



Application for Gas Retailer Authorisation

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1. General Particulars

1.1. Legal Name

ReAmped Energy Pty Limited

1.2. Trading Name

ReAmped Energy

1.3. ABN and ACN

ABN: 21 605 682 684 and ACN: 605 682 684

1.4. Registered Business Address

Registered Business Address: Unit 9, 243 Edward Street, BRISBANE QLD 4000

Postal Address: PO Box 1447, Brisbane, QLD, 4001

1.5. Key Contact Person

Luke Blincoe, Chief Executive Officer & Director

Contact details can be found in Commercial-in-confidence Appendix 1

1.6. Form of Energy

Gas

1.7. Date of Commencement

December 2021

1.8. Nature & Scope of Proposed Operations

ReAmped Energy is applying for a licence to retail gas to residential and small business customers.

1.9. Jurisdictions

ReAmped Energy intends to operate in New South Wales, Queensland, South Australia and The Australian Capital Territory.

1.10. Type of Customers

ReAmped Energy intends to retail gas to small customers.

1.11. Appendices are 'Commercial in Confidence'

All Appendices are 'Commercial in Confidence' and do not form part of the public component of this application. Information will not be public if it contains commercially sensitive material and is proprietary to the application. Please refer to the appendix log file for details of all Commercial-in-confidence supporting documentation ***20201005_AER Gas Checklist & Appendix Log_commercial in confidence_V2.xlsx***.

2. Organisational & Technical Capacity

2.1. Previous experience as an Energy Retailer

ReAmped Energy has been retailing electricity to residential and small business customers since September 2018. Electric Kiwi (Authorised New Zealand Electricity Retailer) has been retailing electricity to residential and small business smart metered customers since 2015. Our team's experience covers areas such as customer experience, billing & credit management, transferring customers, compliance, regulatory and reporting, corporate governance, hardship and bad debt customer management, business strategy, membership of industry forums and associations, team development and training.

2.1.1. Date and location of previous operations

ReAmped Energy is an Australian based AER and Essential Service Commission (ESC) licensed electricity retailer which currently retails to small electricity customers in NSW, QLD, SA, ACT & VIC. Licensed by the AER on 20th July 2018 and ESC 9th December 2020.

Electric Kiwi is an Electricity Authority Certified Reconciliation Participant which retails electricity to customers throughout NZ. Electric Kiwi has been certified since 2015.

Details can be found in Appendix 5.

2.1.2. Form of energy sold

Electricity.



2.1.3. Scale of operations

ReAmped Energy currently retails electricity to residential and small business customers < 160 MWh. The number of customers for Reamped and Electric Kiwi can be found in the Business Plan within Appendix 11.

2.1.4. How retail activities are conducted

All retail activities are managed internally by ReAmped Energy and The Energy Collective (TEC) team members. As required ReAmped Energy will engage and manage important third parties to supply specialist support and advice. Details can be found in the Business Plan within Appendix 11.

2.2. Other relevant retail or energy market experience

The ReAmped Energy and The Energy Collective team members have extensive experience across the global energy industry having held various senior roles within retailers, major investment funds, oil majors, large utilities and governmental organisations. Details can be found in Appendix 4

2.3. No previous experience

ReAmped Energy hired an experienced Gas Operations Manager to ensure that our Customer Experience and Operations teams have the required experience, training and processes in place to help guide and support them in operating a successful gas retail business. Details can be found in Appendix 4

2.4. Organisation chart

ReAmped Energy's Organisational structure can be found in Appendix 4

2.5. Employee numbers by business unit

ReAmped Energy's Organisational Chart provides a detailed breakdown of all employees. Details can be found in Appendix 4

2.6. Summary of qualifications, technical skills & experience

A summary of the skills and experience of ReAmped Energy's directors and key personnel can be found in Commercial-in-confidence Appendix 4

2.7. Contracts with service providers

Various aspects of the ReAmped Energy business are supported by internal and external service providers. Details can be found in Appendix 6 which details:

- Functions and activities
- Experience and knowledge
- Technical capacity to meet our obligations
- Controls in place to ensure compliance Retail Law and Retail Rules.

2.8. Business Plan

ReAmped Energy has prepared a business plan which supports the financial forecast model and ReAmped Energy's financial viability. Details can be found in Appendix 11

2.9. Compliance strategy

ReAmped Energy views compliance as a critical business requirement and, having operated in the has National Energy Consumer Framework has established a clear and robust compliance policy and procedures to ensure compliance, identify and report any breaches and is engaged to continuously improve this framework. Details can be found in Appendix 8.

- ReAmped Energy Compliance Policy
- ReAmped Energy Compliance Reporting Procedure

2.9.1. Obligations Register

ReAmped Energy has a comprehensive compliance obligations register, created by our compliance and regulatory team and endorsed by an independent third party. The obligations register has been formulated with respect to the National Energy Retail Laws, National Energy Retail Rules and associated regulations forming part of the National Energy customer Framework in relation to it's activities as a gas retailer. Details can be found in Appendix 8.

2.9.2. Training and Development

ReAmped Energy's commitment to compliance requires a comprehensive training requirement to ensure all team members are equipped with the skills to perform their roles successfully and in accordance with the company's policies and procedures. ReAmped Energy has engaged HR Central, to organise, coordinate and report compliance of HR. The HR web portal hosted by HR Central is accessible to all team members for accessing and acknowledgement of key policies as an important part of the induction program. Details can be found in Appendix 4, 6 & 8.

2.10. Risk management strategy

ReAmped Energy has developed policies and procedures designed to manage risk to appropriate levels when operating as an electricity and gas retailer. These include:

- Wholesale Risk Management Policy
 - Strategies to minimise both hedge and credit risks.
- Risk Management Policy and Procedure
 - Strategies to manage various operational risks
- Risk Registry
 - Outlines the likelihood and severity of business risks.
- Third-Party Risk Management Policy
 - Ensures that before entering into a contract with a third-party vendor for the supply of services, a sufficient due diligence process has been undertaken.

Details of these can be found in Appendix 9.

2.11. External assurance of risk & compliance strategies

ReAmped Energy's risk and compliance strategies have undergone an external review. Details can be found in Appendix 10

2.12. Customer arrangements

2.12.1. Hardship Policy

ReAmped Energy is a customer focused business and believes in keeping things fair and simple. We have developed our Hardship Policy to help customers manage their energy usage and bills and to help us identify if a residential customer is experiencing payment difficulties. Details can be found in Appendix 10.

2.12.2. Privacy Policy

ReAmped Energy has developed its Privacy Policy to comply with all privacy legislation and its obligations to appropriately handle all customer information. Details can be found in Appendix 10.

2.12.3. Disconnection & Reconnection Policy

ReAmped Energy recognises its obligations as a retailer regarding disconnection of customers for non-payment and uses disconnection as a last resort. ReAmped Energy has procedures in place to identify customers experiencing payment difficulty early and provide the customer with assistance. Any disconnections for debt will be undertaken in line with the Disconnection & Reconnection Policy. Details can be found in Appendix 10.

2.12.4. Complaints Policy

ReAmped Energy has a robust customer complaints and dispute resolution process to ensure all customer issues are resolved in a satisfactory manner. The online aspect of our business is very suited to resolving questions, disputes and complaints quickly. We have complied with all State and Federal laws and regulations, guidelines and codes with regards to the treatment of customer complaints. Details can be found in Appendix 10.

2.12.5. Additional supporting information

Please refer to Appendix 10 for additional supporting documentation which demonstrates ReAmped Energy's ability to manage risk and operate in accordance with the Retail Law and the long term interests of consumers.

2.13. Ombudsman scheme participation

ReAmped Energy is a member of the EWON, EWOQ and EWOSA schemes. Details can be found in Appendix 7.

2.14. Market participation arrangements

2.14.1. AEMO Market Participant

ReAmped Energy is an approved AEMO electricity market participant and is working with AEMO to become a gas market participant. Details can be found in Appendix 7.

2.14.2. ASX Austraclear

ReAmped Energy is fully registered with Austraclear. Details can be found in Appendix 7.

2.14.3. Department of Health & Human Services

ReAmped Energy is fully registered with Centrelink and Centrepay to support the payment of concession rebates to eligible customers. Details can be found in Appendix 7.

2.14.4. Clean Energy and Renewable Scheme

ReAmped Energy is registered with the Clean Energy Regulator. Details can be found in Appendix 7.

2.14.5. Distribution Agreements

ReAmped Energy has engaged with appropriate distribution businesses. Details can be found in Appendix 7.

3. Financial Capacity Criterion

3.1. Financial reports

3.1.1. Financial statements

ReAmped Energy's audited financial statements can be found in Appendix 11.

3.1.2. Notes to financial statements

Notes have been provided within the financial statements found in Appendix 11.

3.2. Credit Rating

ReAmped Energy has obtained a Dun and Bradstreet Risk Report. Details can be found in Appendix 11.

3.3. Group structure

ReAmped Energy forms part of The Energy Collective. The group structure, contractual arrangements and audited financial statements can be found in Appendices 3, 6 and 11.

3.4. Declaration from CFO, CEO or director

Please find declaration from ReAmped Energy's CEO within Appendix 12.

3.5. Declaration from independent auditor

ReAmped Energy has obtained a signed declaration from an independent auditor which can be found in Appendix 12.

3.6. Details of bank guarantees or access to capital

Details of ReAmped Energy's bank guarantees and other arrangements can be found in Appendix 11.

3.7. Revenue and expenses forecast

ReAmped Energy's revenue and expense forecast is included within the business plan and financial model which can be found in Appendix 11.

3.8. Business plan and financial model

ReAmped Energy has prepared a 5-year business plan and financial forecast model which supports ReAmped Energy's financial viability. Details can be found in Appendix 11.

4. Suitability criterion

4.1. Suitability

ReAmped Energy has provided a signed declaration of suitability addressing points 1.1 to 1.5 of the Required information - Suitability section which can be found in Appendix 12.

4.2. No offences or prosecutions

ReAmped Energy has provided a signed declaration of suitability addressing point 2 of the Required information - Suitability section which can be found in Appendix 12.

4.3. Criminal History

ReAmped Energy will provide a criminal history check for Directors and Officers upon request.

4.4. Declaration from CEO

ReAmped Energy's CEO has provided a declaration confirming point 4.1 and 4.2 of the Required information - Suitability section which can be found in Appendix 12.

4.5. Names and addresses of officers

Names and Addresses of the Officers of ReAmped Energy can be found in Appendix 4.

4.6. Probity & competence

The policies and procedures included as appendices to this application address the probity and competence of ReAmped Energys officers and other key management staff.

4.7. Additional information

Please refer to Appendix 4 for supporting details.