



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

