



Inquiry into annual and financial reports 2024–25

Answer to question taken on notice

Asked by: Ms Leanne Castley MLA

Addressed to: Minister for Climate Change, Environment, Energy and Water

In relation to: Commercial Figures for Gas Disconnection

Hearing: 17 November 2025

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MS CASTLEY: Sure, so that leads to my next question beautifully. Do you know how many residential properties have been disconnected from the natural gas network since the government announced its policy and are people just getting rid of their gas appliances and not switching off the gas network? I believe a lot of people get rid of their heater or their stove but not actually disconnect from the gas network is what we are seeing.

Ms Wright: So I will just wait for some figures to come through to me but just to answer the second part of your question, so what we are seeing is there is a mixture there are some people that are totally disconnecting, physically disconnecting their gas services once they totally electrify their homes. At the other end of the scale we are seeing, as you mentioned, some people may replace some of their high gas using appliances such as space heating but retain some elements and in between there might be people that totally electrify their home but rather than physically disconnect they might just basically stop their account.

MS CASTLEY: Why do they not? What is the barrier to completely disconnected?

Ms Wright: So in some cases, I think the barrier would be there is a difference in the cost that you charge for what is called abatement versus a cancellation and that is again—that is something that we are working with Evoenergy on in terms of the appropriate policy. So given we are in a situation where we do have a shrinking gas network, and we have in the future sections of the gas network that may be disconnected, we are working to make sure that we are putting forward something that is safe, that looks to what the risk of keeping a physical connection in the property is.

But at the same time of looking at the cost impacts, and that obviously is a cost that is regulated by the Australian energy regulator. So we are working closely with Evoenergy and the AER and safety organisations, the utilities technical regulator just to understand what some of those barriers are but to also make sure that we are putting forward the most safe program going forward.

MS CASTLEY: With regard to the figures, if you could also get the commercial properties.

Ms Wright: Okay. So I will just start with the figures that I have. So we have got approximately 6,000 totally disconnected and about 15,000 that we can see have been temporary disconnected. So where we are seeing no gas usage over 12 months approximately 10 per cent of customers have left the gas network.

MS CASTLEY: What is the government's approach or response—I am asking maybe an opinion, but to residents installing bottled LPG at properties without natural gas connections. Are you hearing anything about that?

Ms Wright: I do not. Do you have an answers on that?

Ms Sendaba: I have not heard anything. Like, particularly we know that in some instances people will do that but I have not in recent months had any specific engagement or correspondence with anybody who has said that they are going to do that or we have not seen anything in particular, yes.

MS CASTLEY: Yes, okay. Those figures that you just gave us, the 10 per cent have left the network, is that just residential? Can you get the commercial figures?

Ms Sendaba: That is primarily residential. I will take on notice to get specific commercial figures. There is a number of different types of metres and so it might be difficult to get the actual answers because some commercial installs use a residential type metre. So I will take it on notice and just to provide a little bit more detail, we have got our figures on LPG gas data is stable.

MS CASTLEY: Thank you. Great. Thanks, Chair.

Ms Suzanne Orr MLA: The answer to the Member's question is as follows:

The Australian Energy Regulator publishes reports that show rates of disconnection from the gas network. This includes Evoenergy's annual regulatory information notice and a quarterly disconnections report (which commenced in 2024).

An **abolishment** is a permanent disconnection, where the service line is disconnected from the network and the gas meter is removed. Evoenergy began reporting abolishment figures in 2016-17.

A **non-consuming disconnected** property is where a gas meter has been temporarily disconnected, and no gas has been used for more than 12-months. This suggests that the premises has no

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requirement for networked gas, and the business is all-electric. A temporarily disconnected property could be reconnected in the future, for instance if a new tenant requires gas.

As at 30 June 2025, there were:

- A total of 2,968 commercial gas connections across Evoenergy's network
- 609 non-consuming disconnected commercial gas connections

Since July 2016, Evoenergy has reported it has undertaken 78 commercial gas abolishments.

Approved for circulation to the Standing Committee on Environment and Planning

Signature:

Date: 27/11/25

By the Minister for Climate Change, Environment, Energy and Water, Ms Suzanne Orr MLA