

NATIONAL ENERGY RETAIL LAW

DIVISION 5 OF PART 6

ROLR NOTICE

The Australian Energy Regulator (**AER**) issues this Notice under section 136 of the National Energy Retail Law (**NERL**).

RoLR event

A Retailer of Last Resort (**RoLR**) event has occurred in relation to ZEN Energy Retail Pty Ltd (ACN 615 751 052) with the registered participant identification (ZENENRGY) in the National Electricity Market. Prior to the issue of this Notice, ZEN Energy Retail Pty Ltd was an authorised electricity retailer for the purposes of Part 5 of the NERL with the authorisation identification E17006 and a licenced electricity retailer for the purposes of section 19 of the Electricity Industry Act 2000 (Vic).

On 3 July 2026, ZEN Energy Retail Pty Ltd appointed an insolvency official –namely, an administrator. The appointment of an insolvency official constitutes a RoLR event in accordance with paragraph (d) of the definition of RoLR event in section 122 of the NERL.

Affected fuels and markets

This Notice affects electricity customers in the Australian Capital Territory, New South Wales, Queensland, South Australia and Victoria who purchased electricity from ZEN Energy Retail Pty Ltd.

Registered RoLRs appointed as designated RoLRs by operation of section 132(1) of the NERL

Pursuant to section 132(1) of the NERL, the default RoLRs specified in Schedule 1 and Schedule 2 of this Notice are taken to be appointed as the designated RoLRs for this RoLR event.

The particular customers or classes of customers of ZEN Energy Retail Pty Ltd are allocated to each designated RoLR in accordance with Schedule 1 and Schedule 2 of this Notice.

Transfer date

Customers of ZEN Energy Retail Pty Ltd are to be transferred to the designated RoLRs set out in Schedule 1 and Schedule 2 with effect from **24:00 Australian Eastern Standard Time on 6 July 2026** (i.e. midnight on Monday 6 July) (the *transfer date*).

ZEN Energy Retail Pty Ltd's electricity retailer authorisation

Under section 142 of the NERL, the AER revokes ZEN Energy Retail Pty Ltd's electricity retailer authorisation (AER reference E17006) with effect from the transfer date. This means that, for the purposes of section 88 of the NERL, ZEN Energy Retail Pty Ltd must not engage in the activity of selling electricity to a person for premises in the Australian Capital Territory, New South Wales, Queensland, South Australia and Tasmania from **24:00 Australian Eastern Standard Time on 6 July 2026**.

ZEN Energy Retail Pty Ltd's electricity licence

Under section 49B(2) of the Electricity Industry Act 2000 (Vic), as the AER has revoked ZEN Energy Retail Pty Ltd's electricity retailer authorisation, ZEN Energy Retail Pty Ltd's electricity retail licence is also revoked with effect from the transfer date. This means that ZEN Energy Retail Pty Ltd must not engage in the activity of selling electricity to a person for premises in Victoria.

Requirements on ZEN Energy Retail Pty Ltd regarding provision of customer data to RoLRs

Pursuant to section 136(3) of the NERL, the AER requires ZEN Energy Retail Pty Ltd to provide each designated RoLR the personal contact details (namely email addresses and mobile phone numbers) of all customers allocated to that designated RoLR in accordance with Schedule 1 and Schedule 2. As required by clause 102.5 of the AEMO RoLR Procedures, ZEN Energy Retail Pty Ltd must make reasonable endeavours to provide this information by the end of the next business day after receiving the NMI list report from AEMO (provided in accordance with clause 7.1(b) of the AEMO RoLR Procedures), and if that is not possible, within four business days of receiving the NMI list report from AEMO.

ZEN Energy Retail Pty Ltd must provide this information electronically to the designated RoLRs in the same format and at the same time it provides them with customer and site details as required by clause 102.3 of the NEM RoLR processes. This requirement to provide email addresses and mobile phone numbers is additional to the information required under the NEM RoLR processes.

Requirements on ZEN Energy Retail Pty Ltd regarding provision of customer data to the AER

Pursuant to section 136(3) of the NERL, the AER requires ZEN Energy Retail Pty Ltd to provide the AER with a copy of all customer information provided to each of the designated RoLRs in accordance with clause 102.3 of the NEM RoLR processes and this RoLR Notice. The AER requires ZEN Energy Retail Pty Ltd to provide the AER with this data at the same time or within one business day of providing it to the designated RoLRs. The AER requires this information to assist customers contacting its call centre.

Compliance with Notice

Failure by ZEN Energy Retail Pty Ltd or any insolvency official of ZEN Energy Retail Pty Ltd to comply with this Notice, the requirements of Part 6 of the NERL or the requirements of the RoLR Procedures made by AEMO pursuant to the National Electricity Law is a breach of section 143(2) of the NERL and may attract civil penalties. The maximum civil penalty for a natural person is an amount not exceeding \$619,500. For a corporation, the penalty is an amount not exceeding the greater of:

- \$12,390,000;
- if requested by the AER in a particular case in applying for an order:
 - if the Court can determine the value of any benefit reasonably attributable to the breach that the body corporate, and any body corporate related to the body corporate, has obtained, directly or indirectly – 3 times the value of that benefit; or
 - if the Court cannot determine the value of the benefit, 10% of the annual turnover of the body corporate during the 12-month period ending at the end of the month in which the body corporate breached, or began breaching, the civil penalty provision.

DATED: 6 July 2026



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Justin Oliver
Acting Chair
Australian Energy Regulator

SCHEDULE 1 – Designated RoLRs and allocation of customers

Electricity Designated RoLRs		
Designated RoLR (ACN)	Responsible Area	
	Jurisdiction where customers are located	Description of customers and responsible connection points
<p>AGL South Australia Pty Ltd (ACN 091 105 092)</p> <p>Retailer authorisation: TE12007</p>	SA	<p>Customers connected to the electricity distribution system of South Australia Power Networks (ABN 13 332 330 749).</p> <p>Customers directly connected to the ElectraNet electricity transmission system.</p>
<p>AGL Sales Pty Limited (ACN 090 538 337)</p>	NSW	<p>Customers directly connected to the transmission network through transmission node identity (TNI) points that are not allocated to other default RoLRs registered for connection points in New South Wales.</p>
<p>Origin Energy Electricity Limited (ACN 071 052 287)</p> <p>Retailer authorisation: TE12028</p>	NSW	<p>Customers connected to the electricity distribution system of Essential Energy (ABN 37 428 185 226).</p> <p>Customers connected to the electricity distribution system of Endeavour Energy (ABN 11 247 365 823).</p> <p>Customers directly connected to the transmission network through the following TNI points: NGAD, NANM, NPK6, NBKH.</p>
	QLD	<p>Customers connected to the electricity distribution system of Energex Ltd (ACN 078 849 055).</p> <p>Customers connected to the grid-connected electricity distribution system of Ergon Energy Corporation Limited (ACN 087 646 062) and its Mt Isa – Cloncurry distribution system (other than customers whose premises are connected to the 220kV supply network of the Mt Isa – Cloncurry distribution system).</p>

<p>EnergyAustralia Pty Ltd (ACN 086 014 968)</p> <p>Retailer authorisation: TE12040</p>	<p>NSW</p>	<p>Customers connected to the electricity distribution system of Ausgrid (ABN 78 508 211 731).</p> <p>Customers directly connected to the transmission network through the following TNI points: NWW9, NRG1, NSN1, NSYS, NNEW, NKCK, NLD3, NBGE and NBGN.</p>
<p>Icon Retail Investments Limited (ACN 074 371 207) and AGL ACT Retail Investments Pty Ltd (ACN 093 631 586) ((trading as ActewAGL Retail) (ABN 46 221 314 841))</p> <p>Retailer authorisation: TE12001</p>	<p>ACT</p>	<p>Customers connected to the Evoenergy (partnership of Icon Distribution Investments Limited (ACN 073 025 224) and Jemena Networks (ACT) Pty Ltd (ACN 008 552 663)) electricity distribution system.</p>

SCHEDULE 2 – Designated RoLRs and allocation of customers – Victoria

Electricity Designated RoLRs		
Designated RoLR (ACN)	Responsible Area	
	Jurisdiction where customers are located	Description of customers and responsible connection points
AGL Sales Pty Ltd (ACN 090 538 337) Electricity Retail Licence: C/22/16808	VIC	Customers connected to the electricity distribution systems of United Energy Distribution Pty Ltd (ACN 064 651 029) and Jemena Electricity Networks (Vic) Ltd (ACN 064 651 083).
Origin Energy Electricity Limited (ACN 071 052 287) Electricity Retail Licence: C/22/16839	VIC	Customers connected to the electricity distribution systems of Citipower Pty Ltd (ACN 064 651 056) and Powercor Australia Ltd (ACN 064 651 109).
EnergyAustralia Pty Ltd (ACN 086 014 968) Electricity Retail Licence: C/22/16822	VIC	Customers connected to the electricity distribution system of AusNet Services Holdings Pty Ltd (ACN 603 317 559).