

# Application for Gas Retailer Authorisation

Tango Energy Pty Ltd  
5 May 2021

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5 May 2021

General Manager, Retail Markets Branch  
Australian Energy Regulator

Via email: [AERauthorisations@aer.gov.au](mailto:AERauthorisations@aer.gov.au)

**Application for gas retailer authorisation**

Tango Energy is pleased to submit our final application to the Australian Energy Regulator (AER) for a retailer authorisation for the sale of gas under section 89 of the National Energy Retail Law.

Please find enclosed our application, checklist, and responses to initial feedback from the AER. Attachments in support of our application are provided via a secure electronic link emailed separately to [AERauthorisations@aer.gov.au](mailto:AERauthorisations@aer.gov.au).

If you require any further information, please contact Shawn Tan at [stan@tangoenergy.com](mailto:stan@tangoenergy.com) at first instance.

Yours sincerely

Domenic Capomolla  
Chief Executive Officer  
Tango Energy

## 1. Information on the Applicant – General particulars

### 1.1.1 Introduction

In accordance with the AER Retailer Authorisation Guideline Version 2 released in December 2014 by the Australian Energy Regulator, Tango Energy wishes to apply for a licence to retail gas in participating jurisdictions under the National Energy Retail Law (Retail Law).

Tango Energy is currently an active electricity retailer across the National Electricity Market with a focus on residential and small business electricity consumers in Victoria. Tango Energy is the retail arm of Pacific Hydro Australia, one of Australia’s leading developers of wind, solar and hydro renewable energy generation assets. Tango Energy also retails gas in Victoria.

As of 31 March 2021, Tango Energy has approximately 100,000 customers, of whom the majority are in Victoria. Tango Energy retails electricity and gas in Victoria, and electricity only in New South Wales to residential and small business customers. Tango Energy also retails electricity in South Australia and Queensland.

Tango Energy is the retail extension of Pacific Hydro Australia. Pacific Hydro Australia is a leading owner, operator and developer of renewable energy assets. It operates a high quality, diversified portfolio of wind, hydro and solar assets with an installed capacity of 665 MW; it also has a development pipeline of substantial projects totalling over 1100 MW of potential capacity, as well as over 300 MW of energy storage solutions.

More details about our ownership structure are provided in the remainder of the application. Refer to 3.1.4 *Related company details*.

### 1.1.2 General information

Legal Name	Tango Energy Pty Ltd
ACN	155 908 839
Registered Address	Level 13, 700 Collins St Docklands 3008
Postal Address	Level 13, 700 Collins St Docklands 3008
Nominated contact person	Shawn Tan Assurance and Compliance Manager <a href="mailto:stan@tangoenergy.com">stan@tangoenergy.com</a> 03 8621 6476

### 1.1.3 Type of licence and details

Tango Energy is seeking a licence to retail gas.

### 1.1.4 Date from which licence is sought

Tango intends to commence retailing gas in New South Wales (NSW) and South Australia (SA) from 1 December 2021. Tango Energy would prefer to obtain its gas licence as soon as possible so that preparations for selling (e.g. negotiation of gas supply agreements, preparation and testing of our billing systems) can be made.

### 1.1.5 Nature and scope of operations

Tango Energy intends to sell gas to predominantly mass market residential and small business customers, with an initial focus on NSW and subsequently SA as we expand our presence in the electricity markets in those jurisdictions.

Under Tango Energy’s existing AER electricity authorisation, we commenced retailing in the NSW mass market to residential and small business customers in March 2020 and have a limited presence retailing to large commercial and industrial customers in SA and QLD. Tango Energy intends to actively retail to electricity mass market residential and small business customers in SA and QLD from June 2021.

Tango Energy intends to utilise its experience in servicing its customers in Victoria. Tango Energy’s value proposition is to offer customers a simple electricity product backed by Pacific Hydro’s renewable generation assets, and offer existing electricity customers the convenience of signing up with Tango Energy for their gas accounts based on its existing simple and easy-to-understand products.

More information and detail is provided on Tango Energy’s business plan (Attachment 13) in section 2.1.7 of this application.

### 1.1.6 Jurisdictions

Tango Energy intends to sell gas in NSW and SA at this stage.

### 1.1.7 Type of customers

Tango Energy intends to sell gas to predominantly mass market and small business customers.

Relevant attachments	
<b>Attachment 01</b>	Certificate of Change of Name
<b>Attachment 02</b>	Incorporation details – Certificate of Registration

## 2. Organisational and technical capacity

### 2.1.1 Details of previous experience

(a) *Date and location of previous operations:*

Tango Energy has held a retail authorisation for electricity in Victoria since 1 August 2012 and has actively sold electricity since 2017. Tango Energy obtained a licence to retail gas in Victoria on 13 May 2019. Tango Energy commenced retailing gas in Victoria in November 2020.

Tango Energy has held a retailer authorisation for selling electricity in the National Electricity Market since 25 May 2012 and actively sold to customers in SA in 2017. Tango Energy started actively retailing in the NSW electricity market to residential and small business customers in March 2020. Tango Energy also currently retails to a small number of large commercial and industrial customers in SA and QLD.

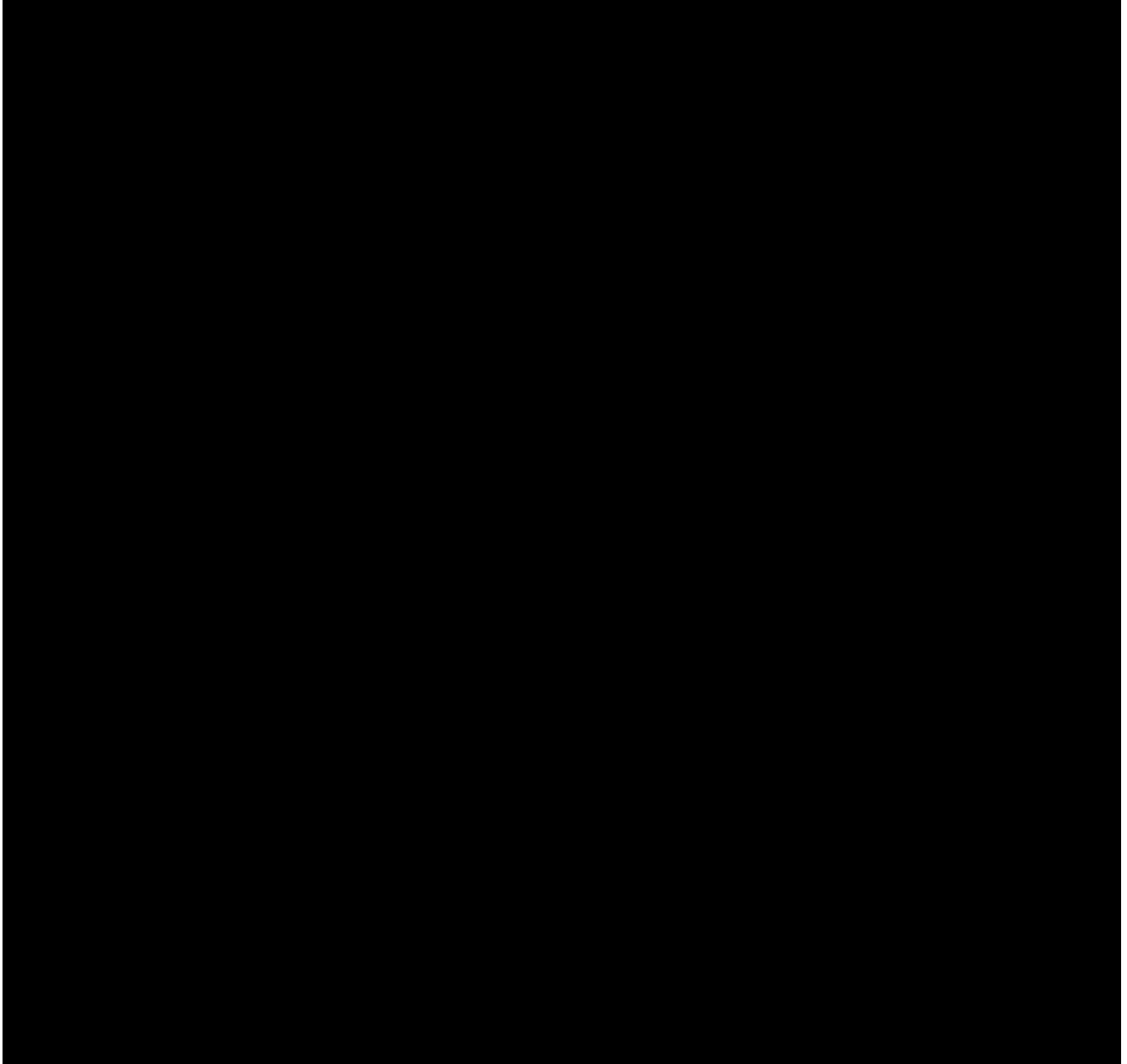
Relevant attachments	
<b>Attachment 03</b>	Tango Energy Pty Ltd Electricity Retail Licence (Victoria)
<b>Attachment 04</b>	Tango Energy Pty Ltd - Gas Retail Licence (Victoria)
<b>Attachment 05</b>	Pacific Hydro Retail Pty Ltd - AER Retailer authorisation (25.05.2012)

(b) *Forms of energy sold:*

Tango Energy has actively sold electricity in Victoria and the National Electricity Market (with customers predominantly in South Australia) since 2017. Tango Energy entered the NSW electricity market in Q1 2020. Tango Energy commenced offering gas in Victoria in November 2020.

(c) *Scale of operations (including number and size of customers)*

Tango Energy has approximately 100,000 customers at the time of application. These customers are predominantly in Victoria, with a small number of customers in NSW and SA. Tango Energy is experiencing steady growth in customer numbers across the jurisdictions where it has a presence.



(d) *A description of how the retail activities were conducted:*

Tango Energy targets a mixture of small customers (residential and small business) and large commercial and industrial customers. The focus and product offering are built on a simple and competitive offering to customers backed by the renewable generation assets owned by Pacific Hydro Australia.

Tango Energy staff work closely with staff from Pacific Hydro Australia, especially on matters such as commercial and industrial customer pricing, wholesale pricing, or retail trading obligations (e.g. management of environmental scheme liabilities). Several corporate functions such as payroll, maintenance of enterprise-wide IT systems, human resources, and other finance and accounting functions are shared with Tango Energy's parent company, Pacific Hydro Australia.

Our retail operations consist broadly of Sales & Marketing, and Operations activities.

- The Sales team consists of a Geelong-based team of internal sales agents, a third-party sales manager who manages third party sales vendors, and a sales quality coordinator, who monitors the compliance of third-party vendors with Tango Energy's quality standards and regulatory obligations. More detail on our third-party sales management is provided in 2.1.6 below.
- The Marketing team manages and maintains Tango Energy's website and our brand through maintaining our digital presence, and advertising.
- Tango Energy's Operations area manages billing, sales processing, credit and collection (including hardship and vulnerable customers), market interaction (e.g. service orders), and customer advocacy.
- The Commercial team manages pricing and product creation, commercial and large market customers, network billing and reconciliation.

These are supported by Legal, Regulatory & Compliance, and Business Systems teams.

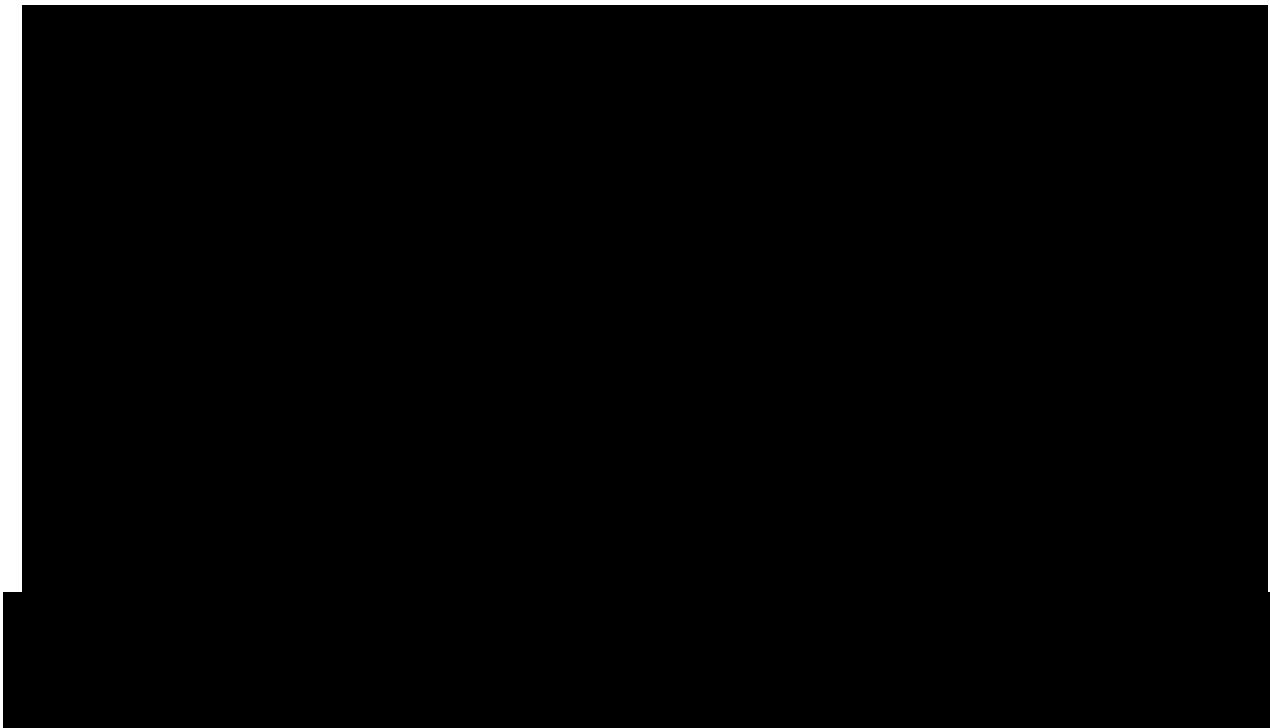
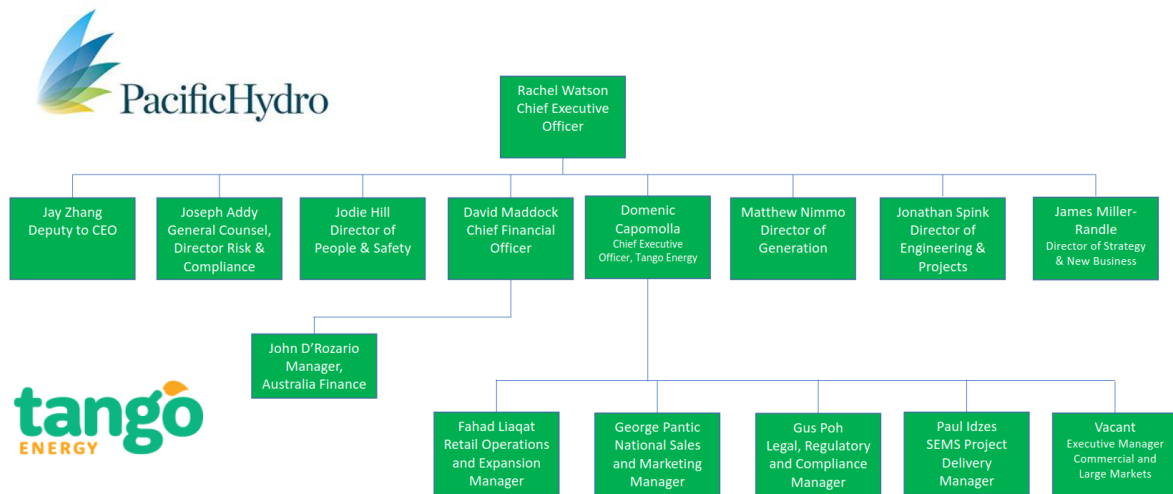
- The Business Systems team manages Tango Energy's retail business systems for functions such as billing, reporting, and interaction with the market. It also manages vendor outsourcing (more detail on our outsourced arrangements is provided in 2.1.6 below).
- The Legal, Regulatory & Compliance team manages Tango Energy's legal and compliance affairs, and conducts assurance activities in relation to, Tango Energy's compliance of regulatory obligations as they relate to energy retailing.

### **2.1.2 Retail or energy market experience**

Tango Energy's retail and energy market experience is detailed in 2.1.1 above.



### 2.1.3 Organisation structure



### 2.1.5 Summary of officer qualifications and experience

Tango Energy has a management team that has extensive experience in the energy industry, described below. Profiles for the Pacific Hydro Australia board are provided separately in the attachment.

#### ***Domenic Capomolla – Tango Energy Chief Executive Officer***

Mr Domenic Capomolla has a history of starting and operating energy retailers in Australia and Asia. He has held chief executive and senior executive roles with Sumo Power, where he was founder, Alinta Energy, Simply Energy/International Power and Sembcorp Power (Singapore) spanning 20 years. He has an outstanding established reputation of taking start

up energy retailers and growing them into established, high performing profitable and customer focussed businesses.

***Fahad Liaqat – Retail Operations & Expansion Manager***

Mr Fahad Liaqat has years of energy industry experience including more than 3 years as a Project Manager with Smart Utilities, one and half years as Operations Manager with Online Power & Gas and 2 years as Customer Operations Manager with Blue NRG before joining Tango Energy in January 2019. His experience spans both electricity and gas. Fahad also currently manages the Business Systems area of Tango Energy.

***George Pantic - National Sales and Marketing Manager***

George Pantic has seven years of experience in the energy industry at Lumo Energy. His experience there includes the three different roles of: Products Manager, Marketing Manager and Sales & Retention Call Centre Manager, and covers both electricity and gas fuels.

***Gus Poh – Legal, Regulatory and Compliance Manager***

Admitted to legal practice in several jurisdictions, Mr Gus Poh is a legal practitioner who has more than 15 years’ professional experience. His main areas of practice include commercial law, regulatory affairs and compliance. Mr Poh has worked in the area of compliance at the ANZ Bank, and most recently prior to joining Tango Energy, he worked as Investigations Manager in the Energy Division of the Essential Services Commission of Victoria. Mr Poh heads the Legal, Regulatory and Compliance team of Tango Energy.

***John D’Rozario – Manager, Australia Finance***

John D’Rozario has over 25 years of finance experience including 14 years in the energy industry with Pacific Hydro’s generation business and more recently Tango Energy. Prior to that he spent a number of years in public practice, the most recent of which was with Pitcher Partners.

***Paul Idzes – SEMS Project Delivery Manager***

Paul is a well-rounded executive with 19 years’ experience in project management, sales and operations largely across the telecommunications, IT and renewable energy sectors. He has been involved in corporate and start-up businesses such as Telstra and True Value Solar and has a special interest in renewable energy. He has held executive roles in the renewable sector for the past 10 years overseeing up to 140MW of solar sales and installations per year amongst other energy efficiency initiatives.

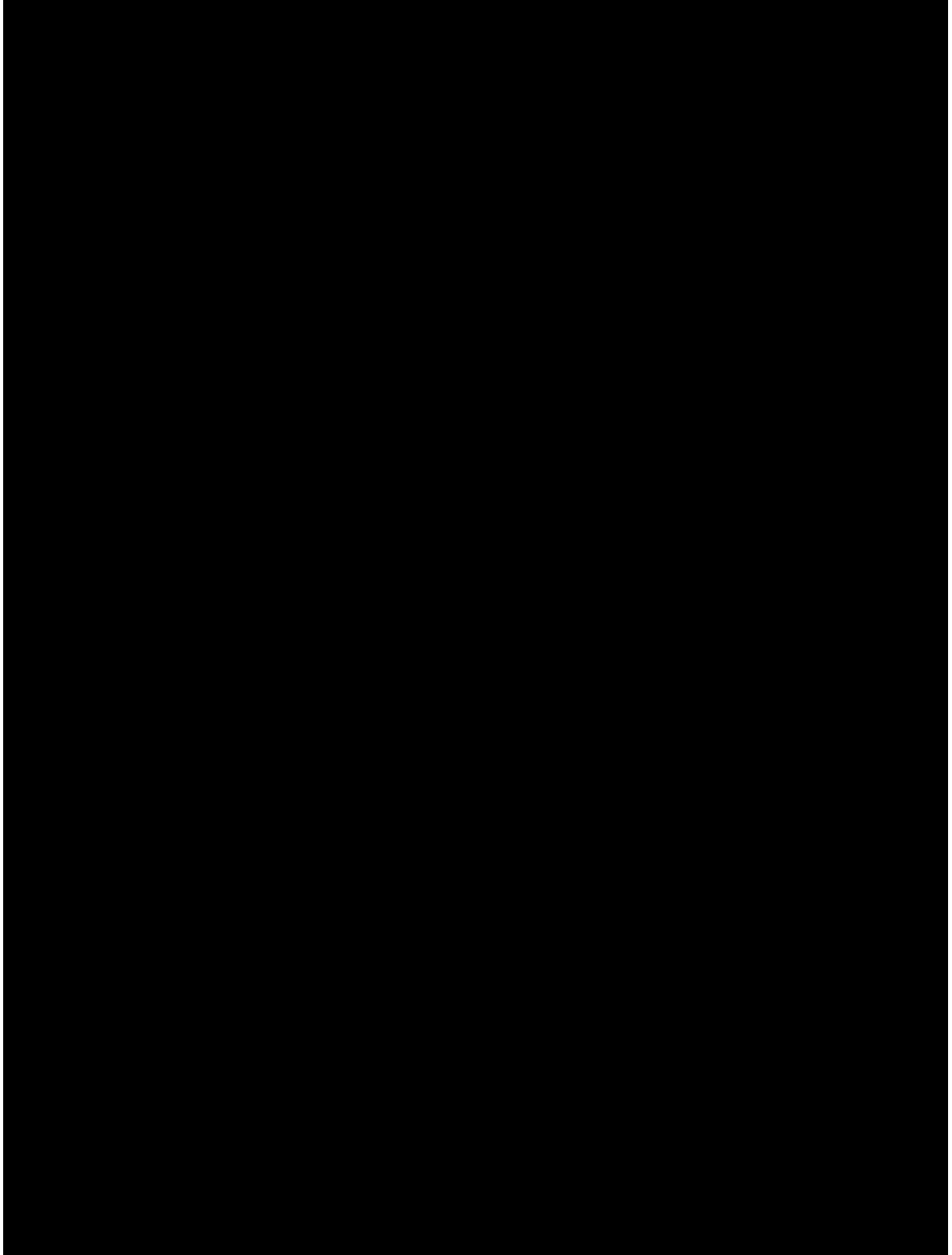
Paul holds a Bachelor of Mechanical Engineering and Computing from Monash University.

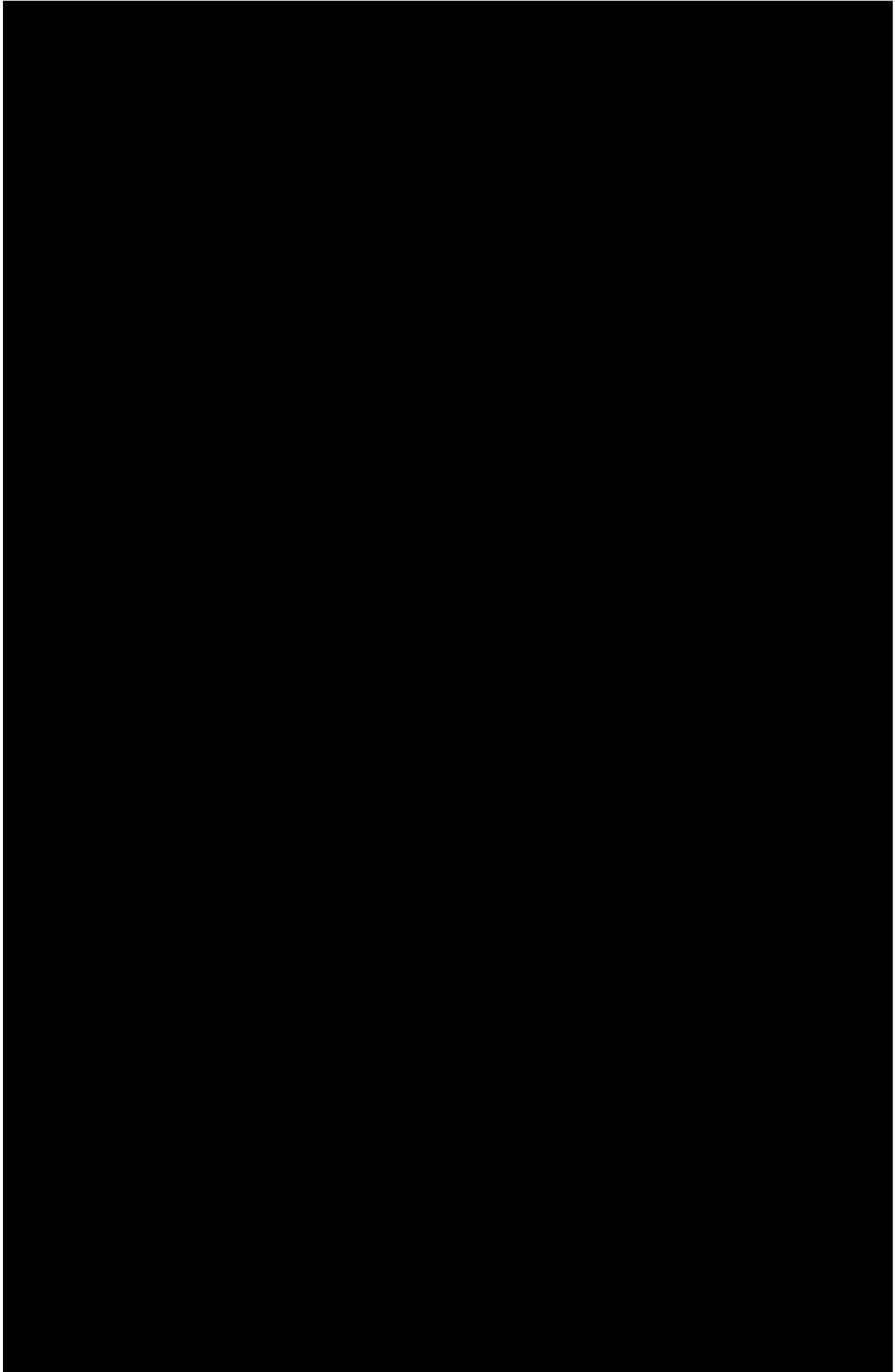
Please note that the Executive Manager, Commercial and Large Markets is currently vacant. Tango Energy is in the process of recruiting for the role.

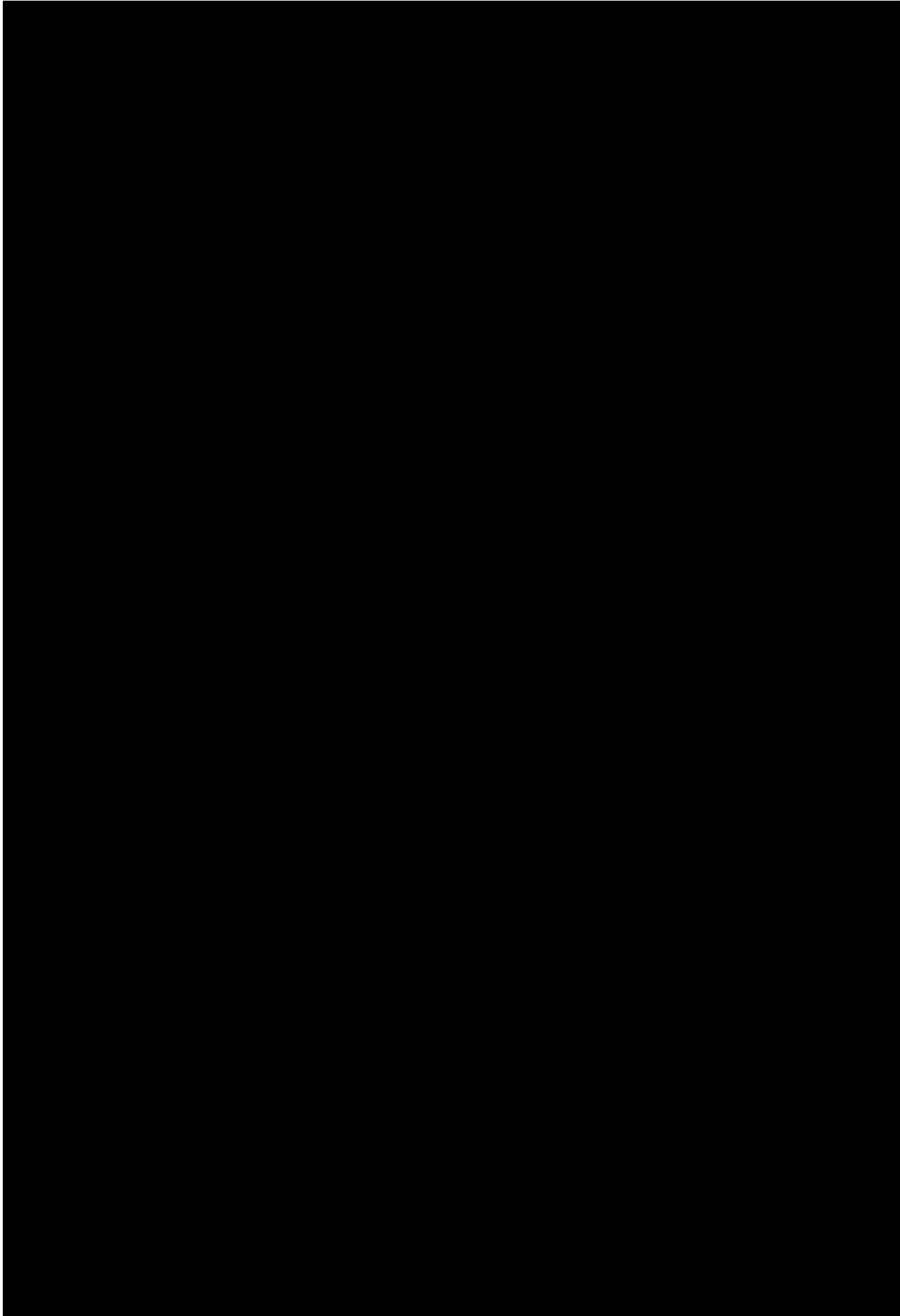
Relevant attachments	
<b>Attachment 06</b>	Tango Organisational Chart April 2021
<b>Attachment 07</b>	Details of Experience and Knowledge – PHA Board

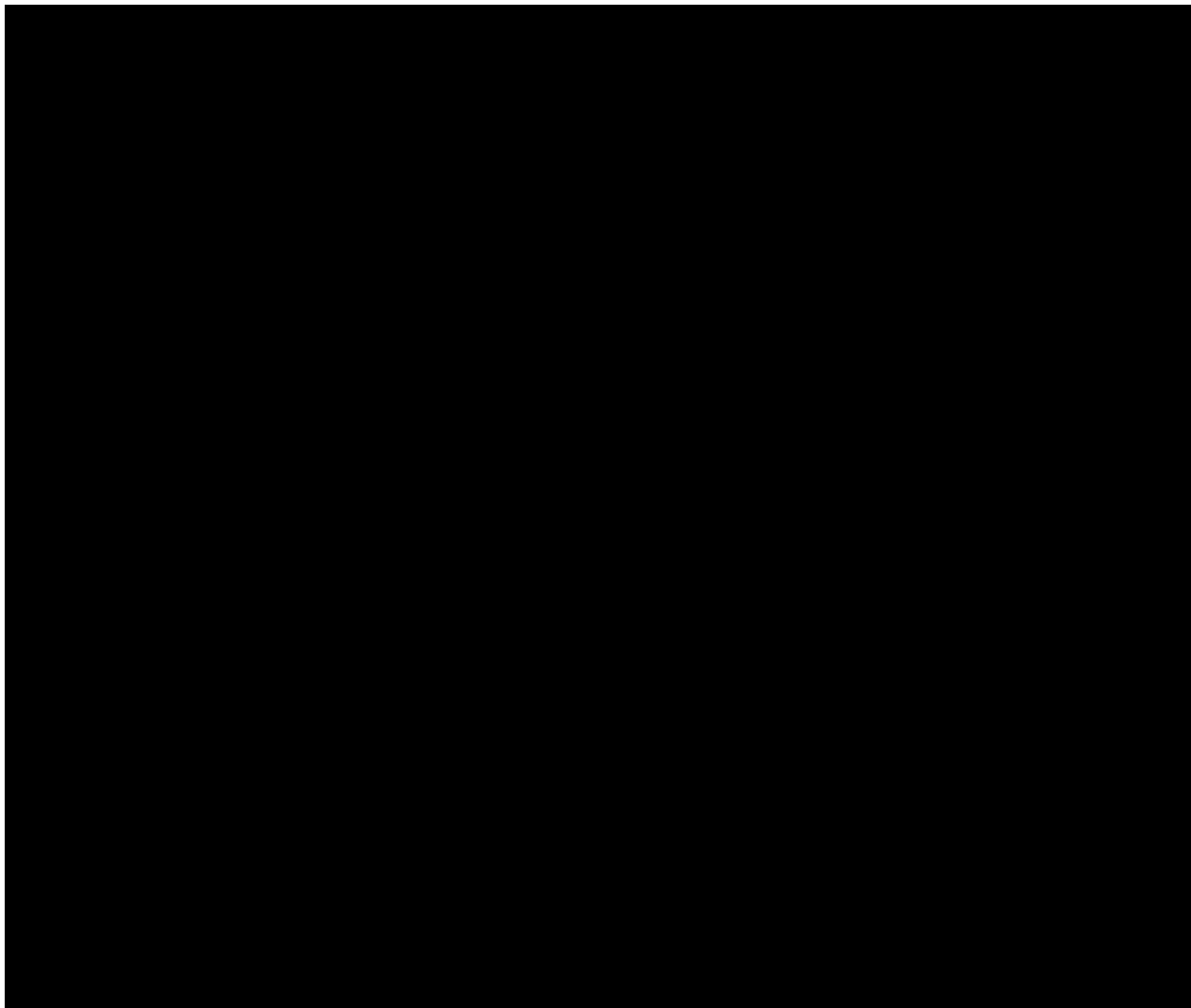
### 2.1.6 Third parties

Tango currently utilises third-party arrangements for sales channels (2.1.6.1), and business systems for billing and sales functions (2.1.6.2). Tango Energy expects to utilise these vendors and third parties to perform activities in gas retailing in NSW and SA, leveraging on the economies of scale given by the services already provided to Tango Energy in existing markets, and the presence of these third party vendors servicing other retailers in the NSW and SA markets.









### **2.1.8 Compliance strategy**

- a) *Demonstrating your knowledge and understanding of the obligations imposed on authorised retailers under the Retail Law and Retail Rules and applicable statutory, industry and technical requirements of the jurisdictions in which you intend to operate.*
- b) *Outlining how applicable retailer authorisation obligations and statutory, industry and technical requirements will be met (including how compliance breaches will be identified and remedied).*

#### *Compliance risks*

Pacific Hydro Australia manages the overarching compliance management policy, which Tango Energy's Legal, Regulatory and Compliance staff apply to manage its retail obligations.

Tango Energy maintains an obligation register to track its obligations. This is updated and maintained by legal and compliance staff within Tango Energy. A project is currently underway for automated tracking of these obligations.

Tango Energy's specialist legal and compliance staff are responsible for day-to-day breach and incident monitoring, detection, reporting and providing advice to business owners who have been assigned responsibility for regulatory obligations in respect of their areas of responsibility within the retail business. The process for identifying and remedying compliance breaches is detailed in Attachment 19.

Tango Energy also set up an internal assurance program in early 2020 and continues to develop and mature its compliance risk management framework in line with PHA's Risk Management Framework to manage, maintain and monitor compliance with its obligations.

Relevant attachments	
<b>Attachment 17</b>	Tango Compliance Management Policy
<b>Attachment 18</b>	Obligations Register (National Energy Retail Law)
<b>Attachment 19</b>	Breach Reporting Procedure Tango Energy 07.04.2021 (FINAL)
<b>Attachment 20</b>	Tango Energy Compliance and risk management Plan 2021

Tango Energy also maintains policies which relate to specific obligations or areas where it is required to maintain a policy. The following documents are attached to demonstrate Tango Energy's broader compliance policies.

Relevant attachments	
<b>Attachment 21</b>	Equal Opportunity Policy
<b>Attachment 22</b>	Tango Privacy Policy
<b>Attachment 23</b>	Tango Credit Reporting Policy
<b>Attachment 24</b>	South Australian and NSW Hardship Policy - Tango Energy

- c) *Including complaint and dispute resolution procedures, developed in accordance with Australian Standard AS ISO 10002-2006 (Customer satisfaction—Guidelines for complaints handling in organisations).*

Tango Energy handles its complaints in accordance with Tango Energy's Complaints Procedure (Attachment 25). The Customer Solutions Manager manages a team of customer service staff who provide customers with customer service of high standards (e.g. first call complaint resolution), and a Customer Advocacy Coordinator handles escalated complaints, e.g. Ombudsman cases.

Relevant attachments	
<b>Attachment 25</b>	Tango Complaints Procedure V4.3

- d) *Demonstrating that any gaps in the skills and / or knowledge of staff have been identified and that appropriate steps have been taken to fill those gaps (for example, through recruitment or training).*

Tango Energy has a senior management team that has extensive experience in the energy industry, who are key decision makers in the hiring and recruitment of staff with relevant experience. Staff also have a diverse mix of energy experience and are also recruited from other industries. Please refer to Attachment 26, Tango Energy's Internal Recruitment Policy and Procedure.

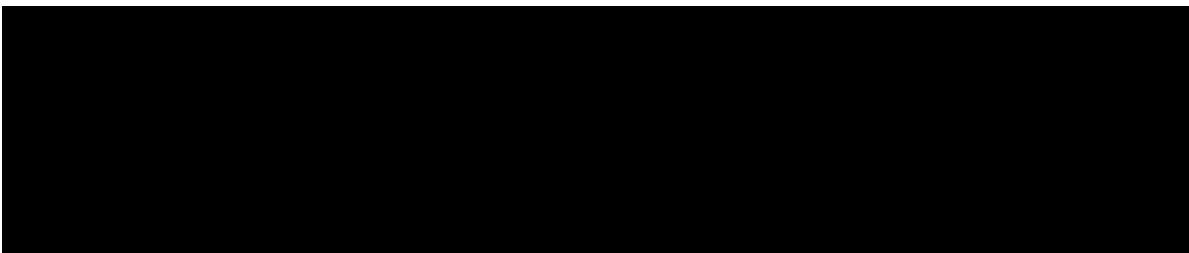
Tango Energy has a dedicated Training Coordinator to deliver internal training to Tango Energy staff.

Relevant attachments	
<b>Attachment 26</b>	Internal Recruitment Policy and Procedure

### 2.1.9 Risk management strategy

Tango Energy utilises Pacific Hydro’s risk management framework and strategy with respect to its operational and financial risks.

Electricity and gas trading is undertaken by Pacific Hydro Australia under its Risk Management Framework (Attachment 28) and PHA Energy Markets Trading Policy (Attachment 27).



Network billing, reconciliation and disputes are managed by Tango Energy’s Revenue Assurance Manager for its existing operations using an internally developed system. Other non-market payments are managed by Pacific Hydro Australia’s finance area through a company accountant.

The management of Tango’s compliance risks is discussed in detail in *2.1.8 Compliance strategy*.

Relevant attachments	
<b>Attachment 27</b>	PHA Energy Markets Trading Policy v8.1
<b>Attachment 28</b>	Pacific Hydro Risk Management Framework

### 2.1.10 External audit

Tango Energy engaged Pitcher Partners, an external audit firm, to undertake an audit of our risk and compliance strategies to support this application. Attachment 29 is a report provided by Pitcher Partners documenting this audit.

The assessment covered Tango Energy’s:

- Compliance strategy, including:
  - o Knowledge and understanding of the obligations under the National Energy Retail Law and Retail Rules, and applicable statutory and industry technical requirements of the jurisdictions Tango intends to operate in;
  - o How the applicable retailer authorisation obligations and statutory, industry and technical requirements will be met, and how any breaches of such obligations and requirements will be managed
  - o Procedures established for managing complaints;
  - o Identified gaps in skills or knowledge and what steps are intended to be taken to address the gaps.
- Our risk management strategy covering both operational and financial risks;
- Our complaint and dispute resolution procedures; and
- Any additional information demonstrating our ability to manage risk and operate in accordance with the Retail Law objective.



Work on the recommendations is already underway, with Tango Energy developing its breach reporting process (Attachment 19) and compliance and risk management plan (Attachment 20).

Relevant attachments	
<b>Attachment 19</b>	Breach Reporting Procedure Tango Energy 07.04.2021 (FINAL)
<b>Attachment 20</b>	Tango Energy Compliance and risk management Plan 2021
<b>Attachment 29</b>	2021 - TANG - REP - Risk Compliance Review (Final) PITCHER PARTNERS

#### 2.1.11 Any other information which demonstrates Tango Energy’s ability to manage risk and operate in accordance with the Retail Law objective (O12)

We have included our published market retail contract for consideration. The terms of this market retail contract are likely to be substantially similar for customers under a gas retailer authorisation granted to Tango Energy.

Relevant attachments	
<b>Attachment 30</b>	Tango Energy Market Agreement Terms September 2020

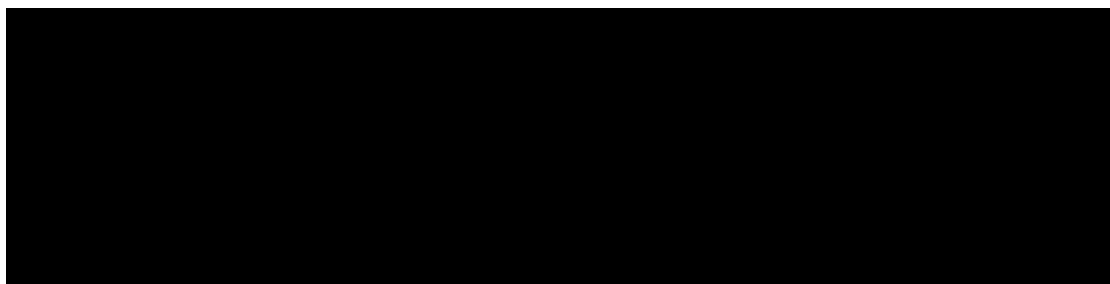
#### 2.1.12 Industry ombudsman membership

Tango Energy is currently a member of the Energy and Water Ombudsman of NSW (EWON) for electricity<sup>3</sup>. We have been advised by EWON that our membership will be updated once retail authorisation for gas is granted.

Tango Energy is also already a member of EWOSA<sup>4</sup> and will take steps to update membership once Tango Energy commences actively retailing in gas.

#### 2.1.13 Arrangements with key market players

Tango Energy has demonstrated its ability to negotiate with key market players in its current Victorian gas operations. As an additional item to demonstrate evidence of this, we have included our successfully executed agreements with AEMO and the Victorian gas transmission and distribution networks in support of this application in Attachments 31 to 36. These negotiations will generally follow similar timings as our Victorian gas market entry on page 6 of Attachment 14. It is expected that specific timings on when to commence negotiations will be determined upon the grant of licence.



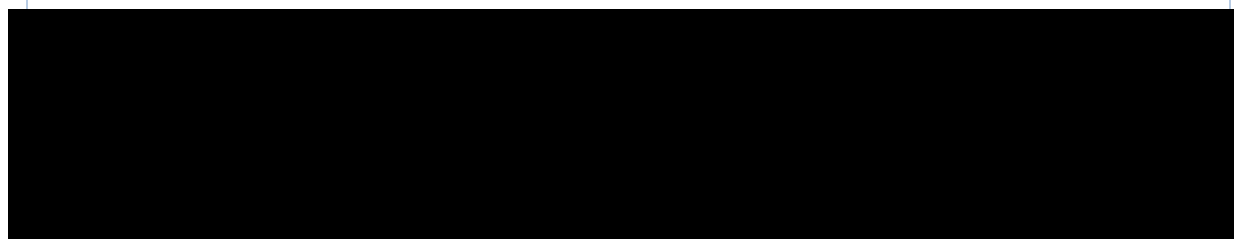
<sup>3</sup> <https://www.ewon.com.au/page/suppliers/list-of-member-providers>

<sup>4</sup> <https://ewosa.com.au/members/our-scheme-members>

*Transmission and distribution network arrangements*

Tango Energy has made initial enquiries with Jemena Gas Networks to indicate its interest in entering the NSW gas market. Negotiations and meetings with gas suppliers and Jemena Gas Networks will occur in the second half of 2021 to finalise further arrangements and agreements, which can only be executed once authorisation is granted. Attachments 33 to 36 provide evidence of our executed agreements with the Victorian gas transmission and distribution networks.

**Relevant attachments**



<b>Attachment 33</b>	APA_Transmission_Payment_Deed_Tango_APA executed
<b>Attachment 34</b>	Multinet Haulage Agreement terms and conditions (Tango Energy) signed copy 2020
<b>Attachment 35</b>	Tango_Energy_-_Gas_Access_Agreement_Ausnet_Executed
<b>Attachment 36</b>	2020 10 01 - Tango Energy AGN VIC AA HA fully signed

**2.1.14 Additional information regarding organisational and technical capacity**

Please refer to our response in 2.1.13 Arrangements with key market players .

### 3. Financial Capacity

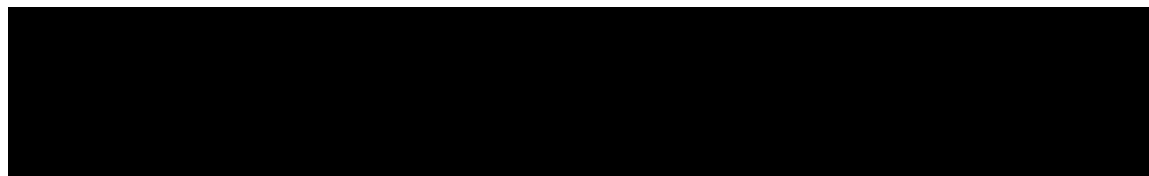
#### 3.1.1 Audited financial reports:

- a) *All financial statements required by the accounting standards.*
- b) *Notes to financial statements (disclosure required by the regulations, notes required by the accounting standards, and any other information necessary to give a true and fair view).*
- c) *An auditor's independence declaration under section 307C of the Corporations Act 2001 must be provided under (1)*

Tango Energy reports its financial statements as part of the consolidated Pacific Hydro reporting entity on a calendar year basis.

Consolidated financial statements with accompanying notes to financial statements (i.e. disclosure required by the regulations, notes required by the accounting standards, and any other information necessary to give a true and fair view) and an accompanying auditor's independence declaration under section 307C of the *Corporations Act 2001* for the previous 3 calendar years (2018-2020) are attached (Attachments 37 to 39).

For additional consideration we have provided Tango Energy's bank statements (Attachments 40a to 40f).



Relevant attachments	
<b>Attachment 37</b>	Pacific Hydro Pty Ltd (PHPL) consolidated -Financial Report 31 December 2018_signed on 26.4.19
<b>Attachment 38</b>	PHPL (PH0000A) Group Stat Accounts 31 Dec 2019 (final) - 5.30pm-signed
<b>Attachment 39</b>	2020 PHPL (PH0000A) Group Stat Accounts - signed
<b>Attachment 40a</b>	Bank Statement as of 30 November 2020 (TANGO)
<b>Attachment 40b</b>	Bank Statement as of 31 Mar 2021 (TANGO)
<b>Attachment 40c</b>	Bank Statement as of 19 Apr 2021 (TANGO)
<b>Attachment 40d</b>	Bank Statement as of 30 November 2020 (PHPL)
<b>Attachment 40e</b>	Bank Statement as of 31 March 2021 (PHPL)
<b>Attachment 40f</b>	Bank Statement as of 19 April 2021 (PHPL)

### 3.1.2 Credit ratings

Neither Tango nor Pacific Hydro has official credit ratings.

### 3.1.3 Details and evidence of current financial position, for example, interim financial statements

This item applies to start-up businesses and is not applicable to Tango Energy.

### 3.1.4 Related company details:

- a) *Details of the ownership structure of the group.*
- b) *The contractual arrangements (e.g. alliance contracts, associate contracts, establishment contracts) that define relationships within the group—including shared resources, guarantees, revenue flows, obligations and/or responsibilities.*

Tango Energy is a wholly owned subsidiary of Pacific Hydro Pty Ltd. The Pacific Hydro Pty Ltd group of companies is owned by SPIC Pacific Energy Pty Ltd, which is a company ultimately owned by China Power International Holding Limited.

The detailed corporate structure is provided with this application in Attachment 41. For information on contractual arrangements please refer to detailed responses in 3.1.7 *Details of any bank guarantees or arrangements or process to access additional capital.*

- c) *Consolidated audited financial statements for the group*

Please refer to our responses in 3.1.1 *Audited financial reports.*

Relevant attachments	
<b>Attachment 41</b>	PH Corporate Structure as of 12 April 2021
<b>Attachment 41a</b>	Corporate Structure - Tango Energy Pty Ltd (Simplified)

### 3.1.5 Chief Executive Officer declaration:

The relevant declaration made in accordance with the AER's template<sup>5</sup> has been attached to the application.

Relevant attachments	
<b>Attachment 42</b>	CEO Declaration – Domenic Capomolla

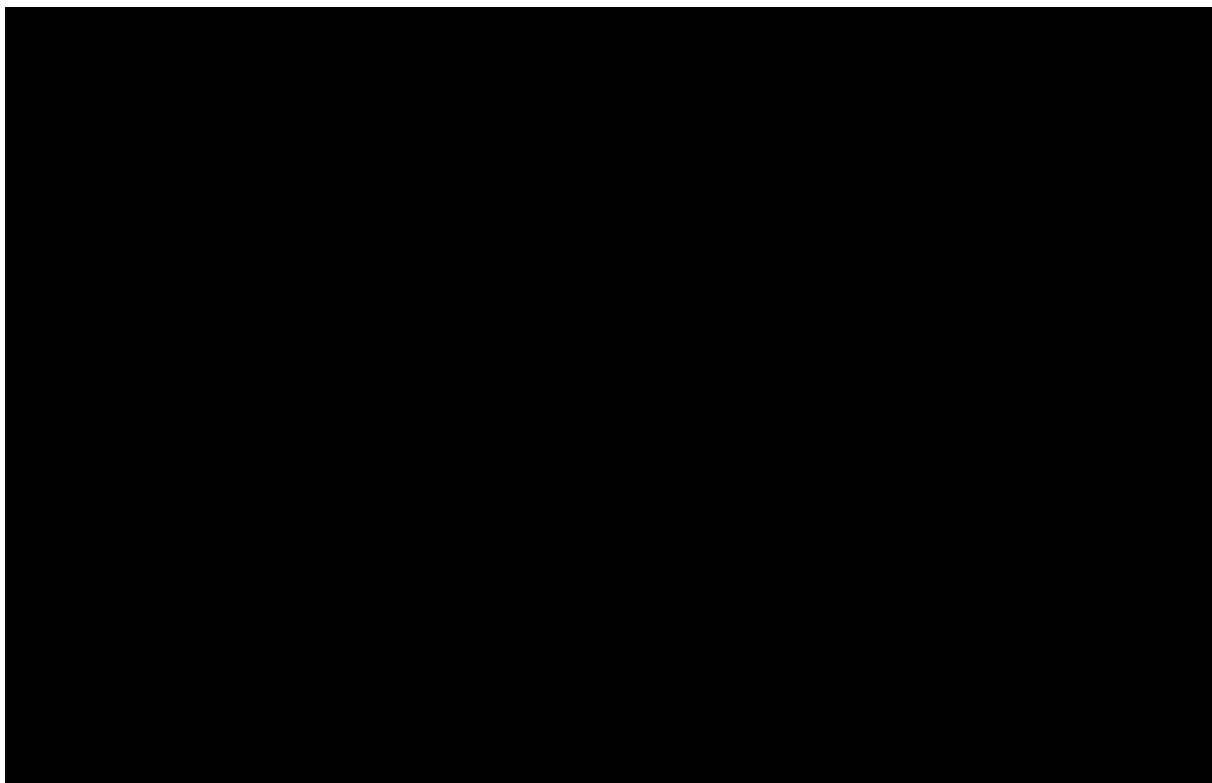
### 3.1.6 Auditor declaration:

- a) *An insolvency official has not been appointed in respect of the business or any property of the business.*
- b) *No application or order has been made, resolution passed or steps taken to pass a resolution for the winding up or dissolution of the business.*
- c) *They are unaware of any other factor that would impede your ability to finance your energy retail activities under the authorisation*

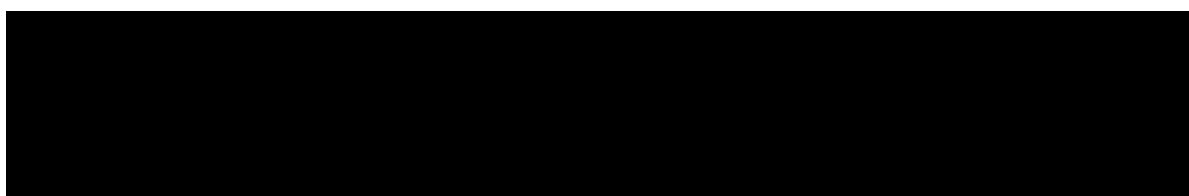
<sup>5</sup> [https://www.aer.gov.au/system/files/AER%20Authorisation%20Template%20Declarations%20A0\\_0.docx](https://www.aer.gov.au/system/files/AER%20Authorisation%20Template%20Declarations%20A0_0.docx)

Relevant attachments	
<b>Attachment 43</b>	Auditor Declaration ShineWing 04 May 2021

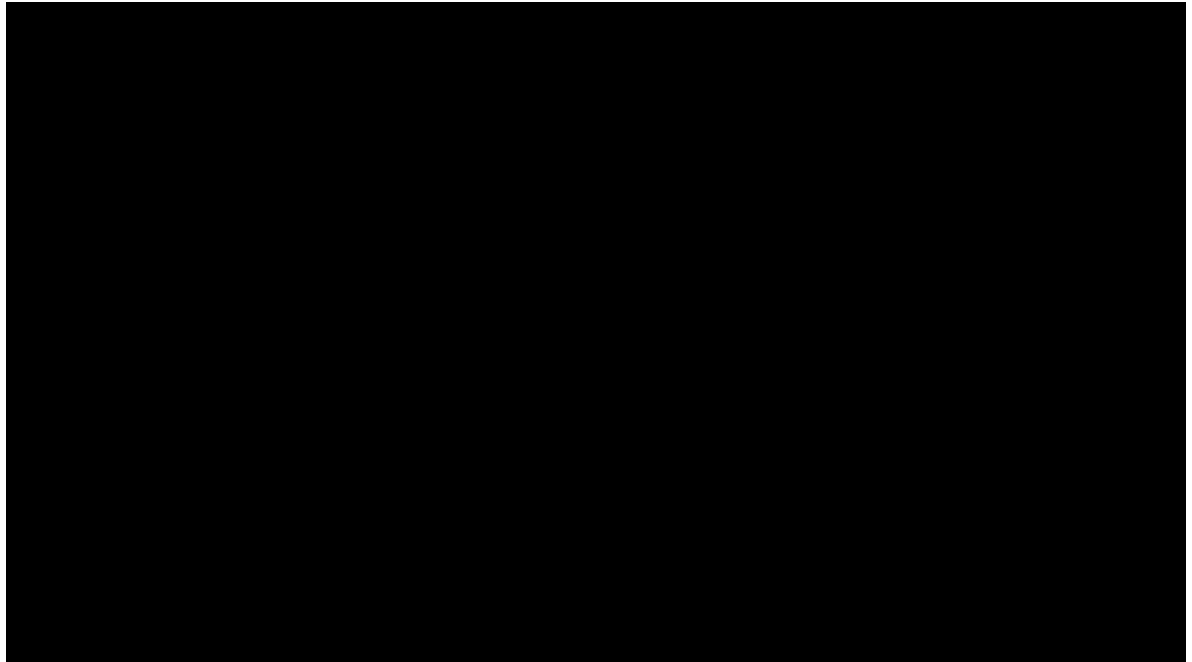
The relevant declaration made in accordance with the AER's template<sup>6</sup> has been attached to the application.



Relevant attachments	
<b>Attachment 01</b>	Certificate of Change of Name
<b>Attachment 02</b>	Incorporation details – Certificate of Registration
<b>Attachment 39</b>	2020 PHPL (PH0000A) Group Stat Accounts - signed
<b>Attachment 41</b>	PH Corporate Structure as of 12 April 2021
<b>Attachment 41a</b>	Corporate Structure - Tango Energy Pty Ltd (Simplified)



<sup>6</sup> [https://www.aer.gov.au/system/files/AER%20Authorisation%20Template%20Declarations%2%A0\\_0.docx](https://www.aer.gov.au/system/files/AER%20Authorisation%20Template%20Declarations%2%A0_0.docx)



**3.1.9 Any additional information that will help us assess your financial capacity to operate as an energy retailer:**

Tango Energy's parent company Pacific Hydro was acquired by the State Power Investment Corporation (SPIC) through its subsidiary, State Power Investment Overseas of China (SPIC Overseas) in January 2016.

SPIC is one of the top five power generation groups in China, with US\$154 Billion total assets and a total installed capacity that exceeds 131 GW. SPIC operates in the generation, coal, aluminium, logistics, finance, environmental protection, and high technology industries. SPIC has a presence in 36 countries and regions, including Australia, Chile, Malta, Japan, Brazil, Turkey and Vietnam.

## **4. Suitable person to hold a licence**

### **4.1 Compliance with obligations, licences, authorisations and laws:**

#### **4.1.1 Material failures to comply with regulatory requirements, laws or other obligations**

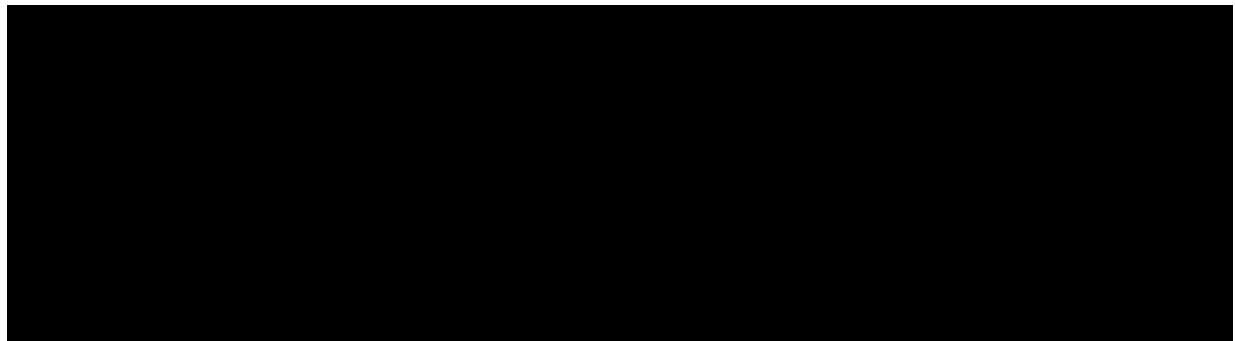
Please refer to the declarations made in respect to these items by the CEO in Attachment 42 referred to in 3.1.5. Tango Energy does not have any matter to report in respect of this item.

#### **4.1.2 Previously revoked authorisations, authorities or licences held in any industry and the reason/s for the revocation.**

Please refer to the declarations made in respect to these items by the CEO in Attachment 42 referred to in 3.1.5. Tango Energy or its associates have not had any authorisation, authority or licence application revoked in any industry.

#### **4.1.3 Failed authorisation, authority or licence applications**

Please refer to the declarations made in respect to these items by the CEO in Attachment 42 referred to in 3.1.5. Tango Energy or its associates have not had any failed authorisation, authority or licence application refused in any industry.



#### **4.1.5 Retailer of last resort**

Please refer to the declarations made in respect to these items by Tango Energy's CEO in Attachment 42 referred to in 3.1.5. Tango Energy or its associates have not previously triggered the RoLR provisions of the Retail Law or equivalent state/territory/foreign legislation, and have not transferred or surrendered an authorisation or licence in circumstances where if not done, triggering a RoLR event would have been likely.

#### **4.1.6 Details of offences or successful prosecutions relevant to capacity as an energy retailer**

Please refer to the declarations made in respect to these items by the CEO in Attachment 42 referred to in 3.1.5. Tango Energy does not have any matters to report in respect of this requirement.

**4.1.7 By current director/s (or shadow / de facto director/s), and any other person that exerts control over your business activities**

Please refer to the declarations made in respect to these items by the CEO in Attachment 42 referred to in 3.1.5. Tango Energy does not have any matters to report in respect of this requirement.

**4.1.8 If the business is unincorporated, the person/s with effective control of the business**

Tango Energy is an incorporated business and this item is not applicable.

**4.1.9 By all persons who are responsible for significant operating decisions for your business.**

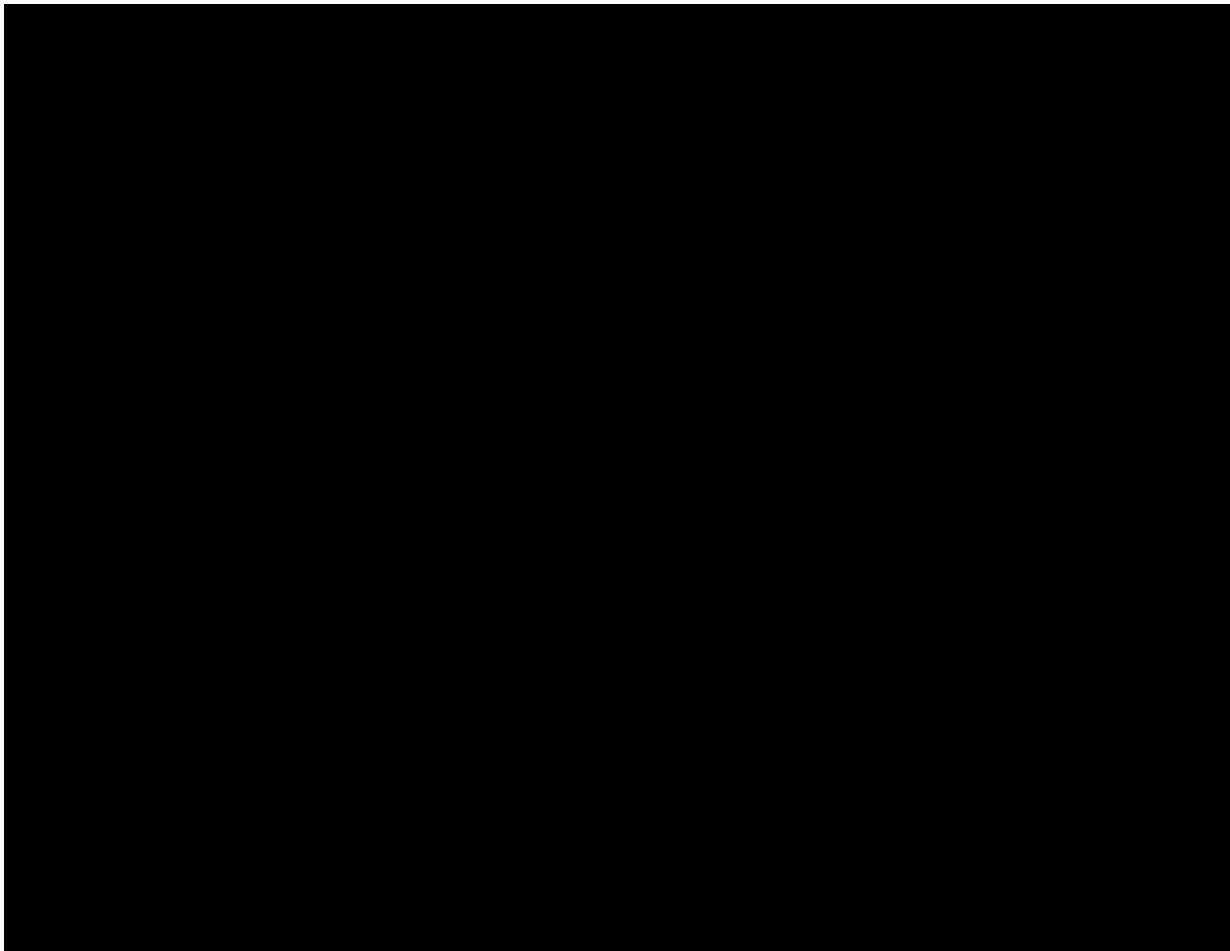
Please refer to the declarations made in respect to these items by the CEO in Attachment 42 referred to in 3.1.5. Tango Energy does not have any matters to report in respect of this requirement.

**4.1.10 Upon request, a criminal history check conducted within the past 12 months for persons listed under information requirement 2**

This information has not been requested by the AER at this time.

**4.1.11 Chief Executive Officer declaration:**

Please refer to the declaration made by the CEO in Attachment 42 referred to in 3.1.5.







**4.1.13 Policies and procedures addressing the probity and competence of officers and any other key management staff**

Tango Energy staff must comply with the PHA Code of Conduct (Attachment 46). Non-compliance can lead to disciplinary action or termination of employment. As an added measure, police checks were introduced in late 2017 as part of the recruitment process.

Relevant attachments	
Attachment 46	PHA Code of Conduct

**4.1.14 Additional information in relation to character and past performance of officers.**

Not applicable.

## 5. List of attachments and appendices

Attachment Reference	Document Name	Commercial in Confidence	Reason for confidentiality	Notes
1	Certificate of Change of Name	No		
2	Incorporation details - Certificate of Registration	No		
3	Tango Energy Pty Ltd Electricity-Retail-Licence	No		
4	Tango Energy Pty Ltd - Gas Retail Licence	No		
5	Pacific Hydro Retail Pty Ltd - AER Retailer authorisation (25.05.2012)	No		
6	Tango Organisation Chart – April 2021	Yes	Publication would result in competitive disadvantage to Tango. The detailed organisation structure is central to Tango's competitive strategy.	
7	Details of Experience and Knowledge (March 2021) - PHA Board	No		

Attachment Reference	Document Name	Commercial in Confidence	Reason for confidentiality	Notes
10	Tango PD Sales Quality Coordinator 16092019	No		
17	Tango Compliance Management Policy	Yes	Publication would result in competitive disadvantage to Tango. The details of how Tango Energy manages its significant compliance obligations is central to Tango's competitive strategy.	
18	Obligations Register (National Energy Retail Law)	Yes	See comments in Attachment 17.	

Attachment Reference	Document Name	Commercial in Confidence	Reason for confidentiality	Notes
19	Breach Reporting Procedure Tango Energy 07.04.2021 (FINAL)	Yes	See comments in Attachment 17.	
20	Tango Energy Compliance and risk management Plan 2021	Yes	See comments in Attachment 17.	
21	Equal Opportunity Policy	No		
22	Tango Energy - Privacy Policy_v2	No		
23	Tango Energy - Credit Reporting Policy_v2	No		
24	South Australian and NSW Hardship Policy - Tango Energy	No		
25	Tango Complaints Procedure V4.3	No		
26	Internal Recruitment Policy and Procedure	Yes	Publication would result in competitive disadvantage to Tango. The details of how Tango Energy manages its staffing and recruitment is central to Tango's competitive strategy.	
27	PHA Energy Markets Trading Policy v8.1	Yes	Publication would result in competitive disadvantage to Tango. The details of how Tango Energy manages its trading strategy is central to Tango's competitive strategy.	
28	PHA Risk Management Framework	Yes	Refer to comments on Attachment 27.	
29	2021 - TANG - REP - Risk Compliance Review (Final) PITCHER PARTNERS	Yes	This contains details of items where confidentiality is claimed in other attachments provided to the AER.	
30	Tango Energy Market Agreement Terms September 2020	No		

Attachment Reference	Document Name	Commercial in Confidence	Reason for confidentiality	Notes
33	APA_Transmission_Payment_Deed_Tango_APA executed	Yes	This contains the details of a commercial agreement with a third party.	
34	Multinet Haulage Agreement terms and conditions (Tango Energy) signed copy 2020	Yes	This contains the details of a commercial agreement with a third party.	
35	Attachment 35 Tango_Energy_-_Gas_Access_Agreement_Ausnet_Executed	Yes	This contains the details of a commercial agreement with a third party.	
36	2020 10 01 - Tango Energy AGN VIC AA HA fully signed	Yes	This contains the details of a commercial agreement with a third party.	
37	Pacific Hydro Pty Ltd (PHPL) consolidated -Financial Report 31 December 2018_signed on 26.4.19	No		
38	PHPL (PH0000A) Group Stat Accounts 31 Dec 2019 (final) - 5.30pm-signed	No		
39	2020 PHPL (PH0000A) Group Stat Accounts - signed	No		
40a	Bank Statement as of 30 November 2020 (TANGO)	Yes	This contains details of Tango Energy's daily transactions.	
40b	Bank Statement as of 31 Mar 2021 (TANGO)	Yes	This contains details of Tango Energy's daily transactions.	
40c	Bank Statement as of 19 Apr 2021 (TANGO)	Yes	This contains details of Tango Energy's daily transactions.	
40d	Bank Statement as of 30 November 2020 (PHPL)	Yes	This contains details of PHPL's daily transactions.	

Attachment Reference	Document Name	Commercial in Confidence	Reason for confidentiality	Notes
40e	Bank Statement as of 31 March 2021 (PHPL)	Yes	This contains details of PHPL's daily transactions.	
40f	Bank Statement as of 19 April 2021 (PHPL)	Yes	This contains details of PHPL's daily transactions.	
41	PH Corporate Structure as of 12 Apr 2021	Yes	Publication would result in competitive disadvantage to Tango. The details of how Pacific Hydro manages its corporate structure is central to Pacific Hydro's business strategy.	
41a	Corporate Structure - Tango Energy Pty Ltd (Simplified)	Yes	See comments on Attachment 41.	
42	CEO Declaration – Domenic Capomolla	Yes	This contains personal details.	
43	Auditor Declaration ShineWing 04 May 2021	Yes	This contains personal details.	
46	PHA Code of Conduct	No		
<b>APPENDICES</b>				
1	AER retailer authorisation - checklist	Yes	This summary document contains details of items where confidentiality is claimed	
2	Feedback provided – response	Yes	This summary document contains details of items where confidentiality is claimed	