

A Quick Update From Eve

Your Local
Electricity
Provider

Hello Eve Customers!

We wanted to take a moment to check in, congratulate you on the purchase of your new home, and share a quick update to help you feel informed and supported.

As more residents settle into their new home at Eglinton Village and transition into ongoing electricity supply, we're taking the opportunity to make our customer communications clearer and easier to navigate.

This email is simply to provide an update and let you know we'll be in touch from time to time when there's important news to share.



What's New?

A New Residential Tariff Option is Coming...

Eglinton Village Energy is working to introduce an additional residential (time-of-use) tariff option, alongside the existing A1 tariff.

This new option is expected to be available by the end of March 2026 and may suit customers who use electricity at different times of the day.

Once released, customers will be able to view details on the Eve website and contact us to discuss whether it's a good fit.

Looking for Energy Saving Tips?

Visit our website or contact us! We're happy to help.



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

Customer Service Support

Phone **08 6186 9858**, or
Email **CustomerService@EglintonVillageEnergy.com.au**

Faults & Outages

Phone **1800 920 062**

General Information & Applications

Visit our website www.eglintonvillageenergy.com.au

Who is Eglinton Village Energy (Eve)?

Eve supplies electricity to homes within the Eglinton Village community. From a day-to-day perspective, electricity works exactly as you'd expect, we manage connections, keep the local network running, respond to faults or issues, supply electricity to your home, and provide customer support and billing.

Eve is a Zenith Energy company. In partnership with Cedar Woods, the Eglinton Village developer, Zenith Energy established Western Australia's first community energy-sharing network, also known as a microgrid.

This microgrid approach allows us to progressively introduce significant renewable energy into the village, reducing reliance on electricity from the Western Power grid. Dependent on the number of new owners that opt into the rooftop solar arrangements (more details below), once the currently anticipated renewable energy sources are fully established, we estimate that approximately 50% of the electricity supplied to Eglinton Village will be generated from solar energy.

Residents can choose to participate directly by opting in to rooftop solar through Eve. By hosting solar panels on your roof, you help support the community energy-sharing network and receive a 20% discount on your electricity bills. The discount applies to the gazetted tariff (the government-set tariff also used by Synergy). Terms and conditions apply.

Helpful Things to Know

Self-Supply

Self-supply will be supported within the Village, subject to required approvals and technical requirements. While Western Power approvals are still being finalised, customers can submit a Self-Supply Expression of Interest via our website to register their interest and receive updates or contact us for more information.

Getting Connected

Electricity connections usually happen in stages during construction (temporary and permanent power). If you're unsure what stage you're at, or what happens next, we can help explain the process. Contact us!

Life Support Customers

If you or someone in your household relies on life support equipment, it's important that Eve is aware so additional protections and communications can be put in place. Please contact us right away.