

Our Ref: AER201952
Your Ref: G12043
Contact Officer: Marie Dalins
Contact Phone: 03 9290 1893

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Date 31 May 2021

Michael Benveniste
Chief Commercial Officer
Powershop Pty Ltd
Level 15, 357 Collins Street
Melbourne, 3000

By email: [REDACTED]

CC: [REDACTED]

Dear Mr Benveniste

Powershop Australia Pty Ltd application for gas retailer authorisation

Pursuant to the delegation given to me by the Australian Energy Regulator (AER), I have assessed Powershop Australia Pty Ltd.'s (Powershop's) application for a gas retailer authorisation and am satisfied that it complies with the requirements of s.92 of the National Energy Retail Law (Retail Law).

I advise that Powershop's application for gas retailer authorisation is approved.

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

The AER considers that Powershop has demonstrated its capacity and suitability to operate as an energy retailer under the Retail Law. Powershop is therefore authorised to sell gas under the Retail Law, as it is adopted in each participating jurisdiction (identification number: **G12043**). Please note this letter constitutes the AER issuing Powershop's gas retailer authorisation under s. 96 of the Retail Law.

The AER will publish a notice about Powershop'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 your hardship policy must be submitted to the AER no later than 31 August 2021.

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

Yours sincerely



Libby Darwin
General Manager (A/g)
Compliance and Enforcement Branch

Sent by email on: 31.05.2021

¹ Retail Law, s. 90(1).

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.