

Our Ref: [REDACTED]
Your Ref:

16 June 2026

By Email: AERAuthorisations@aer.gov.au

General Manager, Compliance and Enforcement
Australian Energy Regulator
GPO Box 3131
Canberra ACT 2601

To the General Manager, Compliance and Enforcement

ZEN Energy Retail Pty Ltd - Application for ZEN Energy Retail electricity retailer authorisation transfer to ZEN Energy Retail Holdings Pty Ltd (the Application)

I refer to the notification on your website that the above Application was made under the National Energy Retail Law on 22 May 2026.

I act on behalf of BOC Limited (ABN 95 000 029 729).

Existing contract between BOC Limited and ZEN Energy Retail Pty Ltd – Retail ESA

BOC Limited is the Customer under a Large Customer Market Contract with ZEN Energy Retail Pty Ltd (ACN 615 751 052) dated 21 March 2025 (**Retail ESA**).

Under the Retail ESA, ZEN Energy Retail Pty Ltd is to supply electricity and LGCs to BOC Limited.

The terms of the Retail ESA permit ZEN Energy Retail Pty Ltd to novate the Retail ESA with the prior written consent of BOC Limited.

Continuity of supply

As at the date of this submission BOC Limited is yet to receive a request from ZEN Energy Retail Pty Ltd for the written consent of BOC Limited to the novation of the Retail ESA to ZEN Energy Retail Holdings Pty Ltd.

BOC Limited would be grateful to understand the arrangements proposed for continuity of supply if the Application is successful.

Potential unintended outcomes

I am instructed that BOC Limited has been offered electricity and LGC supply by ZEN Energy Retail Holdings Pty Ltd on terms that differ from the Retail ESA. BOC Limited would be grateful for any information available regarding the

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terms that are proposed to apply to supply to BOC Limited if the Application is successful.

Necessary information

Whilst BOC has received updates, as at the date of this submission BOC Limited has not received written notice of the Application from ZEN Energy Retail Pty.

Next steps

BOC Limited would be grateful to receive any further information regarding the Application that is able to be provided so that it can make an informed choice about its energy service.

If you have any questions relating to this submission, please contact the author at:

[REDACTED]

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