

NATIONAL ENERGY RETAIL LAW

DIVISION 5 OF PART 6

ROLR NOTICE

The Australian Energy Regulator (**AER**) issues this Notice under section 136 of the National Energy Retail Law (**NERL**).

RoLR Event

A Retailer of Last Resort (**RoLR**) event has occurred in relation to Sanctuary Energy Pty Ltd (ACN 128 995 433) with the registered participant identifications (SANCTEGY and SANCTMBC) in the National Electricity Market. Prior to the issue of this notice, Sanctuary Energy Pty Ltd was an authorised electricity retailer for the purposes of Part 5 of the NERL with the authorisation identification TE12036.

On Thursday the 15th of June 2023, an external receiver was appointed in respect of Sanctuary Energy Pty Ltd. The appointment of a receiver constitutes a RoLR event in accordance with paragraph (d) of the definition of **RoLR event** in section 122 of the NERL.

Affected Fuels and Markets

This Notice affects electricity customers in New South Wales who purchased electricity from Sanctuary Energy Pty Ltd.

Registered RoLRs Appointed as Designated RoLRs by operation of section 132(1) of the NERL

Pursuant to section 132(1) of the NERL, the default RoLRs specified in Schedule 1 are taken to be appointed as the designated RoLRs for this RoLR event.

The particular customers or classes of customers of Sanctuary Energy Pty Ltd are allocated to each designated RoLR in accordance with Schedule 1.

Transfer date

In accordance with section 140 of the NERL, customers of Sanctuary Energy Pty Ltd will be deemed to have been transferred to the designated RoLR(s) set out in Schedule 1 with effect from **0:00 Australian Eastern Standard Time on Thursday 22 June 2023** (the *transfer date*).

Revocation of Sanctuary Energy Pty Ltd's electricity retailer authorisation

In accordance with section 142 of the NERL, the AER revokes Sanctuary Energy Pty Ltd's electricity retailer authorisation (AER reference TE12036) with effect from the transfer date. This means that, for the purposes of section 88 of the NERL, Sanctuary Energy Pty Ltd must not engage in the activity of selling electricity to a person for premises in New South Wales, Queensland, the Australian Capital Territory, South Australia and Tasmania.

Requirements on Sanctuary Energy Pty Ltd re provision of customer data to RoLRs

Pursuant to section 136(3) of the NERL, the AER requires Sanctuary Energy Pty Ltd to provide the designated RoLRs specified in Schedule 1 with the personal contact details (namely email addresses and mobile phone numbers) for all customers held by Sanctuary Energy Pty Ltd immediately prior to the transfer date.

Sanctuary Energy Pty Ltd must provide this information electronically to the designated RoLRs in the same format and at the same time it provides them with customer and site details as required by clause 102.3 of the NEM RoLR Processes. This requirement to provide email addresses and mobile phone numbers is additional to the information required under the NEM RoLR Processes.

Requirements on Sanctuary Energy Pty Ltd re provision of customer data to AER

Pursuant to section 136(3) of the NERL, the AER requires Sanctuary Energy Pty Ltd to provide the AER with a copy of all customer information provided to each of the designated RoLRs in accordance with clause 102.3 of the NEM RoLR Processes and this RoLR Notice. The AER requires Sanctuary Energy Pty Ltd to provide the AER with this data at the same time or within one business day of providing it to the designated RoLRs. The AER requires this information to assist customers contacting its call centre.

Compliance with Notice

Failure by Sanctuary Energy Pty Ltd or any insolvency official of Sanctuary Energy Pty Ltd to comply with this RoLR Notice, the requirements of Part 6 of the NERL or the requirements of the RoLR Procedures made by AEMO pursuant to the National Electricity Law is a breach of section 143(2)(a) of the NERL and may attract civil penalties. The maximum civil penalty for a natural person is an amount not exceeding \$500,000. For a corporation, the penalty is an amount not exceeding the greater of:

- \$10,000,000;
- if requested by the AER in a particular case in applying for an order:
 - if the Court can determine the value of any benefit reasonably attributable to the breach that the body corporate, and any body corporate related to the body corporate, has obtained, directly or indirectly – 3 times the value of that benefit; or
 - if the Court cannot determine the value of the benefit, 10% of the annual turnover of the body corporate during the 12-month period ending at the end of the month in which the body corporate breached, or began breaching, the civil penalty provision.

DATED: 21 June 2023



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Justin Oliver
Member
Australian Energy Regulator

SCHEDULE 1 – Designated RoLRs and allocation of customers

Electricity Designated RoLRs		
Designated RoLR (ACN)	Responsible Area	
	Jurisdiction where customers are located	Description of responsible connection points
<p>Origin Energy Electricity Limited (ACN 071 052 287)</p> <p>Retailer authorisation: TE12028</p> <p>Participant ID: POWERCOR</p>	NSW	Customers connected to the electricity distribution network of Essential Energy (ABN 37 428 185 226 established under the Energy Services Corporation Act 1995 (NSW)).
<p>EnergyAustralia Pty Ltd (ACN 086 014 968)</p> <p>Retailer authorisation: TE12040</p> <p>Participant ID: ENGYAUST</p>	NSW	Customers connected to the electricity distribution system of Ausgrid (ABN 78 508 211 731).