Electric Vehicle Charging Infrastructure (EVCI) Trial

Third-party EVCI applications and connection timeframes

26 June 2026

CitiPower Powercor united energy

Executive Summary

Early results indicate that key upstream processes, including Master Facility Access Agreement (MFAA) negotiations, are operating efficiently, with agreements executed within approximately five business days. However, applicants elected not to proceed following execution, indicating that commercial considerations and evolving framework settings may influence participation.

Site licence application outcomes demonstrate variable timeframes, typically ranging between approximately 1 and 20 business days depending on application complexity and applicant response times. While the majority of site licences have been executed, a subset of applications has not progressed due to applicants electing not to proceed.

At the time of reporting, progression beyond site licence execution remains limited. Only one site has reached energisation, with an observed connection cycle time of one business day once a service order was issued. However, retailer service order timing introduced delays of approximately three weeks, highlighting that third-party and retailer coordination is a key driver of overall connection timelines

As a result, current insights into connection timeframes are preliminary. The majority of accepted site licences have not yet progressed to connection application stage, constraining the available dataset and limiting the ability to draw robust conclusions on end-to-end connection performance.

Notwithstanding these limitations, the trial is beginning to identify key factors influencing third-party participation and connection outcomes, including applicant decision-making, coordination across market participants, and process interfaces between networks and retailers.

Continued monitoring as additional sites progress through connection and energisation will be critical to developing a more comprehensive evidence base. This will support future regulatory considerations relating to third-party access, connection efficiency and the scalable integration of EV charging infrastructure across distribution networks.

Project Background

Victoria has set ambitious decarbonisation objectives, including a commitment to achieve net zero emissions by 2050 and a long-term vision for zero-emission vehicles to become the dominant form of transport across the state.

A key enabler of this transition is the availability of reliable, accessible and affordable charging infrastructure. While electric vehicle adoption continues to grow, charging accessibility remains one of the most significant barriers influencing customer confidence and purchasing decisions.

Research consistently identifies charging availability, convenience and concerns regarding charging access as important factors affecting EV adoption rates. These challenges are particularly pronounced for customers who do not have access to private off-street parking, customers living in higher-density urban environments, and customers located in regional communities where charging infrastructure may be less prevalent.

Recognising these challenges, CitiPower, Powercor and United Energy developed the EVCI trial to explore how existing electricity distribution infrastructure could support the delivery of public charging services in a safe, efficient and scalable manner.

The trial was established following a ring-fencing waiver application to the Australian Energy Regulator (AER), enabling the networks to install and maintain EV charging infrastructure while independent third-party operators provide customer-facing charging services.

The trial is intentionally limited in scope and scale. It is designed as a learning initiative rather than a commercial charging network. The objective is to gather practical insights that can assist governments, regulators, network businesses and market participants in understanding how public charging infrastructure may evolve as EV adoption accelerates.

The trial focuses on several key areas of learning.

- impact of EVCI charging on demand in local networks
- impact of customer charging on price elasticity during periods of both low and high demand
- application of new technologies on the networks
- understanding utilisation rates of local area identities, for instance utilisation of residential streets compared to commercial and no-off-street parking locations to inform demand forecasting
- impact of power quality on the network from customer charging behaviour
- development of processes and technical guidelines for ECVI connections.

About this Report

This report provides an overview of third-party applications and energisation timeframes under wavier condition nine of the Electric Vehicle Charging Infrastructure (EVCI) Trial, delivered by CitiPower, Powercor and United Energy. It outlines the end-to-end process for enabling pole-mounted EV chargers—from Master Facility Access Agreement (FAA) negotiations and site licence applications through to connection and energisation—while identifying key drivers of timeframes and process outcomes.

The report highlights that, while upstream processes such as FAA negotiation have been completed efficiently, progression to energisation has been limited, with only one site connected at the time of reporting. It also identifies key constraints, including applicant decision-making and retailer service order timing, which have influenced overall delivery timelines. Given that the majority of sites have not yet reached the connection stage, the report notes that findings on connection performance are preliminary and that further data will be required to provide a comprehensive assessment as the trial progresses.

Summary

CitiPower and Powercor

Metric	Result
Master FAA negotiations completed	1
Average FAA negotiation timeframe	5 business days
Site licence applications received	30
Site licences executed	27
Site licences not accepted	3
Electricity offers issued	27
Sites connected	1
Average connection timeframe	9 business days
Applications rejected	0

United energy

Metric	Result
Master FAA negotiations completed	1
Average FAA negotiation timeframe	5 business days
Electricity offers issued	N/A
Site licence applications received	11
Site licences executed	10
Site licences not accepted	1
Sites connected	4
Average connection timeframe	18 business days
Applications rejected	0

Master Facility Access Agreement (MFAA)

Applicant	Network	Application date	Execution date	Timeframe
VPNEVCI1	Executed prior to 22.10.2025			
VPNEVCI2	CitiPower/Powercor	14 Jan 2026	21 Jan 2026	5 business days
UEEVCI1	Executed prior to 22.10.2025			
UEEVCI2	United Energy	14 Jan 2026	21 Jan 2026	5 business days

Both FAA negotiations were completed within 5 business days. Following execution, both applicants subsequently advised they would not proceed with the agreement at that time and indicated an intention to revisit negotiations under the revised framework in July 2026.

Site licence applications and electricity supply offer

Once equipment design is approved and a MFAA established, applications are required for each individual site where equipment is planned to be installed. For CitiPower/Powercor sites, if the equipment requires a power supply, an electrical power supply offer is also required.

CitiPower/Powercor sites

Site	Network	Application date	Licence and offer issued	Time to offer	Licence executed
1	CitiPower	14 Apr 2026	21 Apr 2026	6 business days	Yes
2	CitiPower	Completed prior to 22.10.2025			Yes
3	CitiPower	Completed prior to 22.10.2025			Yes
4	CitiPower	23 Jan 2026	2 Feb 2026	7 business days	Yes
5	CitiPower	14 Apr 2026	4 May 2026	15 business days	Yes
6	CitiPower	19 Mar 2026	13 Apr 2026	18 business days	Yes
7	CitiPower	14 Apr 2026	24 May 2026	4 business days	Yes
8	CitiPower	19 Mar 2026	13 Apr 2026	18 business days	Yes
9	CitiPower	Completed prior to 22.10.2025			Yes
10	CitiPower	Completed prior to 22.10.2025			Yes
11	CitiPower	Completed prior to 22.10.2025			Yes
12	CitiPower	19 Mar 2026	13 Apr 2026	18 business days	Yes
13	CitiPower	Completed prior to 22.10.2025			Yes
14	CitiPower	Completed prior to 22.10.2025			Yes
15	CitiPower	19 Mar 2026	14 Apr 2026	19 business days	Not accepted by applicant

16	CitiPower	19 Mar 2026	15 Apr 2026	20 business days	Yes
17	CitiPower	14 Apr 2026	4 May 2026	15 business days	Yes
18	CitiPower	14 Apr 2026	4 May 2026	15 business days	Yes
19	CitiPower	19 Mar 2026	18 Apr 2026	1 business days	Yes
20	CitiPower	19 Mar 2026	15 Apr 2026	20 business days	Not accepted by applicant
21	CitiPower	Completed prior to 22.10.2025			Yes
22	CitiPower	26 Mar 2026	13 Apr 2026	13 business days	Yes
23	CitiPower	Completed prior to 22.10.2025			Yes
24	CitiPower	Completed prior to 22.10.2025			Yes
25	CitiPower	Completed prior to 22.10.2025			Yes
26	CitiPower	Completed prior to 22.10.2025			Yes
27	CitiPower	19 Mar 2026	13 Apr 2026	18 business days	Yes
28	Powercor	30 Mar 2026	21 Apr 2026	17 business days	Not accepted by applicant
29	Powercor	30 Mar 2026	21 Apr 2026	17 business days	Yes
30	Powercor	30 Mar 2026	21 Apr 2026	17 business days	Yes

United Energy sites

Site	Network	Application date	Licence issued	Time to offer	Licence executed
1	United Energy	Completed prior to 22.10.2025			Yes
2	United Energy	Completed prior to 22.10.2025			Yes
3	United Energy	Completed prior to 22.10.2025			Yes
4	United Energy	Completed prior to 22.10.2025			Yes
5	United Energy	20 Nov 2025	20 Nov 2025	1 business day	Yes
6	United Energy	Completed prior to 22.10.2025			Yes
7	United Energy	14 Apr 2026	11 May 2026	20 business days	Not accepted by applicant
8	United Energy	14 Apr 2026	20 Apr 2026	5 business days	Yes
9	United Energy	Completed prior to 22.10.2025			Yes
10	United Energy	Completed prior to 22.10.2025			Yes
11	United Energy	Completed prior to 22.10.2025			Yes

Connection of site

This is the process of establishing a new electricity supply, including the installation and energisation of a new meter, to enable the customer to safely access electricity from the distribution network.

CitiPower/Powercor sites

Site	Network	Application date	Compliant paperwork received	Connection date	Cycle time
1	CitiPower	Not received			
2	CitiPower	Not received			
3	CitiPower	Not received			
4	CitiPower	Not received			
5	CitiPower	Not received			
6	CitiPower	Not received			
7	CitiPower	Not received			
8	CitiPower	Not received			
9	CitiPower	Not received			
10	CitiPower	Not received			
11	CitiPower	Not received			
12	CitiPower	Not received			
13	CitiPower	Not received			
14	CitiPower	Not received			
15	CitiPower	Not applicable			
16	CitiPower	Not received			
17	CitiPower	Not received			
18	CitiPower	Not received			
19	CitiPower	Not received			
20	CitiPower	Not applicable			
21	CitiPower	Not received			
22	CitiPower	Not received			
23	CitiPower	Not received			
24	CitiPower	Not received			
25	CitiPower	Not received			
26	CitiPower	21 Nov 2025	24 Feb 2026	11 Mar	9

27	CitiPower	Not received			
28	Powercor	Not applicable			
29	Powercor	Not received			
30	Powercor	Not received			

United Energy sites

Site	Network	Application date	Compliant paperwork received	Connection date	Cycle time
1	United Energy	Not received			
2	United Energy	Completed prior to 22.10.2025			
3	United Energy	14 Nov 2025	5 Dec 2025	5 Dec 2025	16
4	United Energy	Not received			
5	United Energy	28 Nov 2025	19 Dec 2025	19 Dec 2025	16
6	United Energy	Not received			
7	United Energy	Not applicable			
8	United Energy	Not received			
9	United Energy	Not received			
10	United Energy	20 Jun 2025	21 Jul 2025	21 Jul 2025	22
11	United Energy	Not received			

The retailer required approximately three weeks to provide service orders. Additional coordination was required to allow vehicle parking spaces to be blocked off to facilitate the connection works.

Negotiation information

Reasons for application timeframes

Process	Reason for timeframe
Site applications	Applicants review and acceptance periods varied between 1-5 business days
FAA agreements	Applicant elected not to proceed after execution and indicated they may renegotiate under the revised framework
Connection process	Retailer service order/compliant power delays contributed to lengthy connection cycle times

Applications not progressed

Site	Outcome	Reason
CitiPower site 15	Not accepted	Applicant elected not to proceed
CitiPower site 20	Not accepted	Applicant elected not to proceed
Powercor site 28	Not accepted	Applicant elected not to proceed
United Energy site 7	Not accepted	Applicant elected not to proceed

At the time of reporting, most accepted site licences have not yet progressed to connection application stage. As a result, connection timeframes are currently limited. Future reports will provide more comprehensive insights as additional sites progress through connection.