



Customer Connection and Contribution Guidelines – Residential Customers (EVE)

CE-EVE-AM-NA-GUI-000005 and Revision 1

Issue Date: 10/07/2026
Due Date for Review (2 year(s) from review): 10/07/2028

Revision : 1	CE-EVE-AM-NA-GUI-000005	PAGE 1 of 10	
Issue Date:	Customer Connection and Contribution Guidelines - Residential Customers (EVE)	Review Due Date:	
10/07/2026	EVE	10/07/2028	



Revision History

Revision	Published Date	Revision Description Details
0	19/8/2024	Issued for use
1	10/7/2025	Issued for publication

Document Prepared/Reviewed/Approved by Details:

Full Name	Job Title	Date
Prepared By: Tim Forsyth	Technology and Systems Lead	19/08/2024
Updated By: Legal	Legal	9/7/2026
Reviewed By: Ramin Danesfaleh	Renewables Systems & Technology Project Manager	9/7/2026
Approved By: Jason Good	General Manager	10/7/2026

Amendments in this Version:

Section No:	Section Title	Amendment Summary

Revision : 1	CE-EVE-AM-NA-GUI-000005	PAGE 2 of 10	
Issue Date:	Customer Connection and Contribution Guidelines - Residential Customers (EVE)	Review Due Date:	
10/07/2026	EVE	10/07/2028	



CONTENTS

1.	INTRODUCTION	4
1.1	BACKGROUND	4
1.2	DEFINITIONS	5
1.3	PURPOSE AND SCOPE	6
1.4	COMPETENCY AND USE	6
1.5	EMPLOYING A LICENSED PERSON	6
1.6	CONTACT INFORMATION	7
1.7	TERMS AND ABBREVIATIONS	7
2.	COMPLIANCE AND REGULATIONS	7
2.1	REGULATION OF THE EGLINTON VILLAGE MICROGRID	7
2.2	ACCESS TO EVE EQUIPMENT	7
3.	RESIDENTIAL CUSTOMER SUPPLY OPTIONS	7
3.1	OVERVIEW	7
3.2	RESIDENTIAL CUSTOMER NETWORK CONNECTION REQUIREMENTS	8
3.3	METERING AND TECHNICAL REQUIREMENTS	8
3.4	CONNECTION PROCESS	9
3.5	NOTIFICATIONS OF ELECTRICAL WORK	9
4.	CONNECTION FEES AND CHARGES	10
4.1	ACCOUNT ESTABLISHMENT & CONNECTION FEES	10
4.2	DISPUTE RESOLUTION PROCESS	10

Revision : 1	CE-EVE-AM-NA-GUI-000005	PAGE 3 of 10	
Issue Date:	Customer Connection and Contribution Guidelines - Residential Customers (EVE)	Review Due Date:	
10/07/2026	EVE	10/07/2028	



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 as that term is defined in the Electricity Industry Act 2004 (WA) (SWIS),
- supplied embedded electricity network and related infrastructure, including metering infrastructure (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 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 : 1	CE-EVE-AM-NA-GUI-000005	PAGE 4 of 10	
Issue Date:	Customer Connection and Contribution Guidelines - Residential Customers (EVE)	Review Due Date:	
10/07/2026	EVE	10/07/2028	



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 authorised in writing in a form as prescribed by EVE from time to time, to act on behalf of a Customer, including where required to apply for connection and/or supply of electricity and may include a builder, developer, tradesperson or similar person.
Distribution Network	means the distribution system components of the EVE Microgrid including supplied embedded electricity network and related infrastructure, including metering infrastructure.
Eglinton Village Energy	Eglinton Village Energy Pty Ltd is a subsidiary of Zenith Connected Energy Pty Ltd.
Electricity Supply Agreement	means a contract for the supply of electricity by EVE to a Customer.
EVE	Eglinton Village Energy Pty Ltd 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
Generation and Storage Assets	means embedded rooftop solar generation located on participating lots and centralized battery storage infrastructure.
Residential Customer	means an EVE Customer who is supplied electricity under an Electricity Supply Agreement solely for domestic use by that customer.
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 Western Power.
WP	means the Electricity Networks Corporation, established under the Electricity Corporations Act 2004 (WA) and trading as Western Power and the upstream distributor of electricity to Zenith Connected Energy embedded networks.
WAER	means the Western Australia Electrical Requirements (2019).
WASIR	means the Western Australia Service and Installation Requirements.
WA	means the state of Western Australia.

Revision : 1	CE-EVE-AM-NA-GUI-000005	PAGE 5 of 10	
Issue Date:	Customer Connection and Contribution Guidelines - Residential Customers (EVE)	Review Due Date:	
10/07/2026	EVE	10/07/2028	



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 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. Where a Customer's Agent or other third party makes an application on behalf of a Residential Customer, EVE will require an account holder authorisation letter and will retain identity verification requirements before processing the application.

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).

It is an offence for a person to carry out electrical work unless authorised under those regulations, including where the work is authorised by the relevant network operator.

Revision : 1	CE-EVE-AM-NA-GUI-000005	PAGE 6 of 10	
Issue Date:	Customer Connection and Contribution Guidelines - Residential Customers (EVE)	Review Due Date:	
10/07/2026	EVE	10/07/2028	



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

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.

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.

Revision : 1	CE-EVE-AM-NA-GUI-000005	PAGE 7 of 10	
Issue Date:	Customer Connection and Contribution Guidelines - Residential Customers (EVE)	Review Due Date:	
10/07/2026	EVE	10/07/2028	



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).

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 ² , V-90 PVC	Copper conductors, 16mm ² , 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.

3.3 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).

Revision : 1	CE-EVE-AM-NA-GUI-000005	PAGE 8 of 10	
Issue Date:	Customer Connection and Contribution Guidelines - Residential Customers (EVE)	Review Due Date:	
10/07/2026	EVE	10/07/2028	



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.

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.

3.4 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.

A Customer's Agent or other third party may submit an application on behalf of a Residential Customer only where the application is accompanied by an account holder authorization letter and EVE can complete the required identity verification in accordance with the applicable terms and conditions.

3.5 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 : 1	CE-EVE-AM-NA-GUI-000005	PAGE 9 of 10	
Issue Date:	Customer Connection and Contribution Guidelines - Residential Customers (EVE)	Review Due Date:	
10/07/2026	EVE	10/07/2028	



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 : 1	CE-EVE-AM-NA-GUI-000005	PAGE 10 of 10	
Issue Date:	Customer Connection and Contribution Guidelines - Residential Customers (EVE)	Review Due Date:	
10/07/2026	EVE	10/07/2028	