code</i>	Date <i>enter as dd/mm/yyyy</i>	Duration of unplanned sustained interruption <i>enter as hours:minutes</i>	Number of premises affected	Number of premises that experienced an unplanned sustained interruption that lasted 12 hours or longer	Did this event occur on a Major Event day? <i>(as classified under the AER's distribution reliability measures)</i> Y/N	Reason for failure to meet the required service level <i>provide a reason(s) for the wrongful disconnection</i>	Remediation <i>provide details of actions taken to rectify the non-compliance and to minimise future occurrences</i>

**Note:** Press tab on your keyboard to start a new line.

**Unplanned sustained interruption** means an unplanned interruption to a utility service that has a duration longer than three minutes. For reference, see Dictionary in the Consumer Protection Code 2020.

**Cumulative duration of interruptions to utility services (Guaranteed Service level 6)**

<b>B208</b>	Number of properties that experienced 20 hours of interruptions during the reporting year	0	
<b>B209</b>	Number of properties that experienced 30 hours of interruptions during the reporting year	0	
<b>B210</b>	Number of properties that experienced 60 hours of interruptions during the reporting year	0	
<b>B210(a)</b>	Provide details of actions taken to minimise future interruptions for the customers who have experienced 20 hours or more of interruptions	N/A	

**Frequency of Interruptions (Guaranteed Service level 7)**

<b>B211</b>	Number of customers that experienced more than 9 sustained interruptions during the reporting year	0	
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**Response time to notification of problem or concern (Guaranteed Service Level 8)**

<b>B212</b>	Total number of notifications received related to damage to, or a fault or problem with the utility network.	2439	Includes all Escapes, Third Party Hits, Poor Supply and No Supply Orders
<b>B213</b>	Number of notifications related to damage to, or a fault or problem with the utility network likely to affect public health, or caused or potentially caused, substantial damage or harm to a person or property (priority 1).	686	Aligns with Jemena's Priority B (4 hours). Increase in Priority B jobs when compared to previous year due to improved capture of reported information by Startek resulting in better triaging and prioritisation by the Control Room. Worth noting that despite increase in volume of jobs, compliance to assigned response time have been maintained.
<b>B214</b>	Number of priority 1 notifications <b>not</b> responded to within six hours.	0	

**B214(a)** Please give details on each instance where a priority 1 notification was not responded to within six hours. Also, please provide reason for failure to meet the required service level and actions taken to rectify the non-compliance and minimise future occurrences.

Please tick '**Nothing to report**' if you had no incident to report.

Nothing to report

Reference code <i>Your reference code</i>	Date <i>enter as dd/mm/yyyy</i>	How long before you responded? <i>enter as hours:minutes</i>	Suburb/s or area affected	Number of customers affected	Reason for failure to meet the required service level <i>provide a reason(s) for the wrongful disconnection</i>	What was the effect to the customer? <i>We will assess your response as to whether the effect of the incident to the customer is serious or not.</i>	Remediation <i>provide details of actions taken to rectify the non-compliance and to minimise future occurrences</i>

**Note:** Press tab on your keyboard to start a new line.

<b>B214(b)</b>	Number of priority 1 notifications that were not resolved in the time specified to the customer	n/a				Timeframes are not specified to customer so unable to measure
<b>B215</b>	Number of notifications related to other problems or concerns that were not likely to affect public health, or cause or potentially cause substantial damage or harm to a person or property (priority 2).	450				Aligns with Jemena's Priority C (24 hours). Increase in Priority C jobs when compared to previous year due to improved capture of reported information by Startek resulting in better triaging and prioritisation by the Control Room. Worth noting that despite increase in volume of jobs, compliance to assigned response time have been maintained.
<b>B216</b>	Number of priority 2 notifications not responded to within 48 hours.	0				
<b>B217</b>	Number of priority 2 notifications that were not resolved in the time specified in the response to the customer.	n/a				Timeframes are not specified to customer so unable to measure

**END OF B2**

## Part B — Consumer Protection Code

### B3— Rebates paid against guaranteed service levels

Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero.

			Number of times GSL was not met					
Reporting year	Ref	Subject of the service level	Q1	Q2	Q3	Q4	Total	Additional comments
2023-24	GSL-1	Customer connection times					1	1
2023-24	GSL-2	Wrongful disconnection				2		2
2023-24	GSL-3	Responding to complaints	1					1
2023-24	GSL-4	Notice of planned interruption to services						
2023-24	GSL-5	Duration of interruption (single)						
2023-24	GSL-6	Cumulative duration of interruptions						
2023-24	GSL-7	Frequency of interruptions						
2023-24	GSL-8	Response time to network problems or concern						
<b>Total</b>			1			2	1	4

## Part D — Utility licence conditions

Ref	Reporting requirements	Response	Additional comments
Our tracking number		Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero.  Data must relate only to the 2023–24 reporting period unless specified otherwise.	
<b>Licensee to notify ICRC of any material breaches (Clause 8.2)</b>			
D101	Number of material breaches of the licensee's licence or any applicable law, code of practice, directions and guidelines.	0	N/A
D101(a)	Please provide the dates for each material breach and the type of breach	N/A	N/A
D101(b)	Was the Commission notified of the breaches? NB - Immediate reporting applies to material breaches, see the ICRC Material Breach Guideline 2021	N/A	N/A
<b>Licensee to provide statement on any non-compliance (Clause 8.3)</b>			
D102	Number of non-compliances with any of the licensee's obligations under clause 6.2 of its licence to comply with the Utilities Act, relevant Industry Codes, relevant Technical Codes, any directions given by the ICRC or any applicable ring-fencing requirements	0	N/A
D102(a)	Provide details of each non-compliance, including actions taken to rectify or minimise the effect of the non-compliance.	N/A	N/A
D102(b)	Was the Commission notified of the non-compliances?	N/A	N/A
<b>Availability of Utility Licence Annual Report (Clause 8.5)</b>			

D103	Was a summary of the 'Utility Licence Annual Report' (ULAR) for 2022-23 made publicly available by the licensee?	Yes	Evoenergy publishes its annual ICRC ULAR reports on its website.
D103(a)	Please provide the link to the ULAR summary.	<a href="https://www.evoenergy.com.au/About-us/Reports-and-publications">https://www.evoenergy.com.au/About-us/Reports-and-publications</a>	23.24 ICRC ULAR available via this link.
D103(b)	Please confirm that a summary of the 2023–24 ULAR will be published before 30 November this year	Yes	Evoenergy will publish the ULAR summary in line with the obligation under clause 8.5.

### Operation and compliance audits (Clause 8.6)

D104	When was the last time the licensee reviewed its data collection and reporting process?	Evoenergy reviews its data collection and reporting processes annually.	N/A
D105	How often does the licensee audits or review its data collection and reporting process?	Evoenergy reviews its data collection and reporting processes via annual management system audits.	N/A

### Technical and prudential criteria (Clause 9)

[Click here for a copy of the Commission's Technical and prudential criteria guideline](#)

D106	Please provide a summary of details of the licensee's financial and technical capacity for 2023–24 which show it can continue to provide the services authorised in the licence.	Please refer to attached document ActewAGL Distribution SPFR (2023) Final with auditors report.	Please note this document is confidential and only for purpose of the commissioners use.
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### Charge and assignment (Clause 11)

D107	Were there any significant transfers in shareholdings (involving more than 50% of the shares) or changes in ownership in 2023–24?	No	N/A
D107 (a)	If yes, please provide details.	N/A	N/A

### Record keeping (Clause 14)

D108	Has the licensee kept or caused to be kept, comprehensive records in accordance with Commission's requirements under the Utilities Act?	Yes	Evoenergy keeps records in line with its regulatory obligations.
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### Emergency telephone service (Schedule 1: Clause 1)

D109	Did the licensee maintain a 24 hour emergency telephone service that was accessible to the public every day of the year and able to receive reports of network emergencies?	Yes	Evoenergy's Faults Call Centre is available to the public 24 hours a day, every day of the year.
D109(a)	How are customers and the public informed of the service?	Evoenergy utilises various resources to inform the public of this service.	Customers and the public are informed of the service via Evoenergy's website, the Yellow Pages business directory, which includes multiple listings for Evoenergy (online and print), customer notifications, Evoenergy broadcast and print safety campaigns, social media messaging, signage on Evoenergy assets and government and retailer websites e.g. <a href="http://www.accesscanberra.com.au">www.accesscanberra.com.au</a> Calls are also directed to the Jemena Service Centre (emergency response) from the ActewAGL call centre.

### Compliance with the National Gas (ACT) Act 2008 (Schedule 1: Clause 2)

D110	Does the licensee has network operation standards in place that comply with:		
	· the National Gas (ACT) Act 2008; or	Yes	
	· any other legislation in force in the Territory that relates to the provision of services to gas suppliers necessary to facilitate the operation of a competitive gas retail market in the Territory.	Yes	

### Environmental requirements (Schedule 1: Clause 3)

D111	Are the licensee's environmental management policies and practices in line with the current APGA Code of Environmental Practice and the Australian Pipeline Industry Code of Practice for Pipeline Construction?	<p>The AG750 code was revised some years ago and became the APGA Code of Environmental Practice in 2013. Jemena's environmental management system and environmental management plan are in line with the APIA code.</p> <p>The APIA Pipeline Construction Code is used as guidance in planning, construction and maintaining pipelines.</p>	
D111 (a)	If no, describe how they differ and why.	n/a	

**Additional reporting (Schedule 1: Clause 4) — Total pipeline length by pressure classes at 30 June 2024 (km)**

D112	Medium pressure	3973	Slight adjustment due to recent data correction, now aligned with RIN Report
D113	High pressure	260	Slight adjustment due to recent data correction, now aligned with RIN Report
D114	Please provide an update of general technical description (in total) as provided in the licence application to the Commission.	Refer to Attachment A. It reflects the ACT based assets as detailed in Appendix A of the 2024 Evoenergy ACT Natural Gas Networks SAOP (GAS-999-PA-HSE-001)	

**END OF D1**



## Part E — Climate Change and Greenhouse Gas Reduction Regulation

Ref	Reporting requirements	Response	Additional comments
Our tracking number		Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero.  Data must relate only to the 2023-24 reporting period unless specified otherwise.	

### Licensee to notify ICRC of any new gas connections from 8 December 2023 (Clause 15)

E101	Total number of new gas connections provided from 8 December 2023	460	
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E101(a) Please provide the details of each new gas connection provided from 8 December 2023. Please provide information as much as you can for each response.

Please tick '**Nothing to report**' if you have no new gas connection to report.

Nothing to report

Date gas connection application was received <i>Enter as dd/mm/yy</i>	Date gas connection was provided <i>Enter as dd/mm/yyyy</i>	Is the gas connection a new connection to the premises? <i>Answer Yes or No</i>	Does the gas connection alter an existing connection resulting in an additional point of gas supply to the premises or other premises? <i>Answer Yes or No</i>	Does the gas connection replace of reinstate an existing connection to the premise? <i>Answer Yes or No</i>	Division, district and zone where the premise is located	Is the connection an exempt new connection? <i>Answer Yes or No. Provide type of exemption if answered Yes.</i>	Class of each building supplied by the new connection	Type of connection	Capacity of gas meter (maximum delivery pressure kPa)	Additional comments
16/02/2024	30/04/2024	Yes	No	No	ARANDA, BELCONNEN, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr, 2.75 kPa	
30/11/2023	12/12/2023	Yes	No	No	BELCONNEN, BELCONNEN, CZ2	Yes - Connection application received before 8 December 2023	6	COMMERCIAL	320 MJ/hr, 2.75 kPa	
14/12/2023	21/12/2023	Yes	No	No	BELCONNEN, BELCONNEN, CZ2	Yes - Development approval lodged or made before 2 March 2024	6	COMMERCIAL	730 MJ/hr, 5 kPa	
10/01/2024	19/01/2024	Yes	No	No	BELCONNEN, BELCONNEN, CZ2	Yes - Development approval lodged or made before 2 March 2024	6	COMMERCIAL	320 MJ/hr, 2.75 kPa	
30/01/2024	9/02/2024	Yes	No	No	BELCONNEN, BELCONNEN, CZ2	Yes - Development approval lodged or made before 2 March 2024	6	COMMERCIAL	600 MJ/hr, 5 kPa	
13/06/2024	21/06/2024	Yes	No	No	BELCONNEN, BELCONNEN, CZ2	Yes - Development approval lodged or made before 2 March 2024	6	COMMERCIAL	900 MJ/hr, 5 kPa	
15/02/2024	22/02/2024	Yes	No	No	BRUCE, BELCONNEN, RZ3	Yes - Building approval issued before 2 March 2024	6	COMMERCIAL	450 MJ/hr, 5 kPa	

14/05/2024	5/06/2024	Yes	No	No	BRUCE, BELCONNEN, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
13/03/2024	19/04/2024	Yes	No	No	GIRALANG, BELCONNEN, CZ4	Yes - Development approval lodged or made before 2 March 2024	6	COMMERCIAL	650 MJ/hr,5 kPa	
18/12/2023	9/01/2024	Yes	No	No	GIRALANG, BELCONNEN, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
9/02/2024	7/03/2024	Yes	No	No	LATHAM, BELCONNEN, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
30/01/2024	6/02/2024	Yes	No	No	MACGREGOR, BELCONNEN, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
25/01/2024	13/03/2024	Yes	No	No	MACQUARIE, BELCONNEN, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
26/02/2024	12/04/2024	Yes	No	No	MCKELLAR, BELCONNEN, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
4/01/2024	23/01/2024	Yes	No	No	SCULLIN, BELCONNEN, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
5/12/2023	20/02/2024	Yes	No	No	BRADDON, CANBERRA CENTRAL, CZ3	Yes - Connection application received before 8 December 2023	6	COMMERCIAL	815 MJ/hr,5 kPa	
11/03/2024	14/06/2024	Yes	No	No	DEAKIN, CANBERRA CENTRAL, DES	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
23/02/2024	14/03/2024	Yes	No	No	DICKSON, CANBERRA CENTRAL, CZ3	Yes - Building approval issued before 2 March 2024	6	COMMERCIAL	320 MJ/hr,2.75 kPa	
29/01/2024	5/02/2024	Yes	No	No	DICKSON, CANBERRA CENTRAL, CZ5	Yes - Building approval issued before 2 March 2024	6	COMMERCIAL	540 MJ/hr,5 kPa	
6/02/2024	8/03/2024	Yes	No	No	FYSHWICK, CANBERRA CENTRAL, IZ2	Yes - Development approval lodged or made before 2 March 2024	6	COMMERCIAL	890 MJ/hr,5 kPa	
4/01/2024	24/01/2024	Yes	No	No	HACKETT, CANBERRA CENTRAL, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
16/02/2024	15/03/2024	Yes	No	No	KINGSTON, CANBERRA CENTRAL, CZ5	Yes - Building approval issued before 2 March 2024	6	COMMERCIAL	320 MJ/hr,2.75 kPa	
11/03/2024	10/04/2024	Yes	No	No	KINGSTON, CANBERRA CENTRAL, CZ5	Yes - Building approval issued before 2 March 2024	6	COMMERCIAL	320 MJ/hr,2.75 kPa	
6/03/2024	8/05/2024	Yes	No	No	O'CONNOR, CANBERRA CENTRAL, RZ2	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	

19/12/2023	23/01/2024	Yes	No	No	PARKES, CANBERRA CENTRAL, DES	Yes - Building approval issued before 2 March 2024	6	COMMERCIAL	352 MJ/hr,2.75 kPa
4/12/2023	18/01/2024	Yes	No	No	RED HILL, CANBERRA CENTRAL, RZ5	Yes - Connection application received before 8 December 2023	1	RESIDENTIAL	320 MJ/hr,2.75 kPa
4/12/2023	18/01/2024	Yes	No	No	RED HILL, CANBERRA CENTRAL, RZ5	Yes - Connection application received before 8 December 2023	1	RESIDENTIAL	320 MJ/hr,2.75 kPa
4/12/2023	18/01/2024	Yes	No	No	RED HILL, CANBERRA CENTRAL, RZ5	Yes - Connection application received before 8 December 2023	1	RESIDENTIAL	320 MJ/hr,2.75 kPa
20/12/2023	18/01/2024	Yes	No	No	RED HILL, CANBERRA CENTRAL, RZ5	Yes - Connection application received before 8 December 2023	1	RESIDENTIAL	320 MJ/hr,2.75 kPa
20/12/2023	19/01/2024	Yes	No	No	RED HILL, CANBERRA CENTRAL, RZ5	Yes - Connection application received before 8 December 2023	1	RESIDENTIAL	320 MJ/hr,2.75 kPa
20/12/2023	18/01/2024	Yes	No	No	RED HILL, CANBERRA CENTRAL, RZ5	Yes - Connection application received before 8 December 2023	1	RESIDENTIAL	320 MJ/hr,2.75 kPa
5/02/2024	4/03/2024	Yes	No	No	RED HILL, CANBERRA CENTRAL, RZ5	Yes - Building approval issued before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa
2/04/2024	16/05/2024	Yes	No	No	RED HILL, CANBERRA CENTRAL, RZ1	Yes - Building approval issued before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa
2/04/2024	16/05/2024	Yes	No	No	RED HILL, CANBERRA CENTRAL, RZ1	Yes - Building approval issued before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa
2/04/2024	16/05/2024	Yes	No	No	RED HILL, CANBERRA CENTRAL, RZ1	Yes - Building approval issued before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa
2/04/2024	16/05/2024	Yes	No	No	RED HILL, CANBERRA CENTRAL, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa
5/04/2024	16/05/2024	Yes	No	No	RED HILL, CANBERRA CENTRAL, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa
5/04/2024	16/05/2024	Yes	No	No	RED HILL, CANBERRA CENTRAL, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa
5/04/2024	16/05/2024	Yes	No	No	RED HILL, CANBERRA CENTRAL, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa
5/04/2024	16/05/2024	Yes	No	No	RED HILL, CANBERRA CENTRAL, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa
5/04/2024	16/05/2024	Yes	No	No	RED HILL, CANBERRA CENTRAL, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa

5/04/2024	16/05/2024	Yes	No	No	RED HILL, CANBERRA CENTRAL, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
5/04/2024	16/05/2024	Yes	No	No	RED HILL, CANBERRA CENTRAL, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
5/04/2024	16/05/2024	Yes	No	No	RED HILL, CANBERRA CENTRAL, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
5/04/2024	16/05/2024	Yes	No	No	RED HILL, CANBERRA CENTRAL, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
5/04/2024	16/05/2024	Yes	No	No	RED HILL, CANBERRA CENTRAL, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
6/05/2024	10/05/2024	Yes	No	No	RED HILL, CANBERRA CENTRAL, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
25/01/2024	19/03/2024	Yes	No	No	FORDE, GUNGAHLIN, RZ3	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
23/01/2024	26/02/2024	Yes	No	No	GUNGAHLIN, GUNGAHLIN, CZ5	Yes - Building approval issued before 2 March 2024	6	COMMERCIAL	800 MJ/hr,5 kPa	
19/04/2024	23/05/2024	Yes	No	No	GUNGAHLIN, GUNGAHLIN, CZ1	Yes - Building approval issued before 2 March 2024	6	COMMERCIAL	320 Mj/hr,2.75 kPa	
8/01/2024	30/01/2024	Yes	No	No	GUNGAHLIN, GUNGAHLIN, RZ3	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
8/01/2024	27/02/2024	Yes	No	No	NICHOLLS, GUNGAHLIN, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
1/12/2023	29/01/2024	Yes	No	No	TAYLOR, GUNGAHLIN, RZ3	Yes - Connection application received before 8 December 2023	2	UNITS	3000MJ/hr,5 kPa	
4/12/2023	8/01/2024	Yes	No	No	TAYLOR, GUNGAHLIN, RZ3	Yes - Connection application received before 8 December 2023	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
4/12/2023	21/12/2023	Yes	No	No	TAYLOR, GUNGAHLIN, RZ3	Yes - Connection application received before 8 December 2023	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
3/01/2024	22/12/2023	Yes	No	No	TAYLOR, GUNGAHLIN, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
4/01/2024	3/06/2024	Yes	No	No	TAYLOR, GUNGAHLIN, RZ3	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	

8/01/2024	22/01/2024	Yes	No	No	TAYLOR, GUNGAHLIN, RZ3	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
8/01/2024	23/01/2024	Yes	No	No	TAYLOR, GUNGAHLIN, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
8/01/2024	7/03/2024	Yes	No	No	TAYLOR, GUNGAHLIN, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
16/01/2024	22/01/2024	Yes	No	No	TAYLOR, GUNGAHLIN, RZ3	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
17/01/2024	31/01/2024	Yes	No	No	TAYLOR, GUNGAHLIN, RZ3	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
22/01/2024	27/03/2024	Yes	No	No	TAYLOR, GUNGAHLIN, RZ3	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
25/01/2024	31/01/2024	Yes	No	No	TAYLOR, GUNGAHLIN, RZ3	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
31/01/2024	25/03/2024	Yes	No	No	TAYLOR, GUNGAHLIN, RZ3	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
1/02/2024	15/02/2024	Yes	No	No	TAYLOR, GUNGAHLIN, RZ3	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
9/02/2024	19/02/2024	Yes	No	No	TAYLOR, GUNGAHLIN, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
14/02/2024	27/03/2024	Yes	No	No	TAYLOR, GUNGAHLIN, RZ3	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
14/02/2024	28/03/2024	Yes	No	No	TAYLOR, GUNGAHLIN, RZ3	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
16/02/2024	7/03/2024	Yes	No	No	TAYLOR, GUNGAHLIN, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
19/02/2024	27/03/2024	Yes	No	No	TAYLOR, GUNGAHLIN, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
22/02/2024	7/03/2024	Yes	No	No	TAYLOR, GUNGAHLIN, RZ3	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
22/02/2024	30/05/2024	Yes	No	No	TAYLOR, GUNGAHLIN, RZ3	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	

26/02/2024	12/06/2024	Yes	No	No	TAYLOR, GUNGAHLIN, RZ3	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
7/03/2024	12/06/2024	Yes	No	No	TAYLOR, GUNGAHLIN, RZ3	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
11/03/2024	30/05/2024	Yes	No	No	TAYLOR, GUNGAHLIN, RZ3	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
15/03/2024	3/05/2024	Yes	No	No	TAYLOR, GUNGAHLIN, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
8/04/2024	3/05/2024	Yes	No	No	TAYLOR, GUNGAHLIN, RZ3	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
10/04/2024	1/05/2024	Yes	No	No	TAYLOR, GUNGAHLIN, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
1/05/2024	30/05/2024	Yes	No	No	TAYLOR, GUNGAHLIN, RZ3	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
14/05/2024	3/06/2024	Yes	No	No	TAYLOR, GUNGAHLIN, RZ3	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
16/05/2024	12/06/2024	Yes	No	No	TAYLOR, GUNGAHLIN, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
11/06/2024	26/06/2024	Yes	No	No	TAYLOR, GUNGAHLIN, RZ3	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
12/03/2024	1/05/2024	Yes	No	No	THROSBY, GUNGAHLIN, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
21/02/2024	7/03/2024	Yes	No	No	WESTON, WESTERN CREEK, CZ1	Yes - Building approval issued before 2 March 2024	6	COMMERCIAL	320 MJ/hr,2.75 kPa	
5/01/2024	5/02/2024	Yes	No	No	CANBERRA AIRPORT, MAJURA, NUZ1	Yes - Federal Land	6	COMMERCIAL	580 MJ/hr,5 kPa	
20/05/2024	26/06/2024	Yes	No	No	CANBERRA AIRPORT, MAJURA, NUZ1	Yes - Federal Land	6	COMMERCIAL	450 MJ/hr,5 kPa	
2/05/2024	24/06/2024	Yes	No	No	COOMBS, MOLONGO VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
4/01/2024	29/01/2024	Yes	No	No	DENMAN PROSPECT, MOLONGO VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
5/01/2024	22/05/2024	Yes	No	No	DENMAN PROSPECT, MOLONGO VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	

8/01/2024	12/01/2024	Yes	No	No	DENMAN PROSPECT, MOLONGO VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
8/01/2024	17/01/2024	Yes	No	No	DENMAN PROSPECT, MOLONGO VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
8/01/2024	27/02/2024	Yes	No	No	DENMAN PROSPECT, MOLONGO VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
8/01/2024	27/02/2024	Yes	No	No	DENMAN PROSPECT, MOLONGO VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
8/01/2024	27/02/2024	Yes	No	No	DENMAN PROSPECT, MOLONGO VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
8/01/2024	28/02/2024	Yes	No	No	DENMAN PROSPECT, MOLONGO VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
8/01/2024	27/02/2024	Yes	No	No	DENMAN PROSPECT, MOLONGO VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
8/01/2024	3/05/2024	Yes	No	No	DENMAN PROSPECT, MOLONGO VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
16/01/2024	29/01/2024	Yes	No	No	DENMAN PROSPECT, MOLONGO VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
25/01/2024	1/02/2024	Yes	No	No	DENMAN PROSPECT, MOLONGO VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
12/02/2024	28/03/2024	Yes	No	No	DENMAN PROSPECT, MOLONGO VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
15/02/2024	20/03/2024	Yes	No	No	DENMAN PROSPECT, MOLONGO VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
16/02/2024	28/03/2024	Yes	No	No	DENMAN PROSPECT, MOLONGO VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
27/02/2024	20/03/2024	Yes	No	No	DENMAN PROSPECT, MOLONGO VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
4/03/2024	28/03/2024	Yes	No	No	DENMAN PROSPECT, MOLONGO VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
6/03/2024	3/04/2024	Yes	No	No	DENMAN PROSPECT, MOLONGO VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	

25/03/2024	3/05/2024	Yes	No	No	DENMAN PROSPECT, MOLONGO VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
12/04/2024	4/06/2024	Yes	No	No	DENMAN PROSPECT, MOLONGO VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
12/04/2024	4/06/2024	Yes	No	No	DENMAN PROSPECT, MOLONGO VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
15/04/2024	4/06/2024	Yes	No	No	DENMAN PROSPECT, MOLONGO VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
23/04/2024	6/06/2024	Yes	No	No	DENMAN PROSPECT, MOLONGO VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
14/05/2024	6/06/2024	Yes	No	No	DENMAN PROSPECT, MOLONGO VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
21/05/2024	14/06/2024	Yes	No	No	DENMAN PROSPECT, MOLONGO VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
30/11/2023	1/02/2024	Yes	No	No	WHITLAM, MOLONGO VALLEY, RZ3	Yes - Connection application received before 8 December 2023	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
5/01/2024	17/01/2024	Yes	No	No	WHITLAM, MOLONGO VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
5/01/2024	2/05/2024	Yes	No	No	WHITLAM, MOLONGO VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
8/01/2024	1/02/2024	Yes	No	No	WHITLAM, MOLONGO VALLEY, RZ3	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
8/01/2024	6/06/2024	Yes	No	No	WHITLAM, MOLONGO VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
8/01/2024	23/05/2024	Yes	No	No	WHITLAM, MOLONGO VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
30/01/2024	1/03/2024	Yes	No	No	WHITLAM, MOLONGO VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
31/01/2024	23/05/2024	Yes	No	No	WHITLAM, MOLONGO VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
7/02/2024	15/03/2024	Yes	No	No	WHITLAM, MOLONGO VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	



6/03/2024	3/04/2024	Yes	No	No	WHITLAM, MOLONGO VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
6/03/2024	27/03/2024	Yes	No	No	WHITLAM, MOLONGO VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
6/03/2024	27/03/2024	Yes	No	No	WHITLAM, MOLONGO VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
15/03/2024	27/03/2024	Yes	No	No	WHITLAM, MOLONGO VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
15/03/2024	17/04/2024	Yes	No	No	WHITLAM, MOLONGO VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
8/04/2024	1/05/2024	Yes	No	No	WHITLAM, MOLONGO VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
22/04/2024	6/06/2024	Yes	No	No	WHITLAM, MOLONGO VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
13/05/2024	21/06/2024	Yes	No	No	WHITLAM, MOLONGO VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
23/05/2024	26/06/2024	Yes	No	No	WHITLAM, MOLONGO VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
23/01/2024	1/02/2024	Yes	No	No	WRIGHT, MOLONGO VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
12/04/2024	22/05/2024	Yes	No	No	WRIGHT, MOLONGO VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
24/01/2024	2/05/2024	Yes	No	No	GRIFFITH, CANBERRA CENTRAL, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
12/06/2024	14/06/2024	Yes	No	No	GRIFFITH, CANBERRA CENTRAL, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
18/04/2024	9/05/2024	Yes	No	No	CHIFLEY, WODEN VALLEY, RZ2	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
8/04/2024	29/05/2024	Yes	No	No	CHIFLEY, WODEN VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
8/04/2024	29/05/2024	Yes	No	No	CHIFLEY, WODEN VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	

22/01/2024	26/04/2024	Yes	No	No	CURTIN, WODEN VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
16/01/2024	14/02/2024	Yes	No	No	CURTIN, WODEN VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
23/02/2024	20/05/2024	Yes	No	No	CURTIN, WODEN VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
7/02/2024	7/02/2024	Yes	No	No	FARRER, WODEN VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
18/03/2024	17/05/2024	Yes	No	No	FARRER, WODEN VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
8/04/2024	28/05/2024	Yes	No	No	HUGHES, WODEN VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
30/01/2024	9/02/2024	Yes	No	No	LYONS, WODEN VALLEY, RZ2	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
15/03/2024	19/03/2024	Yes	No	No	PEARCE, WODEN VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
1/02/2024	13/05/2024	Yes	No	No	PEARCE, WODEN VALLEY, RZ1	Yes - Development approval lodged or made before 2 March 2024	1	RESIDENTIAL	320 MJ/hr,2.75 kPa	
29/01/2024	9/04/2024	Yes	No	No	PHILLIP, WODEN VALLEY, RZ1	Yes - Building approval issued before 2 March 2024	6	COMMERCIAL	5000 MJ/hr,5 kPa	
22/12/2022	22/05/2024	Yes	Yes	Yes	GRIFFITH, CANBERRA CENTRAL, RZ5	Yes - Connection application received before 8 December 2023	2	UNITS	HOT WATER METER ONLY	
22/12/2022	14/12/2023	Yes	Yes	Yes	GRIFFITH, CANBERRA CENTRAL, RZ5	Yes - Connection application received before 8 December 2023	2	UNITS	HOT WATER METER ONLY	
22/12/2022	14/12/2023	Yes	Yes	Yes	GRIFFITH, CANBERRA CENTRAL, RZ5	Yes - Connection application received before 8 December 2023	2	UNITS	HOT WATER METER ONLY	
22/12/2022	14/12/2023	Yes	Yes	Yes	GRIFFITH, CANBERRA CENTRAL, RZ5	Yes - Connection application received before 8 December 2023	2	UNITS	HOT WATER METER ONLY	
22/12/2022	14/12/2023	Yes	Yes	Yes	GRIFFITH, CANBERRA CENTRAL, RZ5	Yes - Connection application received before 8 December 2023	2	UNITS	HOT WATER METER ONLY	
22/12/2022	14/12/2023	Yes	Yes	Yes	GRIFFITH, CANBERRA CENTRAL, RZ5	Yes - Connection application received before 8 December 2023	2	UNITS	HOT WATER METER ONLY	







































10/01/2023	22/05/2024	Yes	Yes	Yes	GRIFFITH, CANBERRA CENTRAL, RZ5	Yes - Connection application received before 8 December 2023	2	UNITS	HOT WATER METER ONLY	
10/01/2023	22/05/2024	Yes	Yes	Yes	GRIFFITH, CANBERRA CENTRAL, RZ5	Yes - Connection application received before 8 December 2023	2	UNITS	HOT WATER METER ONLY	
25/05/2023	13/02/2024	Yes	Yes	Yes	GRIFFITH, CANBERRA CENTRAL, RZ5	Yes - Connection application received before 8 December 2023	1	VILLA / TOWN HOUSE	320 MJ/hr,2.75 kPa	
25/05/2023	13/02/2024	Yes	Yes	Yes	GRIFFITH, CANBERRA CENTRAL, RZ5	Yes - Connection application received before 8 December 2023	1	VILLA / TOWN HOUSE	320 MJ/hr,2.75 kPa	
25/05/2023	13/02/2024	Yes	Yes	Yes	GRIFFITH, CANBERRA CENTRAL, RZ5	Yes - Connection application received before 8 December 2023	1	VILLA / TOWN HOUSE	320 MJ/hr,2.75 kPa	
25/05/2023	13/02/2024	Yes	Yes	Yes	GRIFFITH, CANBERRA CENTRAL, RZ5	Yes - Connection application received before 8 December 2023	1	VILLA / TOWN HOUSE	320 MJ/hr,2.75 kPa	
25/05/2023	13/02/2024	Yes	Yes	Yes	GRIFFITH, CANBERRA CENTRAL, RZ5	Yes - Connection application received before 8 December 2023	1	VILLA / TOWN HOUSE	320 MJ/hr,2.75 kPa	
25/05/2023	13/02/2024	Yes	Yes	Yes	GRIFFITH, CANBERRA CENTRAL, RZ5	Yes - Connection application received before 8 December 2023	1	VILLA / TOWN HOUSE	320 MJ/hr,2.75 kPa	
25/05/2023	13/02/2024	Yes	Yes	Yes	GRIFFITH, CANBERRA CENTRAL, RZ5	Yes - Connection application received before 8 December 2023	1	VILLA / TOWN HOUSE	320 MJ/hr,2.75 kPa	
25/05/2023	13/02/2024	Yes	Yes	Yes	GRIFFITH, CANBERRA CENTRAL, RZ5	Yes - Connection application received before 8 December 2023	1	VILLA / TOWN HOUSE	320 MJ/hr,2.75 kPa	
25/05/2023	13/02/2024	Yes	Yes	Yes	GRIFFITH, CANBERRA CENTRAL, RZ5	Yes - Connection application received before 8 December 2023	1	VILLA / TOWN HOUSE	320 MJ/hr,2.75 kPa	
25/05/2023	13/02/2024	Yes	Yes	Yes	GRIFFITH, CANBERRA CENTRAL, RZ5	Yes - Connection application received before 8 December 2023	1	VILLA / TOWN HOUSE	320 MJ/hr,2.75 kPa	
25/05/2023	13/02/2024	Yes	Yes	Yes	GRIFFITH, CANBERRA CENTRAL, RZ5	Yes - Connection application received before 8 December 2023	1	VILLA / TOWN HOUSE	320 MJ/hr,2.75 kPa	
25/05/2023	13/02/2024	Yes	Yes	Yes	GRIFFITH, CANBERRA CENTRAL, RZ5	Yes - Connection application received before 8 December 2023	1	VILLA / TOWN HOUSE	320 MJ/hr,2.75 kPa	
7/07/2023	21/02/2024	Yes	Yes	Yes	WRIGHT, MOLONGO VALLEY, RZ5	Yes - Connection application received before 8 December 2023	1	VILLA / TOWN HOUSE	320 MJ/hr,2.75 kPa	
7/07/2023	21/02/2024	Yes	Yes	Yes	WRIGHT, MOLONGO VALLEY, RZ6	Yes - Connection application received before 8 December 2023	1	VILLA / TOWN HOUSE	320 MJ/hr,2.75 kPa	
7/07/2023	21/02/2024	Yes	Yes	Yes	WRIGHT, MOLONGO VALLEY, RZ7	Yes - Connection application received before 8 December 2023	1	VILLA / TOWN HOUSE	320 MJ/hr,2.75 kPa	

7/07/2023	21/02/2024	Yes	Yes	Yes	WRIGHT, MOLONGO VALLEY, RZ8	Yes - Connection application received before 8 December 2023	1	VILLA / TOWN HOUSE	320 MJ/hr,2.75 kPa	
7/07/2023	21/02/2024	Yes	Yes	Yes	WRIGHT, MOLONGO VALLEY, RZ9	Yes - Connection application received before 8 December 2023	1	VILLA / TOWN HOUSE	320 MJ/hr,2.75 kPa	
7/07/2023	21/02/2024	Yes	Yes	Yes	WRIGHT, MOLONGO VALLEY, RZ10	Yes - Connection application received before 8 December 2023	1	VILLA / TOWN HOUSE	320 MJ/hr,2.75 kPa	
7/07/2023	21/02/2024	Yes	Yes	Yes	WRIGHT, MOLONGO VALLEY, RZ11	Yes - Connection application received before 8 December 2023	1	VILLA / TOWN HOUSE	320 MJ/hr,2.75 kPa	
7/07/2023	21/02/2024	Yes	Yes	Yes	WRIGHT, MOLONGO VALLEY, RZ12	Yes - Connection application received before 8 December 2023	1	VILLA / TOWN HOUSE	320 MJ/hr,2.75 kPa	
20/10/2023	17/01/2024	Yes	Yes	Yes	MACQUARIE, BELCONNEN, RZ2	Yes - Connection application received before 8 December 2023	1	VILLA / TOWN HOUSE	320 MJ/hr,2.75 kPa	
20/10/2023	17/01/2024	Yes	Yes	Yes	MACQUARIE, BELCONNEN, RZ2	Yes - Connection application received before 8 December 2023	1	VILLA / TOWN HOUSE	320 MJ/hr,2.75 kPa	
20/10/2023	17/01/2024	Yes	Yes	Yes	MACQUARIE, BELCONNEN, RZ2	Yes - Connection application received before 8 December 2023	1	VILLA / TOWN HOUSE	320 MJ/hr,2.75 kPa	
20/10/2023	17/01/2024	Yes	Yes	Yes	MACQUARIE, BELCONNEN, RZ2	Yes - Connection application received before 8 December 2023	1	VILLA / TOWN HOUSE	320 MJ/hr,2.75 kPa	
20/10/2023	17/01/2024	Yes	Yes	Yes	MACQUARIE, BELCONNEN, RZ2	Yes - Connection application received before 8 December 2023	1	VILLA / TOWN HOUSE	320 MJ/hr,2.75 kPa	
20/10/2023	17/01/2024	Yes	Yes	Yes	MACQUARIE, BELCONNEN, RZ2	Yes - Connection application received before 8 December 2023	1	VILLA / TOWN HOUSE	320 MJ/hr,2.75 kPa	
20/10/2023	17/01/2024	Yes	Yes	Yes	MACQUARIE, BELCONNEN, RZ2	Yes - Connection application received before 8 December 2023	1	VILLA / TOWN HOUSE	320 MJ/hr,2.75 kPa	
20/10/2023	17/01/2024	Yes	Yes	Yes	MACQUARIE, BELCONNEN, RZ2	Yes - Connection application received before 8 December 2023	1	VILLA / TOWN HOUSE	320 MJ/hr,2.75 kPa	
9/11/2023	25/01/2024	Yes	Yes	Yes	HUGHES, WODEN VALLEY, CF	Yes - Connection application received before 8 December 2023	1	VILLA / TOWN HOUSE	320 MJ/hr,2.75 kPa	
9/11/2023	25/01/2024	Yes	Yes	Yes	HUGHES, WODEN VALLEY, CF	Yes - Connection application received before 8 December 2023	1	VILLA / TOWN HOUSE	320 MJ/hr,2.75 kPa	
9/11/2023	25/01/2024	Yes	Yes	Yes	HUGHES, WODEN VALLEY, CF	Yes - Connection application received before 8 December 2023	1	VILLA / TOWN HOUSE	320 MJ/hr,2.75 kPa	
9/11/2023	25/01/2024	Yes	Yes	Yes	HUGHES, WODEN VALLEY, CF	Yes - Connection application received before 8 December 2023	1	VILLA / TOWN HOUSE	320 MJ/hr,2.75 kPa	

9/11/2023	25/01/2024	Yes	Yes	Yes	HUGHES, WODEN VALLEY, CF	Yes - Connection application received before 8 December 2023	1	VILLA / TOWN HOUSE	320 MJ/hr, 2.75 kPa	
9/11/2023	25/01/2024	Yes	Yes	Yes	HUGHES, WODEN VALLEY, CF	Yes - Connection application received before 8 December 2023	1	VILLA / TOWN HOUSE	320 MJ/hr, 2.75 kPa	

**Note:** Press tab on your keyboard to start a new line.

<p><b>E102</b></p> <p>Does the licensee provide customers with the required information set out in the <a href="#">Climate Change and Greenhouse Gas Reduction (Information gas distributor must give customers) Direction 2023</a> ?</p>	<p>Yes</p>	
<p><b>E102(a)</b></p> <p>In relation to E102, please provide a link to the relevant information or reasons for non-compliance.</p>	<p><a href="http://evoenergy.com.au">Natural gas connection (evoenergy.com.au)</a></p>	

**END OF E1**

## Authorising and contact officers

### Authorising officer

The licensee's officer authorising the release of this information is

Name	<b>Peter Billing</b>
Title/position in organisation	General Manager - Evoenergy
Postal address	40 Bunda Street, Canberra Australian Capital Territory 2601
Telephone	02 6293 5850
Email	peter.billing@evoenergy.com.au

### Contact officer

The licensee's contact officer for regulatory and compliance matters is

Name	<b>Jane Godkin</b>
Title/position in organisation	Regulatory Technical Compliance Manager - Strategy and Operations
Postal address	40 Bunda Street, Canberra Australian Capital Territory 2601
Telephone	02 6248 3453
Email	jane.godkin@evoenergy.com.au