



Energy Retail Authorisation Application

iEnergy Power Pty Ltd

PREPARED BY COMPLIANCE
QUARTER



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Introduction

This is an application by iEnergy Power Pty Ltd ('iEnergy') for a retail authorisation for the sale of electricity in those states that have adopted the National Energy Consumer Framework.

iEnergy is a newly established company, founded to sell electricity via embedded networks to several existing property developments in Queensland (both residential and retail) owned by [REDACTED]. After authorisation, iEnergy plans to expand and provide embedded networks for customers of their residential property developments of other developers.

Queensland has seen an increasing demand for housing which has caused a demand for multi-storey developments. iEnergy intends to expand its energy retail activities in this space, while ensuring that both the owners and tenants of these property developments, residential apartments and retail developments, have access to affordable, secure and reliable energy.

iEnergy will retail electricity and intends to start offering electricity retail services from 1 July 2022. iEnergy has identified [REDACTED] as potential retail customers and will progress negotiations for each site once upon obtaining its authorisation by the Australian Energy Regulator ('AER').

iEnergy's energy retail specific expertise is drawn from its key members, who have breadth of experience in the energy market.

To assist the AER in its review of this application, we provide answers below to each of the criteria set out in the Retail Authorisation Guideline and accompanying checklist.

This application consists of the following:

- **Part One** of this document provides the Required Information: general particulars;
- **Part Two** of this document provides the Required Information: organisational and technical capacity;
- **Part Three** of this document provides the Required Information: financial resources;
- **Part Four** of this document provides the Required Information: suitability; and
- **Part Five** is the list of Annexures as referenced throughout.

Documents marked as 'Commercial in Confidence' do not form part of the public component of this application. Documents will be marked as such if proprietary to the application or if they contain legally privileged, copyright or commercially sensitive material.

1. **Part One: Required information – general particulars**

	Required information	Response from iEnergy
1	Fuel type Please enter either Electricity (E), Gas (G) or Dual (D)	Electricity (E)
2	Existing or Start-up business	Start-Up
3	Confidential documents - Please enter either - Yes or No	Yes
4	Your legal name	iEnergy Power Pty Ltd
5	Your trading name if different to your legal name	N/A
6	ABN or ACN	ABN: 23 652 929 194 ACN: 652 929 194
7	A registered business address and address for correspondence	90 Southlink Street Parkinson, Queensland 4115.
8	A nominated contact person, including their position in the organisation and contact details	Name: Connor James Position: Principal - Compliance Quarter Address: Suite 2.04, 4 Ilya Avenue Erina NSW 2250 Email: connor@compliancequarter.com.au Mobile: 0406 509 198 Website: www.compliancequarter.com.au
9	The date you intend to commence retailing energy	15 May 2022

10	The nature and scope of operations proposed (business model and size of operations, volume of customers)	Initially to sell electricity (Embedded Network) within [REDACTED], both Residential and Retail, in Queensland.
11	The jurisdictions in which you intend to retail energy	Phase 1: QLD (first 12 months) Phase 2: NSW, ACT, SA, TAS (after 12 months)
12	The type of customers you intend to supply (for example, small customers, small market offer customers or large customers as defined in s. 5 of the Retail Law)	Small and Large residential and commercial.

2. Part Two: Required information – organizational and technical capacity

2.1 Details of previous experience as an energy retailer (Criterion 1 to 6)

Criterion from Guideline	Required information	Response from iEnergy
Criterion 1	Details of your (or any related parties) previous experience as an energy retailer	<p>iEnergy is a new entrant in the energy retail market and draws on the skills, knowledge, experience and qualifications of its key staff and suppliers, who have significant energy and retail experience.</p> <p>The individuals hired or engaged by iEnergy have worked for energy retailers for many years, including in energy compliance and risk management. Compliance and risk management have been identified as key areas of focus by iEnergy. The hiring of staff by iEnergy reflects the importance placed on capability and experience.</p> <p>The applicant conducted a gap analysis of the additional experience required and as a consequence engaged suitable qualified third parties, as further explained below.</p> <p>Please refer to the following annexures (provided on a commercial in confidence basis) for details on all individuals and providers employed or engaged by iEnergy:</p> <ul style="list-style-type: none"> • Annexure 9 Provider Details • Annexure 14 Third Party Process • Annexure 17 Suitability Declarations • Annexure 20 Organisational Chart
1.1	The date and location of previous operations (this	As a new entity, iEnergy does not have previous operation in the market. However

	should include related entities (if applicable))	staff experience in the energy market is outlined below.
1.2	The form/s of energy sold	Not applicable - iEnergy is a start-up
1.3	The scale of operations (including the number and size of customers)	Not applicable - iEnergy is a start-up
1.4	A description of how the retail activities were conducted	Not applicable - iEnergy is a start-up
Criterion 2	Details of any other relevant retail or energy market experience	iEnergy is a start-up, but has employed key staff and engaged with third parties with the relevant energy market experience
Criterion 3	Where you do not have previous energy market experience, how you intend to bring this experience into your business	The applicant has conducted a gap analysis of the additional experience required and as a consequence has engaged with suitably qualified third parties, as further explained below.
Criterion 4	An organisation chart showing the structure of your organisation (this should include Board members and Operational Managers)	Please refer to Annexure 20 for the Organisational Chart.
Criterion 5	The number of employees, broken down by business unit or other relevant classification (are employees shared with any other entities)	<p>iEnergy currently consists of 5 employees, operating across five different business units:</p> <ul style="list-style-type: none"> • General Management (1); • Operations (1); • Administrative (1); • Financial and Risk Management (1); and • Sales (1). <p>As the business grows, iEnergy expects to employ further staff.</p>

Criterion 6	A summary of qualifications, technical skills and experience of your officers, and the relevance of those skills and experience to meeting the requirements of the retailer authorisation (this may include a CV)	<p>iEnergy's proficient management team, are dedicated professionals that share the same ethics, passion, integrity and goals. The team has customer satisfaction as its primary goal and seeks to achieve this through high standards for its customer services, support and shared vision.</p> <p>iEnergy's team members have had experience in Renewable Energy, back-end monitoring and management and Electric Vehicle charging management.</p> <p>Our Key Staff are -</p> <ul style="list-style-type: none"> • Chief Executive Officer: Liang Sun • Chief Operating Officer: Christopher McMahon • Chief Financial Officer: George Brooks • Sales Manager: Mr Gary Morgan • Administration Manager: Irene Grassi <p>Please see attached (Annexure 27) for the CV's for the above personnel. A summary is below.</p> <p><u>Mr Liang Sun - Chief Executive Officer</u></p> <p>Liang is an entrepreneur with a passion for renewable energy, property & finance- related businesses. Liang has been in the renewable industry since 2009, developing and operating building complexes and their contained embedded networks in Queensland. Liang has been part of several large businesses, he was namely:</p> <ul style="list-style-type: none"> • [REDACTED]
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		<p>Chris demonstrates exceptional problem solving and troubleshooting skills, knowledge of the installation and maintenance of electrical systems and equipment, also extensive experience in the following fields:</p> <ul style="list-style-type: none"> • Commercial Electrical projects • Metering & Photovoltaic projects • Articulation of Electrical Networks within buildings • Greenfield Embedded Network Sites (A brand new site with no existing supply or connection; where the design and setup of an Embedded Network has been considered and adopted.) <p><u>Mr George Brooks - Chief Financial Officer</u></p> <p>A passionate Retail Sales Leader, with experience across multi-store and channel distribution businesses at Senior levels. Experienced across the Banking sector along with various brands and distribution channels, with a genuine commitment to growing talent, staff engagement and customer advocacy. George's experience includes:</p> <ul style="list-style-type: none"> • Innovative and achievement focused leader, who led a 'start up' digital home lending channel for Westpac Bank, [REDACTED], during his tenure; • Agile leader who embraces technology; • Strong analytical thinker, utilised on numerous distribution & marketing strategic projects; • Complex credit risk assessment skills developed at NAB; • Delivering outcomes via complex stakeholder structures at national
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		<p>level;</p> <ul style="list-style-type: none"> Managing resources and accountability for businesses with large balance sheets and salary budgets. <p><u>Mr Gary Morgan – Sales Manager</u></p> <p>Gary has a proven corporate background. He has 20 years of experience in Project Management in residential building developments and has had 10 years in phone sales in a corporate setting and has received national awards for his achievements.</p> <ul style="list-style-type: none"> Involved in the complete analysis and project management of multimillion-dollar residential projects and advised on product mix; Reported on market factors including property economics Sold more than 30 projects successfully Well-connected in the Sydney finance sector and financial planner circles <p><u>Ms Irene Grassi – Administration Manager</u></p> <ul style="list-style-type: none"> Irene's professional background in the Corporate Sector includes acting as the executive briefing centre co-ordinator for SingTel Optus in Melbourne. In the role she co-ordinated the executive centre and performed personal assistant duties for visiting directors. Later moving to Queensland, Irene has held positions as office manager and personal assistant for various businesses, primarily in the electrical sector.
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2.2 Third party involvement (Criterion 7)

Criterion from Guideline	Required information	Response from iEnergy
Criterion 7	Where you may be relying on a third party to provide staff and resources to meet the technical requirements of your retailer authorisation or to perform retail roles (such as operating phone centres or billing), you must -	<p>The key suppliers engaged by the business are:</p> <ul style="list-style-type: none"> • Compliance Quarter / Law Quarter: Compliance, regulatory and legal support. • Mahoneys Law Firm: legal consultant (Property) • Francis Tan Accountants: Accounting • Tally Group: billing and CRM • IntelliHub OR Plus ES (TBC): Metering management <p>Please refer to the following annexures provided on a commercial in confidence basis for details on all providers:</p> <ul style="list-style-type: none"> • Annexure 9 Provider Details • Annexure 14 Third Party Process • Annexure 19 Business Plan
7.1	State all functions and activities you propose to outsource	<ul style="list-style-type: none"> • Compliance, regulatory and legal support (Compliance Quarter / Law Quarter) • Billing and CRM (Tally Group) • Metering Management (IntelliHub OR Plus ES) • Property legal consultant (Mahoneys Law Firm) • Accounting (Francis Tan Accountants) <p>Please see Annexure 28 for client engagement documents that have been prepared / entered into.</p>

7.2	Provide a summary of the third party's experience in, and knowledge of, the relevant area	<p>Please see Annexure 9 (Provider Details) for further information regarding the third parties experience. A summary is below:</p> <p>Compliance Quarter / Law Quarter - Compliance and Legal Consultant</p> <p>Compliance Quarter is the pre-eminent supplier of regulatory compliance support to energy businesses operating in the national electricity market. Compliance Quarter has successfully supported a number of start-up and existing energy businesses and has a proven track record of implementing effective compliance programs.</p> <p>Law Quarter (the sister business of Compliance Quarter) is an Incorporated Legal Practice with both commercial and energy partners. Law Quarter has acted in some of the few legal matters heard in the Supreme Court relating to the National Energy Retail Law.</p> <p>Tally Group – Billing and CRM</p> <p>Tally Group designs, builds and operates next-generation software that automates billing, empowers customers and fast-tracks innovation. In particular, they provide retail solutions for modern and legacy embedded networks including onboarding, customer management, billing and engagement solutions to enable clients to manage embedded network retail operations.</p> <p>Metering Management: IntelliHub OR Plus ES</p> <p><i>iEnergy will select one of these companies to carry out the metering management functions – they are both AEMO accredited.</i></p>
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		<p>Intellihub - Intellihub Group is an Australian and New Zealand based utility services company that delivers innovative metering and data solutions to maximise digital and new energy services. They provide multi-utility services across electricity, gas and water networks for residential, commercial & industrial, embedded networks and solar metering customers.</p> <p>Plus ES is a dedicated provider of metering services for both large and small markets and is registered as a Metering Coordinator and Embedded Network Manager under the Australian Energy Market Operator's 'Power of Choice' regulation. The company has many years of metering know-how in C&I, SME and Residential markets, and the team possesses the technical expertise to deliver metering and data requirements for their clients.</p> <p>Mahoneys Law Firm – Legal Consultant (Property)</p> <p>Mahoneys was founded in 2002 by John Mahoney – Queensland's pre-eminent management rights expert – who remains one of the partners. Property development and management rights are key practice areas, but their expertise spans commercial law, corporate law, commercial litigation, commercial property, management rights, property development, dispute resolution, estate planning and insolvency</p> <p>Francis Tan Accountants - Accounting Firm</p> <p>Jean Wang is the Principal of the firm. She is a qualified Chartered Accountant, registered Tax Agent, Justice of the Peace and a member of</p>
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		<p>the National Tax & Accountants' Association. Together with her previous experience as a Senior Tax Consultant at Ernst & Young and a double degree in Bachelor of Business and Law, she is able to interpret the Australian and NSW Tax Legislation effectively and apply this understanding to complex tax matters.</p>
7.3	Provide evidence of the third party's technical capacity to meet relevant obligations	<p>Each of the third-party suppliers that have been selected by the business have extensive experience in the Australian energy market and have proven their technical capacity to meet relevant obligations. We refer you to Annexure 9 Provider Details for further details regarding their capacity.</p> <ul style="list-style-type: none"> • Please see Annexure 29 for Third Party Capability Statements for Tally Group and Compliance Quarter. • Mahoneys Law Firm and Francis Tan accountants do not have 'capability statements' as such, but they are accredited and regulated by respective industry bodies. • IntelliHub / Plus ES are both accredited by AEMO as metering providers (see AEMO accreditation list), and therefore have the required technical capacity to carry out their functions / meet their obligations.
7.4	Provide evidence of controls in place to ensure the third party's compliance with the Retail Law and Retail Rules (this may include	<p>We refer you to our Third-Party Process Policy (Annexure 14) which sets out the various controls that the business has in place when selecting and engaging with third party suppliers.</p> <p>Please refer to the following annexures</p>

	contracts, deeds and/or policies with other parties)	<p>provided on a commercial in confidence basis, for further information about third party suppliers, and various controls that the business has in place when selecting and engaging with these suppliers:</p> <ul style="list-style-type: none"> • Annexure 4 Compliance Policy • Annexure 9 Provider Details • Annexure 13 Risk Management Policy • Annexure 14 Third Party Process • Annexure 19 Business Plan
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2.3 Business plan (Criterion 8)

Please refer to iEnergy's business plan in **Annexure 19**, provided on a commercial in confidence basis. Detailed assumptions on the forecasts and how forecasts were calculated are contained in **Annexure 21** (iEnergy Power Financial Forecast and Expenditure).

2.4 Compliance strategy (Criterion 9)

iEnergy is committed to an effective compliance program implemented in accordance with AS/ISO 19600:2015. iEnergy's Compliance Policy (**Annexure 4**), demonstrates the extent to which the standard has guided iEnergy.

iEnergy understands and will implement a range of measures to ensure compliance with regulatory obligations. The applicant's regulatory obligations include those under Energy Law (including the National Energy Retail Law, National Energy Retail Regulations and various Victorian instruments), the Telecommunications Act 1997, the Do Not Call Register Act 2006 and the Australian Consumer Law (as set out in Schedule 2 to the Competition and Consumer Act 2010). A detailed list of regulatory obligations applicable to the applicant is attached and marked **Annexure 8 - Obligations Register**, provided on a commercial in confidence basis.

The board of iEnergy has overall responsibility for setting and overseeing the corporate governance and compliance standards that are implemented by the Compliance Committee consisting of a member of the board, our Compliance Lead and business managers. Ways that iEnergy will ensure compliance include:

- The Compliance Committee: Responsible for developing and implementing the compliance program via the development of policies, procedures and training programs.
- Compliance Personnel: Responsible for the day to day oversight of the compliance program of iEnergy.
- External Advice: iEnergy, as part of its compliance program, obtains advice on compliance and legal issues from a number of qualified external providers.
- Information Technology: iEnergy implements a range of technological solutions that aid in the iEnergy's compliance and implementation of the compliance program. These include the Compliance HUB, a cloud-based system that tracks regulatory obligations and assigns various controls against obligations.
- Documentation: iEnergy has developed procedures and policies related to operational processes in order to ensure regulatory compliance. These documents are provided to employees to ensure implementation of practices in compliance.
- Compliance Risk Assessments: iEnergy actively seeks to identify and reduce the

likelihood of breaches of regulatory obligations. A Compliance Risk Assessment will be conducted looking at applicable regulatory obligations, the consequences and likelihood of a breach and appropriate controls.

- **Training and Assessment**: The aim of compliance training and assessment is to reinforce in all staff the understanding that regulatory compliance is core to the applicant's operations. External training providers will be utilised where appropriate. Compliance Quarter will provide ongoing compliance training including using the Compliance HUB, in a face-to-face setting and via webinar.
- **Qualified Staff**: Appropriately qualified staff will be employed.
- **Monitoring and Reporting**: Any compliance breaches will be monitored, resolved and reported in accordance with the Plan and the applicant's reporting obligations.

Please find attached (provided on a commercial in confidence basis) for the compliance strategy documentation. These documents have been adopted by the Director of iEnergy (see **Annexure 26** – iEnergy Resolution to Adopt documents):

- **Annexure 1** Audit Policy
- **Annexure 2** Code of Conduct
- **Annexure 3** Complaints Policy
- **Annexure 4** Compliance Policy
- **Annexure 5** Customer Hardship Policy
- **Annexure 6** HR Policy
- **Annexure 8** Obligations Register
- **Annexure 10** Privacy Policy
- **Annexure 11** Website Notices
- **Annexure 12** Rights and Obligations
- **Annexure 13** Risk Management Policy
- **Annexure 14** Third Party Process
- **Annexure 15** Retail Reporting

Criterion from Guideline	Required information	Response from iEnergy
Criterion 9	Details of your compliance strategy	Please refer to the statement above and the attachments listed.
9.1	Demonstrating your knowledge and understanding of the obligations imposed on	Please find attached to this application an Obligations Register (Annexure 8) that has been developed by our external consultants Compliance Quarter.

	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	
9.2	Outlining how applicable retailer authorisation obligations and statutory, industry and technical requirements will be met (including how compliance breaches will be identified and remedied)	We refer you to the various Annexures listed section 2.4 above that demonstrate how the applicant will ensure compliance.
9.3	Including complaint and dispute resolution procedures, developed in accordance with Australian Standard AS/NZS 10002:2014 (AS ISO 10002-2006) (Customer satisfaction—Guidelines for complaints handling in organisations).	<p>Please refer to the attached Complaints Policy (Annexure 3).</p> <p>The applicant is committed to freely receiving and resolving complaints in an accessible and transparent way. In all instances, the applicant will:</p> <ul style="list-style-type: none"> • Freely accept complaints lodged on our website, in person, by telephone, facsimile, email or letter; • Acknowledge any complaint received as soon as possible; • Begin an investigation into the reasons for a complaint within 24 hours of acknowledgment; • Keep the complainant updated about the investigation and any proposed resolution; • Notify the complainant as soon as possible of the outcome of our investigation and any proposal we have for resolution; and • Provide the complainant with the option of an internal review of

		<p>their complaint if they are unsatisfied with the outcome of the investigation or the proposed resolution</p>
9.4	<p>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).</p>	<p>iEnergy intends that the 3rd parties nominated to fill gaps in skills/ knowledge will continue to be outsourced.</p> <p>This decision will be reviewed in 1-3 years. Should iEnergy decide to employ individuals to fulfil these roles, a recruitment company will be engaged, and any relevant training would be undertaken (as underpinned by the HR Policy)</p>

2.5 Risk management strategy (Criterion 10 to 12)

Criterion from Guideline	Required information	Response from iEnergy
Criterion 10	A copy of your risk management strategy covering both operational and financial risks	Please find attached to this application a copy of iEnergy's Risk Management Policy covering both operational and financial risks (Annexure 13 Risk Management Policy).
Criterion 11	Evidence that your risk management and compliance strategies have been subject to an external assurance process (we would expect the external assurance process to be conducted by a suitably qualified and independent entity)	Please find attached to this application a copy of the letter of assurance provided by suitably qualified and independent entity <i>Shared Safety and Risk</i> (Annexure 23 Independent Audit of Compliance and Risk)
Criterion 12	Any additional information which demonstrates your ability to manage risk and operate in accordance with the Retail Law objective, particularly the long-term interests of consumers (for example, copies of any retail contracts that you have developed)	<p>iEnergy and its associates have experience in the management of risk, which is underpinned by relevant policies, and clear identification and understanding of regulatory obligations.</p> <p>In particular, regulatory risk will be managed pursuant to the Compliance Policy (Annexure 4) and Risk Management Policy (Annexure 13). Regulatory obligations have been mapped in an Obligations Register. The iEnergy Obligations Register (mapping obligations applicable to the sale of electricity) is attached to this application (Annexure 8)</p> <p>The AER will also be provided with a login to a compliance system that will be used in the management of our compliance</p>

		<p>program.</p> <p>Retail contracts are yet to be drafted, however they will be based on standard retail contract, and will otherwise comply with National Energy Retail Law.</p>
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2.6 Agreements in place with key market players within the relevant jurisdictions (distribution businesses and AEMO) If agreements not finalised provide information as to negotiations (Criterion 13 to 15)

Criterion from Guideline	Required information	Response from iEnergy
Criterion 13	Evidence of any membership, or steps taken to obtain membership, of a recognised energy industry ombudsman scheme in the jurisdiction/s in which you intend to retail energy to small customers	<p>iEnergy has noted that it will apply to the Energy and Water Ombudsman New South Wales (EWON) for membership of the scheme. Please find attached and marked Annexure 7 a copy of the letter sent to EWON.</p> <p>Please also find attached and marked Annexure 16 a copy of the application that the applicant will lodge with the Energy & Water Ombudsman SA EWOSA.</p> <p>iEnergy has also made an inquiry for membership to EWOQ, as it is expected that embedded networks will soon come under their jurisdiction – please see attached and marked Annexure 30.</p> <p>Further memberships will be obtained prior to entry into each respective market.</p>
Criterion 14	Evidence of any agreements / arrangements in place with key market players within the jurisdictions in which you intend to operate. This includes,	We note that iEnergy will be a retailer within embedded networks and as such will not require registration as a Market Customer with AEMO.

	but is not limited to, distribution businesses and AEMO. Where agreements / arrangements have not been finalised, you should provide details of any negotiations or steps that have occurred to date and when you expect agreements / arrangements to be completed	
14a	If you intend only to onsell energy you should provide details of the back-up arrangements you have in place in case your business fails	iEnergy will onsell electricity from the gate meter. The likelihood of a failure in iEnergy is low noting the financial resources of the company. Should iEnergy fail, the occupants of embedded networks will continue to be supplied with electricity. iEnergy will ensure it includes relevant clauses in its contracts with owners corporations allowing for the continuation of services.
Criterion 15	Any additional information that will help us assess your organisational and technical capacity	Relevant information contained above.

3. Part Three: Required information – financial resources (Criterion 1 to 9)

The applicant is a start up business. Below we address criterion 1 to 9.

Criterion from Guideline	Required information	Response from iEnergy
Criterion 1	<p><u>Existing businesses</u></p> <p>Copies of your audited financial reports for the past 12 months (note, we may ask for the previous two years' reports, if necessary). This information should include:</p> <ul style="list-style-type: none">• All financial statements required by the accounting standards.• 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).	<p>This section does not apply because iEnergy is not an “existing business”.</p> <p>iEnergy is a new ‘start-up’ business, registered in August 2021. Further information required by start-ups is provided below.</p>

Criterion 2	<p><u>Existing businesses</u></p> <p>Evidence of long and / or short term credit rating/s (if available).</p>	<p>This section does not apply because iEnergy is not an “existing business”.</p> <p>iEnergy is a new ‘start-up’ business, registered in August 2021. Further information required by start-ups is provided below.</p>
Criterion 3	<p><u>Start-up businesses</u></p> <p>Details and evidence of your current financial position (most recent financial year). For example, interim financial statements (statement of profit or loss, statement of cash flows, statement of financial position), current bank statements</p>	<p>Please find attached documentation confirming iEnergy's current financial position marked Annexure 18 and provided on a commercial in confidence basis.</p> <p>iEnergy has access to significant financial resources and has sufficient financial capacity to support the planned retail operations. There are enough finances in reserves to meet all expected costs under the business plan.</p>
Criterion 4	<p><u>Existing and Start-up businesses</u></p> <p>If you are part of a group of related companies, and/or party to a partnership, joint venture or alliance agreement with another company, and you are given financial support by that entity, you should provide -</p>	<p>We confirm that iEnergy is not part of a group of related companies, and/or party to a partnership, joint venture or alliance agreement with another company</p>
4.1	<p>Details of the ownership structure of the group (including relationships with group entities). If you are not a group but a standalone entity you</p>	<p>iEnergy is an Australian proprietary company limited by shares.</p> <p>Please find attached (Annexure 24) a copy of an ASIC extract including details of ownership of the company.</p>

	should also provide details of your ownership structure.	
4.2	The contractual arrangements (e.g. alliance contracts, associate contracts, establishment contracts) that define relationships within the group—including shared resources (such as office space, staff, sales channel, any other resource), guarantees, revenue flows, obligations and/or responsibilities	As above – iEnergy is not part of a group of related companies
4.3	Consolidated audited financial statements for the group	As above – iEnergy is not part of a group of related companies
Criterion 5	A written declaration, within 6 months of the application being accepted by the AER (published), from your Chief Financial Officer, Chief Executive Officer or director/s stating you are a going concern and that the officer is unaware of any factor that would impede your ability to finance your energy retailer activities under the retailer authorisation for the next 12 months. For unincorporated applicants, a written declaration should be	Please find attached at Annexure 17 a declaration answering criterion 5.

	provided by the person/s in effective control of the business	
Criterion 6	A written declaration, from an independent auditor/accountant or your principal financial institution stating that -	Please find attached Annexure 22 for a declaration addressing this criterion.
6.1	An insolvency official has not been appointed in respect of the business or any property of the business	Please find attached Annexure 22 for a declaration addressing this criterion. iEnergy confirms that an insolvency official has not been appointed in respect of the business or any property of the business.
6.2	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	Please find attached Annexure 22 for a declaration addressing this criterion. iEnergy confirms that 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.
6.3	They are unaware of any other factor that would impede your ability to finance your energy retail activities under the authorisation	Please find attached Annexure 22 for a declaration addressing this criterion. iEnergy is unaware of any other factor that would impede its ability to finance its energy retail activities under the authorisation.
Criterion 7	Details of any bank guarantees or arrangements or process to access additional capital	iEnergy has sufficient capital to fund the operations for its first 5 years, so no bank guarantees are foreseen to be needed at this time.
Criterion 8	Forecast revenue and expenses for three to five years or to the point where your business is cash-flow positive, whichever is the latter. This forecast should include profit and loss, cash flow and balance	Please find attached a financial forecast and expenditure document for iEnergy (Annexure 21).

	sheet and be consistent with your business plan and highlight all key assumptions and risks	
Criterion 9	Any additional information that will help us assess your financial capacity to operate as an energy retailer (this could include your ownership structure if you are a stand-alone entity).	Relevant information contained above.

4. Part Four: Required information – suitability (Criterion 1 to 7)

iEnergy is a fit and proper entity to hold a retail authorisation. Neither itself, its related body corporates, its officers or associates have had any criminal or civil convictions.

Criterion from Guideline	Required information	Response from iEnergy
Criterion 1	For you (the applicant) and your associates, any other business where your officers have held an officer position and any other entity that exerts control over your business activities—details of -	Please find answers below. Please also refer to the declaration in Annexure 17 – Suitability Declarations.
1.1	any material failure to comply with regulatory requirements, laws or other obligations over the previous 10 years, including infringement notices or other enforcement action (including voluntary administrative undertakings) being taken by a regulatory body	<p>Please refer to the declaration in Annexure 17 – Suitability Declarations.</p> <div style="background-color: black; height: 18px; width: 90%;"></div> <div style="background-color: black; height: 18px; width: 95%;"></div> <div style="background-color: black; height: 18px; width: 94%;"></div> <div style="background-color: black; height: 18px; width: 98%;"></div> <div style="background-color: black; height: 18px; width: 96%;"></div> <div style="background-color: black; height: 18px; width: 85%;"></div> <div style="background-color: black; height: 18px; width: 92%;"></div> <div style="background-color: black; height: 18px; width: 95%;"></div> <div style="background-color: black; height: 18px; width: 93%;"></div> <div style="background-color: black; height: 18px; width: 97%;"></div> <div style="background-color: black; height: 18px; width: 98%;"></div> <div style="background-color: black; height: 18px; width: 94%;"></div> <div style="background-color: black; height: 18px; width: 96%;"></div> <div style="background-color: black; height: 18px; width: 97%;"></div> <div style="background-color: black; height: 18px; width: 10%;"></div> <div style="margin-left: 40px;"> <div style="background-color: black; height: 18px; width: 90%;"></div> <div style="background-color: black; height: 18px; width: 94%;"></div> <div style="background-color: black; height: 18px; width: 95%;"></div> <div style="background-color: black; height: 18px; width: 85%;"></div> </div>

1.4	any past or present administrative or legal actions in relation to an authorisation, authority or licence in any industry	There have been no such events. Please refer to the declaration in Annexure 17 – Suitability Declarations .
1.5	any situation/s where you (or an associate) have previously triggered the RoLR provisions of the Retail Law or equivalent state/territory/foreign legislation, or have transferred or surrendered an authorisation or licence in circumstances where if not done, triggering a RoLR event would have been likely	There have been no such situations. Please refer to the declaration in Annexure 17 – Suitability Declarations .
Criterion 2	Details of any offences or successful prosecutions under any territory, state, Commonwealth or foreign legislation (including, but not limited to, the <i>Australian Securities and Investments Commission Act 2001 (Cth)</i> , <i>Competition and Consumer Act 2010 (Cth)</i> and the <i>Corporations Act 2001 (Cth)</i>) relevant to your capacity as an energy	There have been no such offences or prosecutions. Please refer to the declaration in Annexure 17 – Suitability Declarations .

	retailer, or written confirmation that no offences have been committed against, or been prosecuted under, any such legislation. This information must be provided for -	
2a	your current director/s (or shadow / de facto director/s), and any other person that exerts control over your business activities	There have been no such offences or prosecutions. Please refer to the declaration in Annexure 17 – Suitability Declarations.
2b	if your business is unincorporated, the person/s with effective control of the business	Not applicable. Please refer to the declaration in Annexure 17 – Suitability Declarations.
2c	all persons who are responsible for significant operating decisions for your business	There have been no such offences or prosecutions. Please refer to the declaration in Annexure 17 – Suitability Declarations.
Criterion 3	Upon request, a criminal history check conducted within the past 12 months for persons listed under information requirement 2	The applicant is willing to provide this on request.
Criterion 4	Written declarations from your Chief Financial Officer (or Chief Executive Officer) -	Please refer to the declaration in Annexure 17 – Suitability Declarations.

4.1	that members of your management team have not been disqualified from the management of corporations	There have been no such events. Please refer to the declaration in Annexure 17 – Suitability Declarations .
4.2	about the record of bankruptcy of your management team (including in any overseas jurisdiction)	There have been no such events. Please refer to the declaration in Annexure 17 – Suitability Declarations .
Criterion 5	Full names and current residential addresses of all your officers	Attached please find details of the iEnergy officers, including full names and addresses, marked Annexure 25 .
Criterion 6	Details of policies and procedures addressing the probity and competence of officers and any other key management staff	<p>The following policies and procedures, which are referenced throughout this application and attached in the Annexures, meet the requirements of probity and competence:</p> <p>Please find attached documents which are relevant to this component of the application:</p> <ul style="list-style-type: none"> • Annexure 1 Audit Policy • Annexure 2 Code of Conduct • Annexure 4 Compliance Policy • Annexure 6 HR Policy
Criterion 7	Any additional information that will assist us in our consideration of the character and past performance of your officers. If there has been a compliance issue, how will this be addressed in your future operations	Relevant information contained above.

5. Part Five: List of Annexures

Document	Description	Confidential
Annexure 1	Audit Policy	Yes
Annexure 2	Code of Conduct	Yes
Annexure 3	Complaints Policy	Yes
Annexure 4	Compliance Policy	Yes
Annexure 5	Customer Hardship Policy	Yes
Annexure 6	HR Policy	Yes
Annexure 7	Letter to EWON	Yes
Annexure 8	Obligations Register	Yes
Annexure 9	Provider Details	Yes
Annexure 10	Privacy Policy	Yes
Annexure 11	Website Notices	No
Annexure 12	Rights and Obligations	Yes
Annexure 13	Risk Management Policy	Yes
Annexure 14	Third Party Process	Yes
Annexure 15	Retail Reporting	Yes
Annexure 16	Retail Application to SA Ombudsman	Yes
Annexure 17	Suitability Declarations	Yes
Annexure 18	Commonwealth Bank Proof of Balance	Yes
Annexure 19	Business Plan	Yes
Annexure 20	Organisational Chart	Yes
Annexure 21	iEnergy Power Financial Forecast and Expenditure	Yes
Annexure 22	Statement from Accountant	Yes
Annexure 23	Independent Audit of Compliance and Risk (Shared Safety and Risk)	Yes

Annexure 24	ASIC Extract	No
Annexure 25	List of Officers	Yes
Annexure 26	iEnergy Resolution to Adopt documents	Yes
Annexure 27	CV's – key personnel	Yes
Annexure 28 (a-e)	Third party engagement agreements	Yes
Annexure 29	Third Party Capability Statements	No
Annexure 30	Scheme Membership inquiry - EWOQ	Yes

Version Control

Version	Amendment	Author and Date
Version 1	Not applicable	CJ 16/09/2021
Version 2		28/10/2021
Version 3		07/03/2022