



A Quick Update From Eve

Your Local
Electricity
Provider

A Quick Update From Eve - 10/02/2026 – Additional Information

Eglington Village Energy (Eve) has recently received enquiries following our latest customer update, and recent billing cycle. We understand that some customers have questions regarding electricity bills and the availability of rooftop solar self-supply within Eglington Village, and we would like to provide the following clarification.

Current Status of Solar Self-Supply

Eve has submitted an Embedded Generation application to Western Power for review and approval. This approval process is managed by Western Power and is currently under assessment. Eve engages regularly with Western Power for progress updates. Western Power has not been able to advise a date (or ETA) yet for their approval. The timing of approval is determined by Western Power and is outside of Eve's control.

Until final approval is received from Western Power, Eve is unable to accept, approve, or enable rooftop solar self-supply connections to the Eve network within the village. This applies consistently to all customers. Once approval is granted by Western Power, Eve will notify customers and provide further information on the next steps for submitting a self-supply application.

Customers may register their interest via the Self-Supply Expression of Interest on our website to receive updates as information becomes available. If you would like further support regarding your self-supply options, please contact CustomerService@EglingtonVillageEnergy.com.au so we can assist you directly.

Electricity Pricing

Electricity supplied by Eve is billed in accordance with the government-set (gazetted) residential AI tariff, which is the same tariff applied by Synergy. All licensed electricity retailers are required to apply these regulated rates.

- Please see the Government Energy Operators (Electricity Generation and Retail Corporation) (Charges) By-laws 2006 (last updated 01 July 2025) [here](#).
- Please see Eve's AI tariff rates [here](#).
- Please see Synergy's AI tariff rates [here](#).

AI Tariff	Fixed (Supply) Charge	Consumption Rate
Government Gazette	\$1.1605 per day	32.3719 cents per unit
Eve	\$1.1605 per day	32.3719 cents per unit
Synergy	116.0505 cents per day (which is \$1.1605 per day)	32.3719 cents per unit

Customers are not charged higher rates as a result of being supplied by Eglington Village Energy. All customers are billed at the applicable regulated tariff. Eve does not have discretion to alter or set these regulated tariff rates.

Each year, the Government releases updated electricity tariffs, typically effective from 1 July through to 30 June the following year. These rates may change from the previous year and are set by the Government. All licensed electricity retailers are required to apply the updated regulated tariffs. Eve will notify customers of any upcoming price changes before the first bill issued under the new rates.

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Billing

Variations in electricity bills can occur due to a range of factors, including but not limited to:

- household energy usage patterns
- home size and installed appliances
- weather conditions (resulting in heating, air-conditioning and cooling usage)
- billing period (longer or shorter billing periods).

In many cases, higher bills can be linked to increased electricity usage, sometimes without customers realising how or when that usage has occurred.

Eve does not apply additional charges beyond those permitted under the regulated tariff structure. Customers who would like personalised assistance in reviewing their electricity usage, factors that have affected their electricity bills, or accessing energy-saving information, are encouraged to contact Eve's Customer Service team.

Solar Opt-In and the Eve 20% Discount

As part of the Eglinton Village Energy community network, residential customers can choose to participate in the Eve Solar Opt-In program. If you Opt-In, you will enjoy a 20% saving on your energy charges* (*applicable to the government-set gazetted residential AI tariff unless Eve decides to apply the discount to another electricity plan at their own discretion - please see electricity plans for more details), with no costs for solar panel installation or ongoing maintenance.

This discount has been applied to all customer Opt-In accounts since the commencement of the program, notwithstanding that rooftop solar installation is still pending.

The bill will show a Benefits and Discount's line item in the 'Understand Your Bill' section, which will read 'Guaranteed Discount: 20% off your Total Energy Charges'. If you do not have this Discount applied to your bill and you are a Solar Opt-In customer, please contact us right away.

Customers who have not Opted-In with Eve but may be interested in Opting In can contact Eve for further information.

Support and Next Steps

Eve is committed to supporting customers through the transition to solar self-supply and to providing clear, consistent information and approval updates throughout this process.

Eve will continue to communicate directly with customers who have contacted us. If you would like assistance understanding your bill, electricity usage, or the self-supply pathway, please contact our Customer Service team.

Thanks,

Eve Customer Service Team

Email: CustomerService@eglingtonvillageenergy.com.au

Phone: 08 6186 9858 (Press 3)