

Our Ref: AER201678/12493218  
Your Ref: G22002  
Contact Officer: Neil Unantenne  
Contact Phone: 07 3835 4624

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Brisbane QLD 4000  
[www.aer.gov.au](http://www.aer.gov.au)

24 April 2022

Mr Ammar Aljuboori  
Head of Channels & Operations  
iGENO Pty Limited  
Level 11  
201 Kent Street  
Sydney NSW 2000

Dear Mr Aljuboori

**iGENO Pty Limited application for gas retailer authorisation**

Pursuant to the delegation given to me by the Australian Energy Regulator (AER), I have assessed iGENO Pty Limited's (iGENO'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 iGENO'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.<sup>1</sup>

In making its decision the AER is guided by the objective of the Retail Law.<sup>2</sup> The AER's decision is also informed by the assessment approach outlined in the AER's Retailer Authorisation Guideline. The AER consulted on iGENO's application and did not receive any submissions.<sup>3</sup>

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<sup>1</sup> Retail Law, s. 90(1).

<sup>2</sup> 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).

<sup>3</sup> Retail Law, s.91.

The AER considers that iGENO has demonstrated its capacity and suitability to operate as an energy retailer under the Retail Law. iGENO is therefore authorised to sell gas under the Retail Law, as it is adopted in each participating jurisdiction (identification number: **G22002**). Please note this letter constitutes the AER issuing iGENO's gas retailer authorisation under s. 96 of the Retail Law.

The AER will publish a notice about iGENO's retailer authorisation on its website,<sup>4</sup> and its details will also appear on the AER's public register of authorised retailers (on the AER's website).<sup>5</sup>

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, iGENO's hardship policy must be submitted to the AER no later than 24 July 2022.

If you have any further queries, or would like to discuss this further, please contact Neil Unantenne on 07 3835 4624.

Yours sincerely



Rowena Park  
General Manager  
Compliance and Enforcement Branch

Sent by email on: 27.04.2022

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<sup>4</sup> Retail Law, s.96(2)(b),

<sup>5</sup> Retail Law, s.119.