



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.

“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 5 business days.

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 9416 2026

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

