

Frequently asked questions

Retailer of Last Resort scheme

ZEN Energy Retail Pty Ltd (ACN 615 751 052)

On 3 July 2026, ZEN Energy Retail Pty Ltd (**ZEN Energy**) entered voluntary administration, appointing an insolvency official. As a result, the AER issued a Retailer of Last Resort (**RoLR**) Notice on 6 July 2026, and ZEN Energy can no longer supply its customers with electricity.

If you are a customer of ZEN Energy, you will not be disconnected.

The Australian Energy Regulator (**AER**) has the power to appoint a new retailer to you under the RoLR scheme.

Your electricity will continue to be supplied by another retailer without you having to do anything.

1. Who is my new retailer?

ZEN Energy sells energy to large customers only.

As a large customer, if you have previously advised the Australian Energy Market Operator (**AEMO**) in writing of who your retailer will be in a RoLR event (and that nominated retailer confirmed this with AEMO in writing) then AEMO may transfer you to your nominated retailer.

Alternatively, if you have made other arrangements to switch retailers in recent days, the transfer process will progress.

If you did not have other arrangements in place, you will be transferred automatically to the RoLR in your area at 24:00 hours (AEST) on 6 July 2026 (that is, midnight that evening). If you have multiple sites across different regions and/or distribution zones, you may have multiple new retailers.

For customers of ZEN Energy, these are the RoLRs in your area:

Region	Connected through distribution system or directly to transmission network	Designated RoLR
South Australia	SA Power Networks	AGL South Australia Pty Ltd
	Direct connect transmission	
Queensland	Energex	Origin Energy Electricity Ltd
	Ergon Energy	

Region	Connected through distribution system or directly to transmission network	Designated RoLR
New South Wales	Essential Energy	Origin Energy Electricity Ltd
	Direct connect transmission (Transmission Node Identifiers: NWW9, NRG1, NSN1, NSYS, NNEW, NKCK, NLD3, NBGE and NBGN)	
	AusGrid	EnergyAustralia Pty Ltd
	Direct connect transmission (Transmission Node Identifiers: NGAD, NANM, NPK6 and NBKH)	
	Endeavour Energy	
	Direct connect transmission (Transmission Node Identifiers not allocated to other default RoLRs in NSW)	AGL Sales Pty Limited
Australian Capital Territory	Evoenergy	Icon Retail Investments Limited and AGL ACT Retail Investments Pty Ltd (trading as ActewAGL Retail)
Victoria	Jemena Electricity Networks	AGL Sales Pty Limited
	United Energy	AGL Sales Pty Limited
	AusNet Services	EnergyAustralia Pty Ltd
	CitiPower	Origin Energy Electricity Ltd
	Powercor	Origin Energy Electricity Ltd

An old electricity bill may tell you who your distributor is (this will not change). If you need help to work out who your new retailer is, **please email the AER at AERRoLR@aer.gov.au**.

2. Do I need to contact my new retailer, or will they contact me?

You can expect your new retailer to contact you, usually by email or phone, within 15 business days, from when the AER issued the RoLR Notice (6 July 2026). You do not have to contact your new retailer yourself, but in some cases, it is a good idea. For example, if your premise is registered for life support customer or you wish to change retailer.

Contact details for your new retailer

Retailer	Website	Phone number
EnergyAustralia	www.energyaustralia.com.au	13 34 66
Origin Energy	www.originenergy.com.au	13 24 61
AGL	www.agl.com.au	13 12 45
ActewAGL	www.actewagl.com.au	13 14 93

3. What price will my new retailer charge?

If you were a large customer of ZEN Energy, you have been transferred to your new retailer's deemed supply arrangement, or any competitive market offer they might make you. Your new retailer's pricing will apply from the time you become their customer. You should check as soon as possible what terms and conditions apply. This information will be published on the retailer's website. Any terms and conditions must be fair and reasonable.

4. Can I change to a different offer or a different retailer?

You can transfer to another retailer of your choice at any time, or you can negotiate a retail contact with your new retailer.

If you do not terminate the deemed supply arrangements with your new retailer, or if you do not enter into a retail contract with your new retailer, they may terminate your supply arrangement after a period of six months.

5. What if I have special requirements for life support equipment?

You should contact your new retailer urgently to advise that you have life support equipment, even if you have previously advised ZEN Energy. You will need to provide your new retailer with confirmation from a medical practitioner. The new retailer must then register you as having life support equipment at your premises and make sure that your distributor is aware of this.

6. Will I receive a final bill from ZEN Energy?

You should receive a final bill from ZEN Energy (or ZEN Energy's insolvency official) for any energy you used up until you were transferred to your new retailer. You are liable to pay ZEN Energy for your energy use up until the transfer date.

The termination of contracts for the sale of energy between your business and ZEN Energy does not affect any rights and obligations that have already accrued under those contracts, but ZEN Energy is not able to charge former customers any early termination charge.