

Our Ref: 64797
Contact Officer: Marie Dalins
Contact Phone: 03 9290 1893

4 October 2019

Mr Ben Humphreys
Managing Director
Humenergy Group Pty Ltd
PO Box 10443
Southport BC
QLD 4215

By email: ben@humenergy.com.au

Dear Mr Humphreys

Humenergy Group Pty Ltd application for electricity retailer authorisation

On 26 September 2019, the Australian Energy Regulator (AER) considered and approved Humenergy Group Pty Ltd.'s (Humenergy'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.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

¹ Retail Law, s. 90(1).

Retailer Authorisation Guideline. The AER consulted on Humenergy's application and did not receive any submissions.³

The AER considers that Humenergy has demonstrated its capacity and suitability to operate as an energy retailer under the Retail Law. Humenergy is therefore authorised to sell electricity under the Retail Law, as it is adopted in each participating jurisdiction (identification number: **E19007**). Please note this letter constitutes the AER issuing Humenergy's electricity retailer authorisation under s. 96 of the Retail Law.

The AER will publish a notice about Humenergy'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

As an authorised retailer, under section 43(2) of the Retail Law, a retailer must, within three months of being granted a retailer authorisation, develop a customer hardship policy and submit it to the AER for approval. Therefore, Humenergy's hardship policy must be submitted to the AER no later than 26 December 2019.

If you have any further queries, or would like to discuss this further, please contact Marie Dalins on 03 9290 1893.

Yours sincerely



Sarah Proudfoot
General Manager | Consumers and Markets Branch

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.