



Inquiry into Appropriation Bill 2026–2027 and Appropriation (Office of the Legislative Assembly) Bill 2026–2027

Answer to question taken on notice

Asked by: Mr Emerson MLA

Addressed to: EvoEnergy

In relation to: Plan offers - considerations

Hearing: 27 July 2026

Uncorrected Proof Transcript p 17

Transcript provided: 30 July 2026

Answer Due: 6 August 2026

Ms Wilcox took on notice the following question(s):

MR EMERSON: Yes, okay. Are you able to provide—so when you say based on the circumstances of the customer, what factors go into consideration of the offer that is provided? I understand a key factor is whether they are considering moving to a different provider. What are the other circumstances?

Ms Wilcox: It will be the load profile, so the cost to supply energy depends on when customers are using energy during the day and what sort of appliances they might have such as whether they are producing solar energy or not. So it really depends on the cost of providing that service to the customer, then depends on the type of offer that they could be given.

MR EMERSON: Okay, and are there different triggers so if someone says, “Well, I am thinking of changing because I have seen a better offer elsewhere”, that triggers a certain offer or if someone processes—you know, I have had this happen before where I have changed provider and then my previous provider is kind of like, “Hey, are you really sure about it?” And I get a better offer because I have actually initiated the process to transfer. Are those the two trigger points?

Ms Wilcox: I do not have that information.

MR EMERSON: Okay, are you able to take that on notice?

The answer to the Member’s question is as follows:

Evoenergy owns, operates, and maintains the electricity distribution network in the ACT, and the gas network in the ACT and parts of NSW.

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Evoenergy and ActewAGL Retail are separate entities. In accordance with its regulatory obligations, Evoenergy does not sell energy to customers. It cannot answer questions about the operations of ActewAGL Retail or any other retailer.

The Committee may wish to pose the question directly to ActewAGL Retail or any other retailer operating in the ACT, noting there may be information that is commercially sensitive.

Approved for circulation to the Select Committee on Estimates

Signature:

Date:

By the [Commissioner for/Official.....], [name of Commissioner/Official]