



# Customer Connection and Contribution Guidelines – Residential Customers (EVE)

CE-EVE-AM-NA-GUI-000005 and Revision 0

Issue Date: 13/08/2024

Due Date for Review (2 year(s) from review): 13/08/2026



Revision History:

Revision	Published Date	Revision Description Details
0	19/08/2024	Issued for Use

Document Prepared/Reviewed/Approved by Details:

Full Name	Job Title	Date
Prepared By: Tim Forsyth	Technology and Systems Lead	19/08/2024
Reviewed By: Dean Tanner	Network Operations Manager	19/08/2024
Approved By: Jason Good	General Manager CE	19/08/2024

Amendments in this Version:

Section No:	Section Title	Amendment Summary

Document References:

Document Number	Document Title
CE-ALL-AM-NA-PLN-000001	Service and Technical Installation Guidelines (Zenith Connected Energy)

Revision : 0	CE-EVE-AM-NA-GUI-000005	PAGE 2 of 10	
Issue Date:	Customer Connection and Contribution Guidelines - Residential Customers (EVE)	Review Due Date:	
21/08/2024	EVE	21/08/2025	



## CONTENTS

1.1 BACKGROUND..... 4

1.2 DEFINITIONS..... 5

1.3 PURPOSE AND SCOPE ..... 5

1.4 COMPETENCY AND USE ..... 6

1.5 EMPLOYING A LICENSED PERSON ..... 6

1.6 CONTACT INFORMATION ..... 6

1.7 TERMS AND ABBREVIATIONS..... 6

2.1 REGULATION OF THE EGLINTON VILLAGE MICROGRID ..... 7

2.2 ACCESS TO EVE EQUIPMENT..... 7

3.1 OVERVIEW ..... 7

3.2 RESIDENTIAL CUSTOMER NETWORK CONNECTION REQUIREMENTS ..... 7

3.2 METERING AND TECHNICAL REQUIREMENTS ..... 8


3.3 CONNECTION PROCESS ..... 9

3.4 NOTIFICATIONS OF ELECTRICAL WORK..... 9

4.1 ACCOUNT ESTABLISHMENT & CONNECTION FEES ..... 10

4.2 DISPUTE RESOLUTION PROCESS..... 10

Revision : 0	CE-EVE-AM-NA-GUI-000005	PAGE 3 of 10	
Issue Date:	Customer Connection and Contribution Guidelines - Residential Customers (EVE)	Review Due Date:	
21/08/2024	EVE	21/08/2025	



# 1. INTRODUCTION

## 1.1 BACKGROUND

Eglinton Village Energy Pty Ltd (EVE), a subsidiary of Zenith Connected Energy Pty Ltd, owns and operates the microgrid network at the Eglinton Village Estate being in Eglinton, Western Australia.

Eglinton Village Estate is a 126-hectare residential sub-division located along Marmion Avenue in Eglinton that at full construction will comprise of approximately 1,300 single lot residences, a community shopping centre, and a school.

The Eglinton Village Energy microgrid will comprise of:

- a single connection to the South West Interconnected System (SWIS),
- supplied embedded electricity network and related infrastructure, including metering infrastructure (Embedded Distribution Network),
- embedded rooftop solar generation located on participating lots and centralized battery storage infrastructure (Generation and Storage Assets), commencing with a proposed 0.75MW (1.5MWh) of storage capacity, and
- residential and commercial customers (Customers) who shall be serviced and supplied with electricity by EVE under its Electricity Distribution and Retail Licenses as conferred by the Economic Regulation Authority of Western Australia.

The masterplan for the Eglinton Village Estate is shown in Figure 1.



Figure 1. Eglinton Village Masterplan

Revision : 0	CE-EVE-AM-NA-GUI-000005	PAGE 4 of 10	
Issue Date:	Customer Connection and Contribution Guidelines - Residential Customers (EVE)	Review Due Date:	
21/08/2024	EVE	21/08/2025	



## 1.2 DEFINITIONS

Term	Description
Customer	means a person supplied or to be supplied with electricity by EVE at Eglinton Village.
Customer's Agent	means a person acting on behalf of a Customer or any other person otherwise requiring connection and/or a supply of electricity and may include a builder, developer, tradesperson or similar person.
Distribution Network	means the distribution system components of the EVE Microgrid.
Eglinton Village Energy	Eglinton Village Energy Pty Ltd is a subsidiary of Zenith Connected Energy Pty Ltd
EVE	Eglinton Village Energy (EVE) is a subsidiary of Zenith Energy Pty Ltd.
EVE Microgrid	means the vertically integrated electricity networks and generation assets that are located at Eglinton Village and operated by Eglinton Village Energy and any of its Related Bodies Corporate
SWIS	means the South-West interconnected system, as that term is defined in the Electricity Industry Act 2004 (WA).
WP Network	means the electricity network owned and operated by WP
WP	means the Electricity Networks Corporation, established under the Electricity Corporations Act 2004 (WA) and trading as Western Power
WAER	means the Western Australia Electrical Requirements
WASIR	means the Western Australia Service and Installation Requirements
WA	means the state of Western Australia

## 1.3 PURPOSE AND SCOPE

This document describes processes and requirements for arranging and managing Residential Customer load connections to the EVE Microgrid.

This document has been developed to help ensure residential connections to the EVE Microgrid are implemented, operated and maintained in a way consistent with good electricity industry practice and applicable legal and regulatory requirements.

This document applies to residential load connections only and does not cover commercial load connections or all requirements for connecting generation to the EVE Microgrid. Requirements for the connection of generation assets are detailed separately in the EVE

Revision : 0	CE-EVE-AM-NA-GUI-000005	PAGE 5 of 10	
Issue Date:	Customer Connection and Contribution Guidelines - Residential Customers (EVE)	Review Due Date:	
21/08/2024	EVE	21/08/2025	



Customer Self Supply Guidelines – Residential Customers (CE-EVE-AM-NA-GUI-00004), also available from EVE.

#### *1.4 COMPETENCY AND USE*

This document is intended for use by EVE (in its capacity as operator of the EVE Microgrid Network), Residential Customers, Customer’s Agents and associated industry parties and personnel.

Users of this document should have general familiarity with systems, equipment and practises commonly used for electrical installations, distribution systems and associated connections, particularly in Western Australia.

#### *1.5 EMPLOYING A LICENSED PERSON*

The Electricity (Licensing) Regulations 1991 (WA) requires that all electrical work carried out on electrical installations connected to or intended to be connected to the EVE network will be performed by persons holding the appropriate electrical worker’s licenced (as issued by the Electrical Licensing Board).

#### *1.6 CONTACT INFORMATION*


Contact for any matters related to the contents of these Guidelines or a specific requirement should be made through written correspondence to EVE at the following email:

[technicalsupport@eglintonvillageenergy.com.au](mailto:technicalsupport@eglintonvillageenergy.com.au)

Any enquiries relating to emergencies should be directed to the Eglinton Village Energy’s Emergency Response 24/7 Hotline; **1800 920 062**.

#### *1.7 TERMS AND ABBREVIATIONS*

Terms that are capitalised but not defined in these Guidelines have the meaning given in Definitions.

Revision : 0	CE-EVE-AM-NA-GUI-000005	PAGE 6 of 10	
Issue Date:	Customer Connection and Contribution Guidelines - Residential Customers (EVE)	Review Due Date:	
21/08/2024	EVE	21/08/2025	

Printed copies of this document aren’t controlled. To verify the copy is current scan the QR Code or check ZenDocs.



## 2. COMPLIANCE AND REGULATIONS

### 2.1 REGULATION OF THE EGLINTON VILLAGE MICROGRID

EVE holds a distribution licence and a retail licence under the Electricity Industry Act (2004) WA (Electricity Act), under each of which it is required to comply with a range of legislative and regulatory obligations in relation to the operation of the Distribution Network and the supply of electricity to Customers.

### 2.2 ACCESS TO EVE EQUIPMENT

Electrical contractors are not permitted under any circumstances to open or operate EVE equipment while preparing a property for connection including supply pillars on residential lots.

## 3. RESIDENTIAL CUSTOMER SUPPLY OPTIONS

### 3.1 OVERVIEW

Residential Customers at Eglinton Village have 2 supply options they can choose from EVE:


- A Single Phase 63 Amp supply
- A Three Phase 50 Amp supply

Should a Residential Customer want a supply that is different to these options they should contact EVE to discuss non standard connection options.

### 3.2 RESIDENTIAL CUSTOMER NETWORK CONNECTION REQUIREMENTS

EVE encourages Residential customers to consider their long term electrical consumption requirements when selecting their supply option when first connecting to the network to avoid costly upgrade costs in the future.

For temporary Residential supplies the minimum requirements on the following page in relation to Consumers Mains, and Customer Main Switch, and Service Protection Fuses sizing do not apply. Temporary Supplies may be done to the minimum standard as noted within the Western Australian Service and Installation Requirements (WASIR).

Revision : 0	CE-EVE-AM-NA-GUI-000005	PAGE 7 of 10	
Issue Date:	Customer Connection and Contribution Guidelines - Residential Customers (EVE)	Review Due Date:	
21/08/2024	EVE	21/08/2025	



Temporary supply boards must be installed at least 500mm away from EVE supply equipment in line with clause 5.3 *Service connection equipment* in the WAER. The minimum network connection requirements for the permanent residential customer supply options are as follow:

**Australian Standards:**

- \* AS3000, AS5033, AS4777.1, AS4777.2
- \* IEC 61215, IEC 62109, AS3100, AS 3008.1.1
- \* AS1170.2, AS1768, AS61439.1, AS 61439.3
- \* Clean Energy Council Guidelines
- \* WA Electrical Requirements
- \* Eglinton Village Energy Standards

Eglinton Village Energy Minimum Requirements		
	Single Phase Installation	Three Phase Installation
Consumer Mains Cable Size	Copper Conductors, 25mm <sup>2</sup> , V-90 PVC	Copper conductors, 16mm <sup>2</sup> , V-90 PVC
Consumer Site Switchboard Frame	DIN 24 (1)	DIN 24 (1)
Customer Mains Switch	63A Circuit Breaker (2)	50A Circuit Breaker (2)
Surge Protection Device (SPD)	80A HRC Fuses	80A HRC Fuses

(1) Switchboards to be a minimum of DIN24 with the following provisions made for addition of solar PV:  
 •4 Poles next to each other left free for single phase homes (1P MCB and 3P for meter)  
 •6 Poles next to each other left free for three phase homes (3P MCB and 3P for Meter)

(2) The Customer Mains Switch (CMS) on all switchboards is to be Schneider Electric iC60N, 6kA, C-Curve. This is to ensure discrimination with the Surge Protection Device (SPD). An alternative can only be used with EVE’s approval of a discrimination study for the alternative CMS from an electrical contractor.

**3.2 METERING AND TECHNICAL REQUIREMENTS**

Suitable metering must be installed at each connection point to the EVE Microgrid (with the exception EVE approved unmetered installations as per the CCCG Commercial).

Customers are responsible for providing suitable facilities to accommodate the metering equipment EVE employs via its metering provider. For consistency, EVE has adopted metering requirements equivalent to Western Power within the Eglinton Microgrid with the exception that EVE will liaise and arrange for the meter to be fitted prior to the first energisation

The details given in the Section 11 of the WASIR equally apply to Customers within Eglinton Village.

Revision : 0	CE-EVE-AM-NA-GUI-000005	PAGE 8 of 10	
Issue Date:	Customer Connection and Contribution Guidelines - Residential Customers (EVE)	Review Due Date:	
21/08/2024	EVE	21/08/2025	





In addition to the above requirements, customers and their electrical contractors must ensure compliance with Service and Technical Installation Guidelines (Zenith Connected Energy) as available via the EVE Website.

### 3.3 CONNECTION PROCESS

To secure a residential connection at Eglinton village Residential Customers need to complete a connection form which can be found on the EVE website at the following address:

Temporary connection;

<https://eglintonvillageenergy.com.au/residential-temporary-power-supply>


Permanent connection;

<https://eglintonvillageenergy.com.au/residential-permanent-power-supply>

Once submitted EVE will promptly process the new connection request.

### 3.4 NOTIFICATIONS OF ELECTRICAL WORK

A range of statutory obligations/requirements apply to notification of electrical work, as outlined in EVE Service and Technical Installation Guidelines and Section 8 of the WASIR. These requirements equally apply to all electrical work undertaken within the Eglinton Village Microgrid.

Revision : 0	CE-EVE-AM-NA-GUI-000005	PAGE 9 of 10	
Issue Date:	Customer Connection and Contribution Guidelines - Residential Customers (EVE)	Review Due Date:	
21/08/2024	EVE	21/08/2025	



## 4. CONNECTION FEES AND CHARGES

### 4.1 ACCOUNT ESTABLISHMENT & CONNECTION FEES

In accordance with the Energy Operators (Electricity Generation and Retail Corporation) (Charges) By-laws 2006 EVE will charge a non-refundable Account Establishment Fee on the establishment or transfer of an Account.

EVE does not have a Contractor Connect Scheme. When a property is ready to be connected, EVE will complete the connection and charge a connection fee.

The establishment fee and connection fee amounts are published on the EVE website; <https://eglintonvillageenergy.com.au/fees-and-charges>

It is not expected that Residential Customers will incur any further fees and charges other than the published daily fixed charge and metered consumption per unit charge.

### 4.2 DISPUTE RESOLUTION PROCESS

The Company's dispute resolution Complaints and Dispute Policy is available from the EVE website.

Where a dispute is not resolved to the Customer's satisfaction, the Customer should contact the Western Australian Energy and Water Ombudsman as below:

**Energy and Water Ombudsman WA**

Level 2, Albert Facey House  
469 Wellington Street  
Perth WA 6000

**Telephone:**


08 9220 7588  
1800 754 004 (free call from landlines)

**Facsimile:**

1800 611 279 (free fax)

**Email:**

energyandwater@ombudsman.wa.gov.au

Revision : 0	CE-EVE-AM-NA-GUI-000005	PAGE 10 of 10	
Issue Date:	Customer Connection and Contribution Guidelines - Residential Customers (EVE)	Review Due Date:	
21/08/2024	EVE	21/08/2025	