

Our Ref: AER202048 / #12935361
Your Ref: E21006
Contact Officer: Neil Unantenne
Contact Phone: 07 3835 4624

3 November 2021

Piera Lorenz
Energy Regulatory Advisor
Telstra Energy

Dear Ms Lorenz

Telstra Energy (Retail) Pty Ltd application for electricity retailer authorisation

On 22 October 2021, the Australian Energy Regulator (AER) considered and approved Telstra Energy (Retail) Pty Ltd's (**Telstra Energy Retail'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.¹

In making its decision the AER is guided by the objective of the Retail Law.² The AER's decision is also informed by the assessment approach outlined in the AER's Retailer Authorisation Guideline. The AER consulted on Telstra Energy Retail's application. Seven submissions were received.³

The AER considers that Telstra Energy Retail has demonstrated its capacity and suitability to operate as an energy retailer under the Retail Law. Telstra Energy Retail is therefore authorised to sell electricity under the Retail Law, as it is adopted in each participating jurisdiction (identification number: **E21006**). Please note this letter constitutes the AER issuing Telstra Energy Retail's electricity retailer authorisation under s.96 of the Retail Law.

¹ Retail Law, s. 90(1).

² 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).

³ Retail Law, s.91.

The AER will publish a notice about Telstra Energy Retail's retailer authorisation on its website,⁴ and its details will also appear on the AER's public register of authorised retailers (on the AER's website).⁵

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, Telstra Energy Retail's hardship policy must be submitted to the AER no later than 22 January 2022.

If you have any further queries, or would like to discuss this further, please contact Neil Unantenne on 07 3835 4624.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'R Park', is positioned above the typed name and title.

Rowena Park
General Manager
Compliance and Enforcement Branch

⁴ Retail Law, s.96(2)(b).

⁵ Retail Law, s.119.