

Our Ref: AER25010953
Your Ref: G24003
Contact Officer: Neil Unantenne
Contact Phone: 07 3835 4624

20 March 2026

Ms Lynne Sutton
General Counsel
Flo Energy Australia Pty Ltd
Suite 2, Level 25
100 Miller Street
NORTH SYDNEY NSW 2060

By email: 

Dear Ms Sutton

Flo Energy Australia Pty Ltd application for gas retailer authorisation

Pursuant to the delegation given to me by the Australian Energy Regulator (AER), I have assessed Flo Energy Australia Pty Ltd.'s (Flo Australia) application for a gas 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 Flo Australia's application for gas 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.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 Flo Australia's application and did not receive any submissions.³

¹ Retail Law, s. 90(1).

The AER considers that Flo Australia has demonstrated its capacity and suitability to operate as an energy retailer under the Retail Law. Flo Australia is therefore authorised to sell gas under the Retail Law, as it is adopted in each participating jurisdiction (identification number: **G24003**). Please note this letter constitutes the AER issuing Flo Australia's gas retailer authorisation under s. 96 of the Retail Law.

The AER will publish a notice about Flo Australia'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

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

Yours sincerely



Rebecca Holland
General Manager (A/g)
Compliance and Enforcement Branch

Sent by email on: 20.03.2026

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.

⁴ Retail Law, s.96(2)(b),

⁵ Retail Law, s.119.