

Our Ref: AER201171/16638890  
Your Ref: E24002  
Contact Officer: Saraj Bhullar  
Contact Phone: 03 9290 1941

10 May 2024

Mr Ben Redmond  
Snr Manager Business Operations – APAC  
Tesla Energy Ventures Australia Pty Ltd  
Level 23, 525 Collins Street  
Melbourne, Victoria 3000

Dear Mr Redmond,

**Tesla Energy Ventures Australia Pty Ltd application for electricity retailer authorisation**

On 3 May 2024, the Australian Energy Regulator (AER) considered and approved Tesla Energy Ventures Australia Pty Ltd's (TEVA's) application for an electricity retailer authorisation in accordance with s.92 of the National Energy Retail Law (Retail Law).

The AER must grant an application for a retailer authorisation if an applicant has satisfied the entry criteria:

- (a) the organisational and technical capacity criterion—the applicant must have the necessary organisational and technical capacity to meet the obligations of a retailer;
- (b) the financial resources criterion—the applicant must have resources or access to resources so that it will have the financial viability and financial capacity to meet the obligations of a retailer; and
- (c) the suitability criterion—the applicant must be a suitable person to hold a retailer authorisation.<sup>1</sup>

In making its decision the AER is guided by the objective of the Retail Law.<sup>2</sup> The AER's decision is also informed by the assessment approach outlined in the AER's Retailer Authorisation Guideline. The AER consulted on TEVA's application and did not receive any submissions.<sup>3</sup>

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<sup>1</sup> Retail Law, s. 90(1).

<sup>2</sup> The national energy retail objective is to 'promote efficient investment in and efficient operation and use of energy services for the long-term interests of energy consumers with respect to price, quality, safety, reliability and security of supply of energy' (Retail Law, s.13).

<sup>3</sup> Retail Law, s.91.

The AER considers that TEVA has demonstrated its capacity and suitability to operate as an energy retailer under the Retail Law. TEVA is therefore authorised to sell electricity under the Retail Law, as it is adopted in each participating jurisdiction (identification number: **E24002**). Please note this letter constitutes the AER issuing TEVA's electricity retailer authorisation under s.96 of the Retail Law.

The AER will publish a notice about TEVA's retailer authorisation on its website,<sup>4</sup> and its details will also appear on the AER's public register of authorised retailers (on the AER's website).<sup>5</sup>

As an authorised retailer, under section 43(2) of the Retail Law, a retailer must, within three months of being granted a retailer authorisation, develop a customer hardship policy, and submit it to the AER for approval. Therefore, TEVA's customer hardship policy must be submitted to the AER no later than 3 August 2024.

Since 1 May 2023, retailers have obligations in relation to family violence. These are set out in the Retail Rules. Among these is an obligation to have a family violence policy published in an easily accessible location on a retailer's website.

If you have any further queries, or would like to discuss this further, please contact Saraj Bhullar on 03 9290 1941.

Yours sincerely



Rowena Park  
General Manager  
Compliance and Enforcement Branch

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<sup>4</sup> Retail Law, s.96(2)(b),

<sup>5</sup> Retail Law, s.119.