

Our Ref: 64298
Contact Officer: Marie Dalins
Contact Phone: 03 9290 1893

20 December 2019

Mr Mick Doville
General Manager
Active Utilities Retail Pty Ltd
40 English Street
Essendon Fields VIC 3041

By email: mdoville@activeutilities.com.au

Dear Mr Doville

Active Utilities Retail Pty Ltd application for electricity retailer authorisation

Pursuant to the delegation given to me by the Australian Energy Regulator (AER), I have assessed Active Utilities Retail Pty Ltd.'s (AUR's) application for an electricity retailer authorisation and am satisfied that it complies with the requirements of s.92 of the National Energy Retail Law (Retail Law).

I advise that AUR's application for electricity retailer authorisation is approved.

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.¹⁶

¹⁶ Retail Law, s. 90(1).

In making its decision the AER is guided by the objective of the Retail Law.¹⁷ The AER's decision is also informed by the assessment approach outlined in the AER's Retailer Authorisation Guideline. The AER consulted on AUR's application and did not receive any submissions.¹⁸

The AER considers that AUR has demonstrated its capacity and suitability to operate as an energy retailer under the Retail Law. AUR is therefore authorised to sell electricity under the Retail Law, as it is adopted in each participating jurisdiction (identification number: **E19014**). Please note this letter constitutes the AER issuing AUR's electricity retailer authorisation under s. 96 of the Retail Law.

The AER will publish a notice about AUR's retailer authorisation on its website,¹⁹ and its details will also appear on the AER's public register of authorised retailers (on the AER's website).²⁰

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, AUR's hardship policy must be submitted to the AER no later than 20 March 2020.

If you have any further queries, or would like to discuss this further, please contact Marie Dalins on 03 9290 1893.

Yours sincerely



Sarah Proudfoot
General Manager | Consumers and Markets Branch

¹⁷ 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).

¹⁸ Retail Law, s.91.

¹⁹ Retail Law, s.96(2)(b),

²⁰ Retail Law, s.119.