

### Hello Eve Customers!



Have a question?

#### **CONTACT US**

(6:00am - 3:00pm WST)

#### **Customer Service Support**

Phone **08 6186 9858**, or

Email **CustomerService@EglingtonVillageEnergy.com.au**

#### **Faults & Outages**

Phone **1800 920 062**

#### **General Information & Applications**

Visit our website

[www.eglingtonvillageenergy.com.au](http://www.eglingtonvillageenergy.com.au)

### Complaints Process

If your enquiry was not addressed to your satisfaction or you are concerned about the service, you can lodge a Complaint with Eve.

In the first instance, customers are to contact Eve directly to raise a formal complaint by phone, email, or through our online [Complaints Form](#).

If you remain dissatisfied *after* we have completed our complaint process, you may refer your complaint to the [Energy and Water Ombudsman Western Australia \(EWOWA\)](#) for an independent review.



### Solar Update: Exemption Approved and Applications Opening Soon!

We are pleased to provide an update on solar installations within the Eglington Village.

#### **An Exemption has been Approved!**

We are pleased to advise that the exemption required to commence limited rooftop solar installations within the Eglington Village Energy (Eve) community energy sharing network has now been approved by Western Power.

This is a significant milestone and means that, from the 1<sup>st</sup> of July, eligible Self Supply customers will be able to submit applications to connect solar systems to the Eve network.

#### **Applications Open from the 1<sup>st</sup> of July**



From the 1<sup>st</sup> of July, all information relating to Self-Supply solar applications will be available on the Eve website, including application forms, technical requirements, process information, and frequently asked questions.

Customers who have previously submitted an Expression of Interest (EOI), will be contacted directly with further information and application details.

If you would also like to receive direct communications regarding Self Supply solar applications and updates, we encourage you to submit an EOI through our website.

#### **What This Exemption Means for our Eve Opt In Customers**

The approval of this exemption is also an important step towards progressing solar installations for customers participating in the Eve Opt In program.

While Self Supply applications will open from the 1<sup>st</sup> of July, the exemption means we are now able to begin planning the next stages for Opt In solar installations and how we can maximise the exemption allowance.

We expect to provide a further update in the coming weeks outlining the proposed installation process, communication timelines and what customers can expect moving forward.

#### **Embedded Generation Application is Still in Progress**

Our broader embedded generation application with Western Power remains under assessment and is still awaiting approval. At this stage, we do not have an estimated timeframe for a decision from Western Power.

However, the approval of this exemption represents meaningful progress and allows us to begin introducing solar generation into the community energy sharing network while the broader approval process continues.

#### **Staying Updated**

We understand there has been significant interest in embedded generation roll out within the Eve community energy sharing network and appreciate the community's patience while the necessary approvals have been obtained.

We will continue to keep the Self Supply Status page updated with the latest information and will provide further updates via website announcements, newsletters such as this one, and direct email communications as additional information becomes available. Thank you for your continued support as we work towards delivering solar opportunities for Eve customers!