

Our Ref: AER202179  
Your Ref: E22003  
Contact Officer: Neil Unantenne  
Contact Phone: 07 3835 4624

Level 25  
32 Turbot Street  
Brisbane QLD 4000  
www.aer.gov.au

26 April 2022

Connor James on behalf of ARC Utilities Management Pty Ltd



By email:  
CC:



Dear Mr James

**ARC Utilities Management Pty Ltd application for electricity retailer authorisation**

Pursuant to the delegation given to me by the Australian Energy Regulator (AER), I have assessed ARC Utilities Management Pty Ltd (ARC)'s application for an electricity 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 ARC's application for electricity 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

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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).

Retailer Authorisation Guideline. The AER consulted on ARC's application and did not receive any submissions.<sup>3</sup>

The AER considers that ARC has demonstrated its capacity and suitability to operate as an energy retailer under the Retail Law. ARC is therefore authorised to sell electricity under the Retail Law, as it is adopted in each participating jurisdiction (identification number: **E22003**). Please note this letter constitutes the AER issuing ARC's electricity retailer authorisation under s. 96 of the Retail Law.

The AER will publish a notice about ARC'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 ARC's hardship policy must be submitted to the AER no later than 26 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

A handwritten signature in blue ink, appearing to read 'R Park', is positioned below the 'Yours sincerely' text.

Rowena Park  
General Manager  
Compliance and Enforcement Branch

Sent by email on: 26.04.2022

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

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

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