

Our Ref: 62872
Contact Officer: Marie Dalins
Contact Phone: 03 9290 1893

13 December 2019

Anson Hongwei Zhang
Chief Executive Officer
Discover Energy Pty Ltd
Suite 2, Level 23, 111 Pacific Highway
North Sydney NSW 2060

By email: support@discoverenergy.com.au

Dear Anson

Discover Energy Pty Ltd application for gas retailer authorisation

On 13 December 2019, the Australian Energy Regulator (AER) considered and approved Discover Energy Pty Ltd.'s (**Discover Energy's**) application for a gas 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

¹ Retail Law, s. 90(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 Discover Energy's application and did not receive any submissions.³

The AER considers that Discover Energy has demonstrated its capacity and suitability to operate as an energy retailer under the Retail Law. Discover Energy is therefore authorised to sell gas under the Retail Law, as it is adopted in each participating jurisdiction (identification number: G18001). Please note this letter constitutes the AER issuing Energy Services Management's gas retailer authorisation under s. 96 of the Retail Law.

The AER will publish a notice about Discover Energy'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 Discover Energy's hardship policy must be submitted to the AER no later than 13 March 2020.

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 & Markets

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.