



Eglinton Village Energy

Eglinton Village Energy (also known as **Eve**) is both the **Distributor and Retailer of electricity** for **Eglinton Village**.

The way Builders, Electrical Contractors and Customers open an **electricity account** and **connect to power** (in Eglinton Village) is different. You **don't** need to go through Synergy and Western Power; you go directly to Eve.

And because Eve does it all, **the process is actually a lot easier!**

Let's take a look...

STEP

1

“I am about to build”

TEMPORARY POWER SUPPLY

In order to build your new Home or Premise, your Builder and Electrical Contractor will require Temporary Power Supply.

You will need to complete a Temporary Power Supply Application through our [website](#) under either the Residential or Business menu.

By completing this Application, you are requesting to open an electricity account with Eve, and have temporary power installed.



STEP

2

“I have finished building”

PERMANENT POWER SUPPLY

When your Home/Premise has been built, you will need to establish your Permanent Power Supply.

You will need to complete a Permanent Power Supply Application through our [website](#) under either the Residential or Business menu. By completing this Application, you are requesting to have permanent power installed.

You will also need to complete a Move In Form as well to open an electricity account for the permanent connection. If you have an existing account this will trigger an account update.

Power Supply Connection Costs

When you are building a new home/premise and require connection to electricity, there are **standard initial setup costs** that apply, regardless of the electricity distributor.

These costs apply to **Temporary** Connections, **Permanent** Connections and (for our larger Business Customers), **augmentations**.

Distribution connection costs encompass the physical **connection** to the electrical infrastructure, the **installation** of a meter to monitor electricity usage, and **inspection** processes to ensure the connection is safe and complies with regulatory standards.

Eve issues a **Connection Invoice** to the Applicant who has submitted the Power Supply Application. If you are a Business customer, a Design Invoice may also be issued.

For transparency, our **fees and charges** can be viewed on our **[website](#)** by visiting the Residential or Business menu anytime.

Costs are required upfront in order to pass the payment onto the contractors, to complete the work you've requested.

The entirety of our distribution connection costs are directly allocated to contractors and activities, required to complete the connection. We do not generate any profit from the distribution connection process.

We understand that building a home comes with many costs, and this is why it is important to **plan ahead** so there is nothing unexpected. If you have any further questions, please call our friendly Customer Service Team.

Please Note:

1. Connection costs cannot be negotiated as they cover the costs associated with the connection activities (and we do not make any profit from the distribution connection process). We regularly review fees and charges for improvement opportunities.
2. At current, all connection invoices are required to be paid by bank transfer. We are reviewing the possibility of additional payment methods for the future.
3. Eve's connection costs may vary from other distributors as the requirements, and contractor arrangements do differ.

“What happens after I submit my Application?”

1. **CONFIRMATION:** You will receive an **Application Received** confirmation email within 3 business days of submitting your Application.
2. **CONNECTION INVOICE:** For **standard Residential** connections a **Connection Invoice** will be issued. This is the cost of your Power Supply connection. If you have a **Non-Standard or Business** connection, you will receive a **Design Fee Invoice before proceeding to a Connection Invoice**. *Note: In order to progress with your Application, full payment of the invoice(s) is required.*
3. **NOTICE OF COMPLETION:** Once payment has been received, we check that your Electrical Contractor has submitted their **Notice of Completion** to us. *Note: In order to progress with your Application, the Notice of Completion is required.*
4. **APPLICATION APPROVED:** You will receive an **Application Approved** confirmation email advising that we are commencing connection activities.
5. **CONNECTION ACTIVITIES:** Your Power Supply connection is now being actioned. This process takes anywhere between **4 to 8 weeks** to complete.
6. **APPLICATION COMPLETED:** You will receive an **Application Completed** confirmation email advising that your property is now connected.
7. **EVE ELECTRICITY ACCOUNT ACTIVATED:** Your Eve electricity account will now be **opened** and **activated**. You will receive your **Account Confirmation** email and **Introduction Pack** within 1-2 months of your connection being completed.

Handy References:

Eglinton Village Energy website

Visit our website to stay up to date with Eve.

<https://eglintonvillageenergy.com.au>

Temporary Supply Application link

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

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

Permanent Supply Application link

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

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

Move In Form link

Residential - <https://eglintonvillageenergy.com.au/residential-moving-in>

Business - <https://eglintonvillageenergy.com.au/business-moving-in>

Design Guidelines for Builders and Electrical Contractors

Visit our website link (above) and select the **Network** menu to find the Design Guidelines for Eve.

Customer Service

Contact our Customer Service Team for support.

Phone: **08 6186 9858**

Email: customerservice@eglintonvillageenergy.com.au

Technical Support

Contact our Technical Support Team if you have a specific technical (electrical or solar) query.

Email: technicalsupport@eglintonvillageenergy.com.au

