

Our Ref: AER23006847/16023035  
Your Ref: E23001  
Contact Officer: Neil Unantenne  
Contact Phone: [REDACTED]

GPO Box 3131  
Canberra ACT 2601  
www.aer.gov.au

16 November 2023

Ashley Peck  
General Counsel and Company Secretary  
Tas Gas Retail Pty Ltd  
5 Kiln Court  
St Leonards, Tasmania 7250

By email: [REDACTED]

Dear Mr Peck,

### **Tas Gas Retail Pty Ltd application for electricity retailer authorisation**

On 10 November 2023, the Australian Energy Regulator (AER) considered and approved Tas Gas Retail Pty Ltd's (Tas Gas 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.<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 Tas Gas Retail's application and did not receive any submissions.<sup>3</sup>

The AER considers that Tas Gas Retail has demonstrated its capacity and suitability to operate as an energy retailer under the Retail Law. Tas Gas Retail is therefore authorised to sell electricity under the Retail Law, as it is adopted in each participating jurisdiction

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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.

(identification number: **E23001**). Please note this letter constitutes the AER issuing Tas Gas Retail's electricity retailer authorisation under s.96 of the Retail Law.

The AER will publish a notice about Tas Gas Retail'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 develop, maintain and implement a customer hardship policy for their residential customers. Tas Gas Retail already has an AER-approved hardship policy as an authorised gas retailer. That hardship policy will now also apply for Tas Gas Retail as an authorised electricity retailer.

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 Neil Unantenne on [REDACTED].

Yours sincerely



Joanna Gall  
General Manager (a/g)  
Compliance and Enforcement Branch

Sent by email on: 16.11.2023

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

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