

16th July 2026

Australian Energy Market Commission
Level 15, 60 Castlereagh Street
Sydney NSW 2000

RE: ERC 0437 National Electricity Amendment (Enabling distribution network service provider led electric vehicle charging infrastructure) Rule 2027

Dear Sir/Madam

We wish to make a submission to solve a problem that is retarding economic growth and de carbonisation. EA Technology is qualified to advise you as we were the original R+D department of the UK Electricity industry and developed the demand profiles (DEBUT) used by the UK Electricity industry DNOs/DNSPs for over 40 years when doing LV network connection applications & network assessments. EA Technology has been proudly assisting Australian DNSPs for 17 years.

Problem: Not connecting EV charging infrastructure faster enough to the network.

- 86% of UK networks have solved this problem using a digital solution motivated/ rewarded/ penalized by Ofgem to ensure Time to Quote & Time to Connect targets are met acceptable to the public, as they get a fixed firm offer within minutes not months for connections up to 11 kV.
- CSAT (customer satisfaction) is also rewarded and has improved as result of the adoption of this solution.
- This capability exists today and in London for example; it has assisted in the roll out of multiple EV high speed charging facilities across multiple sites, 1000's of connection applications done each year up to 11kV.
- A video from customer viewpoint shows a connection offer for EV charger in under 2 minutes, with network assessment has been emailed to AEMC.

Works in the UK, can work in Australia.

UK experience is not just about the time for network assessment, a fixed & firm offer with clear understanding of costs from network side, as the Bill of Material is produced. In some

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UK networks the customer is offered the option of dates for the connection & can pay via credit card up to AUD \$400,000. The solution accurate, lower cost, faster, easier but still following DNSP connection business rules.

Summary:

- Australian DNSP's follow rules to reward stakeholders. DNSPs are a regulated business. Ofgem in the UK has regulated their DNOs/DNSPs to get guaranteed regulated results to benefit UK electricity users. The same could be done in Australia with great results.
- Self Serve- Automated connection quotes remove costs from DNSPs and put the effort / cost to the customers. The DNSP pays a company to build a solution, maintain the digital solution (Australian cloud hosted). Result: the DNSP saves money and gives enablement to the customer (CSAT increases) and re tasks trained staff to other sections. Case studies in the UK validate the CSAT improvement, cost reduction for DNSPs, faster as well as a significant increase in connection volumes and a better customer experience. WIN, WIN.
- The digital solution also reduces LV network design costs and time significantly and allows for multiple forecast scenarios to be done for growth in CER with defendable data using the same system the AER currently accepts for HV Network investment. Both solutions have been deployed in UK networks to save DNO/DNSP's money and time. Case studies which validate this are available.

I would be happy to meet with AEMC to explain more as we have done for many other Governments and regulators in the region and worldwide.

Yours Faithfully

Simon Rooney

Business Development Manager

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NPg Connect LV

