

Penalty Notice

Essential Services Commission Act 2001 (Vic), section 54S

To: IPower Pty Limited (ACN 111 267 228)
Level 23
2 Southbank Boulevard
Southbank, VIC, 3006

Penalty notice number: PN(G) 250-2025

1. This notice is dated 31 October 2025.
2. The Essential Services Commission (**the commission**) alleges that the regulated entity IPower Pty Limited (ACN: 111 267 228) (**IPower**) has contravened a civil penalty requirement within the meaning of that term under section 3 of the *Essential Services Commission Act 2001 (Vic)* (**the Act**).
3. On 29 October 2025, the commission determined that it has a reason to believe that IPower is a regulated entity that had engaged in contravention of a civil penalty requirement, in accordance with section 54S(1) of the Act.
4. The nature, and a brief description of the alleged contravention, are detailed in Schedule 1 to this penalty notice.
5. The amount of the penalty is 200 penalty units, as provided by section 54T(2) of the Act. At the time of the contravention, the penalty unit amount was \$197.59, meaning that the total penalty notice amount is \$39,518.

How to pay the penalty

6. The \$39,518 penalty notice amount is payable by **29 November 2025**.
7. IPower may pay the penalty amount by electronic funds transfer to the following account:

Bank: [REDACTED]
BSB Number: [REDACTED]
Account Number: [REDACTED]
Account Name: [REDACTED] Revenue Account

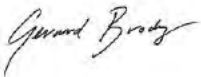
ABN: [REDACTED] (Essential Services Commission)

Reference: PN(G) 250-2025

8. Please notify the commission via email at enforcement@esc.vic.gov.au once payment has been made.

What can IPower do in response to this penalty notice?

9. IPower can choose whether or not to pay the penalty specified in this notice.
10. If IPower pays the amount of the penalty notice before the end of the time specified in this penalty notice, the commission will not commence, as appropriate, either a proceeding against IPower for a contravention order in relation to the alleged contravention or a criminal proceeding for an offence constituted by conduct that is substantially the same as the conduct that constitutes the alleged contravention. If IPower does not pay the penalty within this time, the commission may take such action.
11. IPower is entitled to disregard this penalty notice and to defend any proceedings relating to the alleged contravention.



.....

Gerard Brody
Chairperson
Essential Services Commission

Schedule 1

Details of the conduct and alleged contravention

1. Clause 69(2) of the Energy Retail Code of Practice (Versions 2 and 3) (**ERCOP**) was at all relevant times a civil penalty requirement, pursuant to Schedule 1 of the ERCOP and the definition of civil penalty requirement under section 3 of the Act.
2. Clause 69 of the ERCOP provides that:
 1. A retailer must review a bill if requested to do so by the small customer.
 2. The retailer must conduct the review in accordance with the retailer's standard complaints and dispute resolution procedures, including any time limits applicable under those procedures.
3. In accordance with section 54S(1) of the Act, the commission has reason to believe that:
 - a) IPower holds (and held at all material times) a gas retail licence issued by the commission pursuant to the *Gas Industry Act 2001 (Vic)* and is a regulated entity operating in a regulated industry within the meaning of the Act.
 - b) On 24 July 2024, the below small customer requested IPower to conduct a bill review of invoice [REDACTED]
 - i. [REDACTED]
 - ii. [REDACTED]

However, IPower failed to review the bill within the time limits stipulated under its standard complaints and dispute resolution procedures.
4. As a result, the commission alleges that IPower contravened clause 69(2) of the ERCOP. IPower's conduct therefore constitutes a contravention of a civil penalty requirement within the meaning of that term under section 3 of the Act.
5. The amount of the penalty for this civil penalty requirement at the time of the alleged contravention is \$39,518 (200 penalty units),¹ as provided by section 54T(2) of the Act.

¹ As at the date of the alleged contravention, the value of a penalty unit was \$197.59 (Victorian Government Gazette, S255, dated 7 May 2024).

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Essential Services Commission Act 2001 (Vic), section 54S

To: IPower Pty Limited (ACN 111 267 228)
Level 23
2 Southbank Boulevard
Southbank, VIC, 3006

Penalty notice number: PN(G) 251-2025

1. This notice is dated 31 October 2025.
2. The Essential Services Commission (**the commission**) alleges that the regulated entity IPower Pty Limited (ACN: 111 267 228) (**IPower**) has contravened a civil penalty requirement within the meaning of that term under section 3 of the *Essential Services Commission Act 2001* (Vic) (**the Act**).
3. On 29 October 2025, the commission determined that it has a reason to believe that IPower is a regulated entity that had engaged in contravention of a civil penalty requirement, in accordance with section 54S(1) of the Act.
4. The nature, and a brief description of the alleged contravention, are detailed in Schedule 1 to this penalty notice.
5. The amount of the penalty is 200 penalty units, as provided by section 54T(2) of the Act. At the time of the contravention, the penalty unit amount was \$192.31, meaning that the total penalty notice amount is \$38,462.

How to pay the penalty

6. The \$38,462 penalty notice amount is payable by **29 November 2025**.
7. IPower may pay the penalty amount by electronic funds transfer to the following account:

Bank: [REDACTED]
BSB Number: [REDACTED]
Account Number: [REDACTED]
Account Name: [REDACTED] Revenue Account

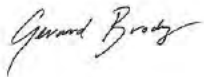
ABN: [REDACTED] (Essential Services Commission)

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What can IPower do in response to this penalty notice?

9. IPower can choose whether or not to pay the penalty specified in this notice.
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 1. A retailer must review a bill if requested to do so by the small customer.
 2. The retailer must conduct the review in accordance with the retailer's standard complaints and dispute resolution procedures, including any time limits applicable under those procedures.
3. In accordance with section 54S(1) of the Act, the commission has reason to believe that:
 - a) IPower holds (and held at all material times) a gas retail licence issued by the commission pursuant to the *Gas Industry Act 2001 (Vic)* and is a regulated entity operating in a regulated industry within the meaning of the Act.
 - b) On 22 August 2023, the below small customer requested IPower to conduct a bill review of invoice [REDACTED]
 - i. [REDACTED]
 - ii. [REDACTED]

However, IPower failed to review the bill within the time limits stipulated under its standard complaints and dispute resolution procedures.

4. As a result, the commission alleges that IPower contravened clause 69(2) of the ERCOP. IPower's conduct therefore constitutes a contravention of a civil penalty requirement within the meaning of that term under section 3 of the Act.
5. The amount of the penalty for this civil penalty requirement at the time of the alleged contravention is \$38,462 (200 penalty units),² as provided by section 54T(2) of the Act.

² As at the date of the alleged contravention, the value of a penalty unit was \$192.31 (Victorian Government Gazette, S256, dated 23 May 2023).

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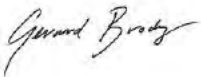
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 - a) IPower holds (and held at all material times) a gas retail licence issued by the commission pursuant to the *Gas Industry Act 2001 (Vic)* and is a regulated entity operating in a regulated industry within the meaning of the Act.
 - b) On 22 August 2023, the below small customer requested IPower to conduct a bill review of invoice [REDACTED]
 - i. [REDACTED]
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However, IPower failed to review the bill within the time limits stipulated under its standard complaints and dispute resolution procedures.

4. As a result, the commission alleges that IPower contravened clause 69(2) of the ERCOP. IPower's conduct therefore constitutes a contravention of a civil penalty requirement within the meaning of that term under section 3 of the Act.
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³ As at the date of the alleged contravention, the value of a penalty unit was \$192.31 (Victorian Government Gazette, S256, dated 23 May 2023).

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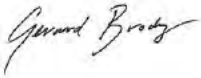
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8. Please notify the commission via email at enforcement@esc.vic.gov.au once payment has been made.

What can IPower do in response to this penalty notice?

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3. In accordance with section 54S(1) of the Act, the commission has reason to believe that:
 - a) IPower holds (and held at all material times) an electricity retail licence issued by the commission pursuant to the *Electricity Industry Act 2000 (Vic)* and is a regulated entity operating in a regulated industry within the meaning of the Act.
 - b) On 9 August 2024, the below small customer requested IPower to conduct a bill review of invoice [REDACTED]
 - i. [REDACTED]
 - ii. [REDACTED]

However, IPower failed to review the bill within the time limits stipulated under its standard complaints and dispute resolution procedures.

4. As a result, the commission alleges that IPower contravened clause 69(2) of the ERCOP. IPower's conduct therefore constitutes a contravention of a civil penalty requirement within the meaning of that term under section 3 of the Act.
5. The amount of the penalty for this civil penalty requirement at the time of the alleged contravention is \$39,518 (200 penalty units),⁴ as provided by section 54T(2) of the Act.

⁴ As at the date of the alleged contravention, the value of a penalty unit was \$197.59 (Victorian Government Gazette, S255, dated 7 May 2024).

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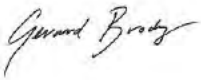
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However, IPower failed to review the bill within the time limits stipulated under its standard complaints and dispute resolution procedures.

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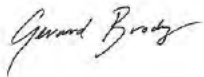
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3. In accordance with section 54S(1) of the Act, the commission has reason to believe that:
 - a) IPower holds (and held at all material times) a gas retail licence issued by the commission pursuant to the *Gas Industry Act 2001 (Vic)* and is a regulated entity operating in a regulated industry within the meaning of the Act.
 - b) On 19 August 2024, the below small customer requested IPower to conduct a bill review of invoice [REDACTED]
 - i. [REDACTED]
 - ii. [REDACTED]

However, IPower failed to review the bill within the time limits stipulated under its standard complaints and dispute resolution procedures.

4. As a result, the commission alleges that IPower contravened clause 69(2) of the ERCOP. IPower's conduct therefore constitutes a contravention of a civil penalty requirement within the meaning of that term under section 3 of the Act.
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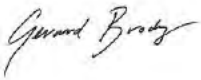
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 - a) IPower holds (and held at all material times) an electricity retail licence issued by the commission pursuant to the *Electricity Industry Act 2000 (Vic)* and is a regulated entity operating in a regulated industry within the meaning of the Act.
 - b) On 21 August 2024, the below small customer requested IPower to conduct a bill review of invoice [REDACTED]
 - i. [REDACTED]
 - ii. [REDACTED]

However, IPower failed to review the bill within the time limits stipulated under its standard complaints and dispute resolution procedures.

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3. On 29 October 2025, the commission determined that it has a reason to believe that IPower is a regulated entity that had engaged in contravention of a civil penalty requirement, in accordance with section 54S(1) of the Act.
4. The nature, and a brief description of the alleged contravention, are detailed in Schedule 1 to this penalty notice.
5. The amount of the penalty is 200 penalty units, as provided by section 54T(2) of the Act. At the time of the contravention, the penalty unit amount was \$197.59, meaning that the total penalty notice amount is \$39,518.

How to pay the penalty

6. The \$39,518 penalty notice amount is payable by **29 November 2025**.
7. IPower may pay the penalty amount by electronic funds transfer to the following account:

Bank:	
BSB Number:	
Account Number:	
Account Name:	Revenue Account

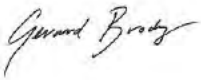
ABN: [REDACTED] (Essential Services Commission)

Reference: PN(E) 257-2025

8. Please notify the commission via email at enforcement@esc.vic.gov.au once payment has been made.

What can IPower do in response to this penalty notice?

9. IPower can choose whether or not to pay the penalty specified in this notice.
10. If IPower pays the amount of the penalty notice before the end of the time specified in this penalty notice, the commission will not commence, as appropriate, either a proceeding against IPower for a contravention order in relation to the alleged contravention or a criminal proceeding for an offence constituted by conduct that is substantially the same as the conduct that constitutes the alleged contravention. If IPower does not pay the penalty within this time, the commission may take such action.
11. IPower is entitled to disregard this penalty notice and to defend any proceedings relating to the alleged contravention.



.....

Gerard Brody
Chairperson
Essential Services Commission

Schedule 1

Details of the conduct and alleged contravention

1. Clause 69(2) of the Energy Retail Code of Practice (Versions 2 and 3) (**ERCOP**) was at all relevant times a civil penalty requirement, pursuant to Schedule 1 of the ERCOP and the definition of civil penalty requirement under section 3 of the Act.
2. Clause 69 of the ERCOP provides that:
 1. A retailer must review a bill if requested to do so by the small customer.
 2. The retailer must conduct the review in accordance with the retailer's standard complaints and dispute resolution procedures, including any time limits applicable under those procedures.
3. In accordance with section 54S(1) of the Act, the commission has reason to believe that:
 - a) IPower holds (and held at all material times) an electricity retail licence issued by the commission pursuant to the *Electricity Industry Act 2000 (Vic)* and is a regulated entity operating in a regulated industry within the meaning of the Act.
 - b) On 21 August 2024, the below small customer requested IPower to conduct a bill review of invoice [REDACTED]
 - i. [REDACTED]
 - ii. [REDACTED]

However, IPower failed to review the bill within the time limits stipulated under its standard complaints and dispute resolution procedures.
4. As a result, the commission alleges that IPower contravened clause 69(2) of the ERCOP. IPower's conduct therefore constitutes a contravention of a civil penalty requirement within the meaning of that term under section 3 of the Act.
5. The amount of the penalty for this civil penalty requirement at the time of the alleged contravention is \$39,518 (200 penalty units),⁸ as provided by section 54T(2) of the Act.

⁸ As at the date of the alleged contravention, the value of a penalty unit was \$197.59 (Victorian Government Gazette, S255, dated 7 May 2024).

Penalty Notice

Essential Services Commission Act 2001 (Vic), section 54S

To: IPower Pty Limited (ACN 111 267 228)
Level 23
2 Southbank Boulevard
Southbank, VIC, 3006

Penalty notice number: PN(E) 258-2025

1. This notice is dated 31 October 2025.
2. The Essential Services Commission (**the commission**) alleges that the regulated entity IPower Pty Limited (ACN: 111 267 228) (**IPower**) has contravened a civil penalty requirement within the meaning of that term under section 3 of the *Essential Services Commission Act 2001* (Vic) (**the Act**).
3. On 29 October 2025, the commission determined that it has a reason to believe that IPower is a regulated entity that had engaged in contravention of a civil penalty requirement, in accordance with section 54S(1) of the Act.
4. The nature, and a brief description of the alleged contravention, are detailed in Schedule 1 to this penalty notice.
5. The amount of the penalty is 200 penalty units, as provided by section 54T(2) of the Act. At the time of the contravention, the penalty unit amount was \$197.59, meaning that the total penalty notice amount is \$39,518.

How to pay the penalty

6. The \$39,518 penalty notice amount is payable by **29 November 2025**.
7. IPower may pay the penalty amount by electronic funds transfer to the following account:

Bank: [REDACTED]
BSB Number: [REDACTED]
Account Number: [REDACTED]
Account Name: [REDACTED] Revenue Account

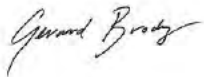
ABN: [REDACTED] (Essential Services Commission)

Reference: PN(E) 258-2025

8. Please notify the commission via email at enforcement@esc.vic.gov.au once payment has been made.

What can IPower do in response to this penalty notice?

9. IPower can choose whether or not to pay the penalty specified in this notice.
10. If IPower pays the amount of the penalty notice before the end of the time specified in this penalty notice, the commission will not commence, as appropriate, either a proceeding against IPower for a contravention order in relation to the alleged contravention or a criminal proceeding for an offence constituted by conduct that is substantially the same as the conduct that constitutes the alleged contravention. If IPower does not pay the penalty within this time, the commission may take such action.
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However, IPower failed to review the bill within the time limits stipulated under its standard complaints and dispute resolution procedures.
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3. On 29 October 2025, the commission determined that it has a reason to believe that IPower is a regulated entity that had engaged in contravention of a civil penalty requirement, in accordance with section 54S(1) of the Act.
4. The nature, and a brief description of the alleged contravention, are detailed in Schedule 1 to this penalty notice.
5. The amount of the penalty is 200 penalty units, as provided by section 54T(2) of the Act. At the time of the contravention, the penalty unit amount was \$192.31, meaning that the total penalty notice amount is \$38,462.

How to pay the penalty

6. The \$38,462 penalty notice amount is payable by **29 November 2025**.
7. IPower may pay the penalty amount by electronic funds transfer to the following account:

Bank:	
BSB Number:	
Account Number:	
Account Name:	Revenue Account

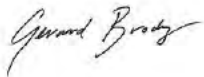
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However, IPower failed to review the bill within the time limits stipulated under its standard complaints and dispute resolution procedures.
4. As a result, the commission alleges that IPower contravened clause 69(2) of the ERCOP. IPower's conduct therefore constitutes a contravention of a civil penalty requirement within the meaning of that term under section 3 of the Act.
5. The amount of the penalty for this civil penalty requirement at the time of the alleged contravention is \$38,462 (200 penalty units),¹⁰ as provided by section 54T(2) of the Act.

¹⁰ As at the date of the alleged contravention, the value of a penalty unit was \$192.31 (Victorian Government Gazette, S256, dated 23 May 2023).

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3. On 29 October 2025, the commission determined that it has a reason to believe that IPower is a regulated entity that had engaged in contravention of a civil penalty requirement, in accordance with section 54S(1) of the Act.
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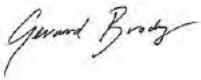
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 - a) IPower holds (and held at all material times) a gas retail licence issued by the commission pursuant to the *Gas Industry Act 2001 (Vic)* and is a regulated entity operating in a regulated industry within the meaning of the Act.
 - b) On 2 October 2023, the below small customer requested IPower to conduct a bill review of invoice [REDACTED]
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However, IPower failed to review the bill within the time limits stipulated under its standard complaints and dispute resolution procedures.
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5. The amount of the penalty for this civil penalty requirement at the time of the alleged contravention is \$38,462 (200 penalty units),¹¹ as provided by section 54T(2) of the Act.

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Account Number: [REDACTED]
Account Name: [REDACTED] Revenue Account

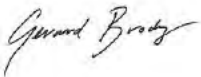
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However, IPower failed to review the bill within the time limits stipulated under its standard complaints and dispute resolution procedures.
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5. The amount of the penalty for this civil penalty requirement at the time of the alleged contravention is \$38,462 (200 penalty units),¹² as provided by section 54T(2) of the Act.

¹² As at the date of the alleged contravention, the value of a penalty unit was \$192.31 (Victorian Government Gazette, S256, dated 23 May 2023).

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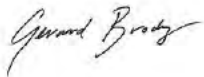
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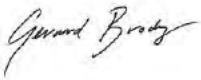
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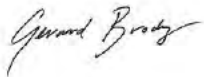
ABN: [REDACTED] (Essential Services Commission)

Reference: PN(G) 264-2025

8. Please notify the commission via email at enforcement@esc.vic.gov.au once payment has been made.

What can IPower do in response to this penalty notice?

9. IPower can choose whether or not to pay the penalty specified in this notice.
10. If IPower pays the amount of the penalty notice before the end of the time specified in this penalty notice, the commission will not commence, as appropriate, either a proceeding against IPower for a contravention order in relation to the alleged contravention or a criminal proceeding for an offence constituted by conduct that is substantially the same as the conduct that constitutes the alleged contravention. If IPower does not pay the penalty within this time, the commission may take such action.
11. IPower is entitled to disregard this penalty notice and to defend any proceedings relating to the alleged contravention.



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Gerard Brody
Chairperson
Essential Services Commission

Schedule 1

Details of the conduct and alleged contravention

1. Clause 69(2) of the Energy Retail Code of Practice (Versions 2 and 3) (**ERCOP**) was at all relevant times a civil penalty requirement, pursuant to Schedule 1 of the ERCOP and the definition of civil penalty requirement under section 3 of the Act.
2. Clause 69 of the ERCOP provides that:
 1. A retailer must review a bill if requested to do so by the small customer.
 2. The retailer must conduct the review in accordance with the retailer's standard complaints and dispute resolution procedures, including any time limits applicable under those procedures.
3. In accordance with section 54S(1) of the Act, the commission has reason to believe that:
 - a) IPower holds (and held at all material times) a gas retail licence issued by the commission pursuant to the *Gas Industry Act 2001 (Vic)* and is a regulated entity operating in a regulated industry within the meaning of the Act.
 - b) On 2 October 2023, the below small customer requested IPower to conduct a bill review of invoice [REDACTED]
 - i. [REDACTED]
 - ii. [REDACTED]

However, IPower failed to review the bill within the time limits stipulated under its standard complaints and dispute resolution procedures.

4. As a result, the commission alleges that IPower contravened clause 69(2) of the ERCOP. IPower's conduct therefore constitutes a contravention of a civil penalty requirement within the meaning of that term under section 3 of the Act.
5. The amount of the penalty for this civil penalty requirement at the time of the alleged contravention is \$38,462 (200 penalty units),¹⁵ as provided by section 54T(2) of the Act.

¹⁵ As at the date of the alleged contravention, the value of a penalty unit was \$192.31 (Victorian Government Gazette, S256, dated 23 May 2023).

Penalty Notice

Essential Services Commission Act 2001 (Vic), section 54S

To: IPower Pty Limited (ACN 111 267 228)
Level 23
2 Southbank Boulevard
Southbank, VIC, 3006

Penalty notice number: PN(G) 265-2025

1. This notice is dated 31 October 2025.
2. The Essential Services Commission (**the commission**) alleges that the regulated entity IPower Pty Limited (ACN: 111 267 228) (**IPower**) has contravened a civil penalty requirement within the meaning of that term under section 3 of the *Essential Services Commission Act 2001* (Vic) (**the Act**).
3. On 29 October 2025, the commission determined that it has a reason to believe that IPower is a regulated entity that had engaged in contravention of a civil penalty requirement, in accordance with section 54S(1) of the Act.
4. The nature, and a brief description of the alleged contravention, are detailed in Schedule 1 to this penalty notice.
5. The amount of the penalty is 200 penalty units, as provided by section 54T(2) of the Act. At the time of the contravention, the penalty unit amount was \$192.31, meaning that the total penalty notice amount is \$38,462.

How to pay the penalty

6. The \$38,462 penalty notice amount is payable by **29 November 2025**.
7. IPower may pay the penalty amount by electronic funds transfer to the following account:

Bank: [REDACTED]
BSB Number: [REDACTED]
Account Number: [REDACTED]
Account Name: [REDACTED] Revenue Account

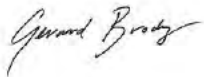
ABN: [REDACTED] (Essential Services Commission)

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What can IPower do in response to this penalty notice?

9. IPower can choose whether or not to pay the penalty specified in this notice.
10. If IPower pays the amount of the penalty notice before the end of the time specified in this penalty notice, the commission will not commence, as appropriate, either a proceeding against IPower for a contravention order in relation to the alleged contravention or a criminal proceeding for an offence constituted by conduct that is substantially the same as the conduct that constitutes the alleged contravention. If IPower does not pay the penalty within this time, the commission may take such action.
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However, IPower failed to review the bill within the time limits stipulated under its standard complaints and dispute resolution procedures.
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Penalty Notice

Essential Services Commission Act 2001 (Vic), section 54S

To: IPower 2 Pty Ltd (ACN 070 374 293)
Level 23
2 Southbank Boulevard
Southbank, VIC, 3006

Penalty notice number: PN(G) 266-2025

1. This notice is dated 31 October 2025.
2. The Essential Services Commission (**the commission**) alleges that the regulated entity IPower 2 Pty Limited (ACN: 070 374 293) (**IPower 2**) has contravened a civil penalty requirement within the meaning of that term under section 3 of the *Essential Services Commission Act 2001 (Vic)* (**the Act**).
3. On 29 October 2025, the commission determined that it has a reason to believe that IPower 2 is a regulated entity that had engaged in contravention of a civil penalty requirement, in accordance with section 54S(1) of the Act.
4. The nature, and a brief description of the alleged contravention, are detailed in Schedule 1 to this penalty notice.
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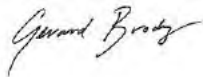
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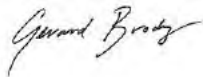
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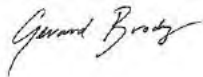
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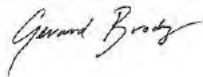
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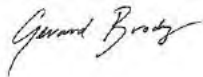
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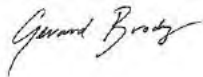
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Account Name: [REDACTED] Revenue Account

ABN: [REDACTED] (Essential Services Commission)
Reference: PN(G) 271-2025

8. Please notify the commission via email at enforcement@esc.vic.gov.au once payment has been made.

What can IPower 2 do in response to this penalty notice?

9. IPower 2 can choose whether or not to pay the penalty specified in this notice.
10. If IPower 2 pays the amount of the penalty notice before the end of the time specified in this penalty notice, the commission will not commence, as appropriate, either a proceeding against IPower 2 for a contravention order in relation to the alleged contravention or a criminal proceeding for an offence constituted by conduct that is substantially the same as the conduct that constitutes the alleged contravention. If IPower 2 does not pay the penalty within this time, the commission may take such action.
11. IPower 2 is entitled to disregard this penalty notice and to defend any proceedings relating to the alleged contravention.



.....
Gerard Brody
Chairperson
Essential Services Commission

Schedule 1

Details of the conduct and alleged contravention

1. Clause 69(2) of the Energy Retail Code of Practice (Versions 2 and 3) (**ERCOP**) was at all relevant times a civil penalty requirement, pursuant to Schedule 1 of the ERCOP and the definition of civil penalty requirement under section 3 of the Act.
2. Clause 69 of the ERCOP provides that:
 1. A retailer must review a bill if requested to do so by the small customer.
 2. The retailer must conduct the review in accordance with the retailer's standard complaints and dispute resolution procedures, including any time limits applicable under those procedures.
3. In accordance with section 54S(1) of the Act, the commission has reason to believe that:
 - a) IPower 2 holds (and held at all material times) a gas retail licence issued by the commission pursuant to the *Gas Industry Act 2001 (Vic)* and is a regulated entity operating in a regulated industry within the meaning of the Act.
 - b) On 2 October 2023, the below small customer requested IPower 2 to conduct a bill review of invoice [REDACTED]
 - i. [REDACTED]
 - ii. [REDACTED]

However, IPower 2 failed to review the bill within the time limits stipulated under its standard complaints and dispute resolution procedures.
4. As a result, the commission alleges that IPower 2 contravened clause 69(2) of the ERCOP. IPower 2's conduct therefore constitutes a contravention of a civil penalty requirement within the meaning of that term under section 3 of the Act.
5. The amount of the penalty for this civil penalty requirement at the time of the alleged contravention is \$38,462 (200 penalty units),⁶ as provided by section 54T(2) of the Act.

⁶ As at the date of the alleged contravention, the value of a penalty unit was \$192.31 (Victorian Government Gazette, S256, dated 23 May 2023).

Penalty Notice

Essential Services Commission Act 2001 (Vic), section 54S

To: IPower 2 Pty Ltd (ACN 070 374 293)
Level 23
2 Southbank Boulevard
Southbank, VIC, 3006

Penalty notice number: PN(G) 272-2025

1. This notice is dated 31 October 2025.
2. The Essential Services Commission (**the commission**) alleges that the regulated entity IPower 2 Pty Limited (ACN: 070 374 293) (**IPower 2**) has contravened a civil penalty requirement within the meaning of that term under section 3 of the *Essential Services Commission Act 2001 (Vic)* (**the Act**).
3. On 29 October 2025, the commission determined that it has a reason to believe that IPower 2 is a regulated entity that had engaged in contravention of a civil penalty requirement, in accordance with section 54S(1) of the Act.
4. The nature, and a brief description of the alleged contravention, are detailed in Schedule 1 to this penalty notice.
5. The amount of the penalty is 200 penalty units, as provided by section 54T(2) of the Act. At the time of the contravention, the penalty unit amount was \$192.31, meaning that the total penalty notice amount is \$38,462.

How to pay the penalty

6. The \$38,462 penalty notice amount is payable by **29 November 2025**.
7. IPower 2 may pay the penalty amount by electronic funds transfer to the following account:

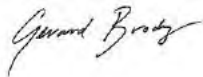
Bank: [REDACTED]
BSB Number: [REDACTED]
Account Number: [REDACTED]
Account Name: [REDACTED] Revenue Account

ABN: [REDACTED] (Essential Services Commission)
Reference: PN(G) 272-2025

8. Please notify the commission via email at enforcement@esc.vic.gov.au once payment has been made.

What can IPower 2 do in response to this penalty notice?

9. IPower 2 can choose whether or not to pay the penalty specified in this notice.
10. If IPower 2 pays the amount of the penalty notice before the end of the time specified in this penalty notice, the commission will not commence, as appropriate, either a proceeding against IPower 2 for a contravention order in relation to the alleged contravention or a criminal proceeding for an offence constituted by conduct that is substantially the same as the conduct that constitutes the alleged contravention. If IPower 2 does not pay the penalty within this time, the commission may take such action.
11. IPower 2 is entitled to disregard this penalty notice and to defend any proceedings relating to the alleged contravention.



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Chairperson
Essential Services Commission

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1. Clause 69(2) of the Energy Retail Code of Practice (Versions 2 and 3) (**ERCOP**) was at all relevant times a civil penalty requirement, pursuant to Schedule 1 of the ERCOP and the definition of civil penalty requirement under section 3 of the Act.
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 - a) IPower 2 holds (and held at all material times) a gas retail licence issued by the commission pursuant to the *Gas Industry Act 2001 (Vic)* and is a regulated entity operating in a regulated industry within the meaning of the Act.
 - b) On 2 October 2023, the below small customer requested IPower 2 to conduct a bill review of invoice [REDACTED]
 - i. [REDACTED]
 - ii. [REDACTED]

However, IPower 2 failed to review the bill within the time limits stipulated under its standard complaints and dispute resolution procedures.
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Level 23
2 Southbank Boulevard
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Penalty notice number: PN(G) 273-2025

1. This notice is dated 31 October 2025.
2. The Essential Services Commission (**the commission**) alleges that the regulated entity IPower 2 Pty Limited (ACN: 070 374 293) (**IPower 2**) has contravened a civil penalty requirement within the meaning of that term under section 3 of the *Essential Services Commission Act 2001* (Vic) (**the Act**).
3. On 29 October 2025, the commission determined that it has a reason to believe that IPower 2 is a regulated entity that had engaged in contravention of a civil penalty requirement, in accordance with section 54S(1) of the Act.
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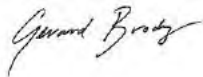
Bank: [REDACTED]
BSB Number: [REDACTED]
Account Number: [REDACTED]
Account Name: [REDACTED] Revenue Account

ABN: [REDACTED] (Essential Services Commission)
Reference: PN(G) 273-2025

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3. In accordance with section 54S(1) of the Act, the commission has reason to believe that:
 - a) IPower 2 holds (and held at all material times) a gas retail licence issued by the commission pursuant to the *Gas Industry Act 2001 (Vic)* and is a regulated entity operating in a regulated industry within the meaning of the Act.
 - b) On 2 October 2023, the below small customer requested IPower 2 to conduct a bill review of invoice [REDACTED]
 - i. [REDACTED]
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However, IPower 2 failed to review the bill within the time limits stipulated under its standard complaints and dispute resolution procedures.
4. As a result, the commission alleges that IPower 2 contravened clause 69(2) of the ERCOP. IPower 2's conduct therefore constitutes a contravention of a civil penalty requirement within the meaning of that term under section 3 of the Act.
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Essential Services Commission Act 2001 (Vic), section 54S

To: IPower 2 Pty Ltd (ACN 070 374 293)
Level 23
2 Southbank Boulevard
Southbank, VIC, 3006

Penalty notice number: PN(G) 274-2025

1. This notice is dated 31 October 2025.
2. The Essential Services Commission (**the commission**) alleges that the regulated entity IPower 2 Pty Limited (ACN: 070 374 293) (**IPower 2**) has contravened a civil penalty requirement within the meaning of that term under section 3 of the *Essential Services Commission Act 2001 (Vic)* (**the Act**).
3. On 29 October 2025, the commission determined that it has a reason to believe that IPower 2 is a regulated entity that had engaged in contravention of a civil penalty requirement, in accordance with section 54S(1) of the Act.
4. The nature, and a brief description of the alleged contravention, are detailed in Schedule 1 to this penalty notice.
5. The amount of the penalty is 200 penalty units, as provided by section 54T(2) of the Act. At the time of the contravention, the penalty unit amount was \$197.59, meaning that the total penalty notice amount is \$39,518.

How to pay the penalty

6. The \$39,518 penalty notice amount is payable by **29 November 2025**.
7. IPower 2 may pay the penalty amount by electronic funds transfer to the following account:

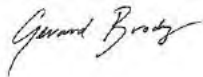
Bank: [REDACTED]
BSB Number: [REDACTED]
Account Number: [REDACTED]
Account Name: [REDACTED] Revenue Account

ABN: [REDACTED] (Essential Services Commission)
Reference: PN(G) 274-2025

8. Please notify the commission via email at enforcement@esc.vic.gov.au once payment has been made.

What can IPower 2 do in response to this penalty notice?

9. IPower 2 can choose whether or not to pay the penalty specified in this notice.
10. If IPower 2 pays the amount of the penalty notice before the end of the time specified in this penalty notice, the commission will not commence, as appropriate, either a proceeding against IPower 2 for a contravention order in relation to the alleged contravention or a criminal proceeding for an offence constituted by conduct that is substantially the same as the conduct that constitutes the alleged contravention. If IPower 2 does not pay the penalty within this time, the commission may take such action.
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 2. The retailer must conduct the review in accordance with the retailer's standard complaints and dispute resolution procedures, including any time limits applicable under those procedures.
3. In accordance with section 54S(1) of the Act, the commission has reason to believe that:
 - a) IPower 2 holds (and held at all material times) a gas retail licence issued by the commission pursuant to the *Gas Industry Act 2001 (Vic)* and is a regulated entity operating in a regulated industry within the meaning of the Act.
 - b) On 19 July 2024, the below small customer requested IPower 2 to conduct a bill review of invoice [REDACTED]
 - i. [REDACTED]
 - ii. [REDACTED]

However, IPower 2 failed to review the bill within the time limits stipulated under its standard complaints and dispute resolution procedures.
4. As a result, the commission alleges that IPower 2 contravened clause 69(2) of the ERCOP. IPower 2's conduct therefore constitutes a contravention of a civil penalty requirement within the meaning of that term under section 3 of the Act.
5. The amount of the penalty for this civil penalty requirement at the time of the alleged contravention is \$39,518 (200 penalty units),⁹ as provided by section 54T(2) of the Act.

⁹ As at the date of the alleged contravention, the value of a penalty unit was \$197.59 (Victorian Government Gazette, S255, dated 7 May 2024).

Penalty Notice

Essential Services Commission Act 2001 (Vic), section 54S

To: IPower 2 Pty Ltd (ACN 070 374 293)
Level 23
2 Southbank Boulevard
Southbank, VIC, 3006

Penalty notice number: PN(G) 275-2025

1. This notice is dated 31 October 2025.
2. The Essential Services Commission (**the commission**) alleges that the regulated entity IPower 2 Pty Limited (ACN: 070 374 293) (**IPower 2**) has contravened a civil penalty requirement within the meaning of that term under section 3 of the *Essential Services Commission Act 2001 (Vic)* (**the Act**).
3. On 29 October 2025, the commission determined that it has a reason to believe that IPower 2 is a regulated entity that had engaged in contravention of a civil penalty requirement, in accordance with section 54S(1) of the Act.
4. The nature, and a brief description of the alleged contravention, are detailed in Schedule 1 to this penalty notice.
5. The amount of the penalty is 200 penalty units, as provided by section 54T(2) of the Act. At the time of the contravention, the penalty unit amount was \$197.59, meaning that the total penalty notice amount is \$39,518.

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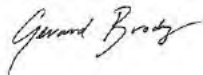
Bank: [REDACTED]
BSB Number: [REDACTED]
Account Number: [REDACTED]
Account Name: [REDACTED] Revenue Account

ABN: [REDACTED] (Essential Services Commission)
Reference: PN(G) 275-2025

8. Please notify the commission via email at enforcement@esc.vic.gov.au once payment has been made.

What can IPower 2 do in response to this penalty notice?

9. IPower 2 can choose whether or not to pay the penalty specified in this notice.
10. If IPower 2 pays the amount of the penalty notice before the end of the time specified in this penalty notice, the commission will not commence, as appropriate, either a proceeding against IPower 2 for a contravention order in relation to the alleged contravention or a criminal proceeding for an offence constituted by conduct that is substantially the same as the conduct that constitutes the alleged contravention. If IPower 2 does not pay the penalty within this time, the commission may take such action.
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 - a) IPower 2 holds (and held at all material times) a gas retail licence issued by the commission pursuant to the *Gas Industry Act 2001 (Vic)* and is a regulated entity operating in a regulated industry within the meaning of the Act.
 - b) On 19 July 2024, the below small customer requested IPower 2 to conduct a bill review of invoice [REDACTED]
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However, IPower 2 failed to review the bill within the time limits stipulated under its standard complaints and dispute resolution procedures.
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5. The amount of the penalty for this civil penalty requirement at the time of the alleged contravention is \$39,518 (200 penalty units),¹⁰ as provided by section 54T(2) of the Act.

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Penalty Notice

Essential Services Commission Act 2001 (Vic), section 54S

To: IPower 2 Pty Ltd (ACN 070 374 293)
Level 23
2 Southbank Boulevard
Southbank, VIC, 3006

Penalty notice number: PN(G) 276-2025

1. This notice is dated 31 October 2025.
2. The Essential Services Commission (**the commission**) alleges that the regulated entity IPower 2 Pty Limited (ACN: 070 374 293) (**IPower 2**) has contravened a civil penalty requirement within the meaning of that term under section 3 of the *Essential Services Commission Act 2001 (Vic)* (**the Act**).
3. On 29 October 2025, the commission determined that it has a reason to believe that IPower 2 is a regulated entity that had engaged in contravention of a civil penalty requirement, in accordance with section 54S(1) of the Act.
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Account Name: [REDACTED] Revenue Account

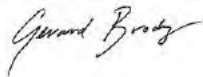
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 - b) On 19 July 2024, the below small customer requested IPower 2 to conduct a bill review of invoice [REDACTED]
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However, IPower 2 failed to review the bill within the time limits stipulated under its standard complaints and dispute resolution procedures.
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¹¹ As at the date of the alleged contravention, the value of a penalty unit was \$197.59 (Victorian Government Gazette, S255, dated 7 May 2024).

Penalty Notice

Essential Services Commission Act 2001 (Vic), section 54S

To: IPower 2 Pty Ltd (ACN 070 374 293)
Level 23
2 Southbank Boulevard
Southbank, VIC, 3006

Penalty notice number: PN(E) 277-2025

1. This notice is dated 31 October 2025.
2. The Essential Services Commission (**the commission**) alleges that the regulated entity IPower 2 Pty Limited (ACN: 070 374 293) (**IPower 2**) has contravened a civil penalty requirement within the meaning of that term under section 3 of the *Essential Services Commission Act 2001* (Vic) (**the Act**).
3. On 29 October 2025, the commission determined that it has a reason to believe that IPower 2 is a regulated entity that had engaged in contravention of a civil penalty requirement, in accordance with section 54S(1) of the Act.
4. The nature, and a brief description of the alleged contravention, are detailed in Schedule 1 to this penalty notice.
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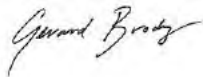
Bank: [REDACTED]
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Account Number: [REDACTED]
Account Name: [REDACTED] Revenue Account

ABN: [REDACTED] (Essential Services Commission)
Reference: PN(E) 277-2025

8. Please notify the commission via email at enforcement@esc.vic.gov.au once payment has been made.

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 2. The retailer must conduct the review in accordance with the retailer's standard complaints and dispute resolution procedures, including any time limits applicable under those procedures.
3. In accordance with section 54S(1) of the Act, the commission has reason to believe that:
 - a) IPower 2 holds (and held at all material times) an electricity retail licence issued by the commission pursuant to the *Electricity Industry Act 2000 (Vic)* and is a regulated entity operating in a regulated industry within the meaning of the Act.
 - b) On 19 September 2024, the below small customer requested IPower 2 to conduct a bill review of invoice [REDACTED]
 - i. [REDACTED]
 - ii. [REDACTED]

However, IPower 2 failed to review the bill within the time limits stipulated under its standard complaints and dispute resolution procedures.
4. As a result, the commission alleges that IPower 2 contravened clause 69(2) of the ERCOP. IPower 2's conduct therefore constitutes a contravention of a civil penalty requirement within the meaning of that term under section 3 of the Act.
5. The amount of the penalty for this civil penalty requirement at the time of the alleged contravention is \$39,518 (200 penalty units),¹² as provided by section 54T(2) of the Act.

¹² As at the date of the alleged contravention, the value of a penalty unit was \$197.59 (Victorian Government Gazette, S255, dated 7 May 2024).

Penalty Notice

Essential Services Commission Act 2001 (Vic), section 54S

To: IPower 2 Pty Ltd (ACN 070 374 293)
Level 23
2 Southbank Boulevard
Southbank, VIC, 3006

Penalty notice number: PN(E) 278-2025

1. This notice is dated 31 October 2025.
2. The Essential Services Commission (**the commission**) alleges that the regulated entity IPower 2 Pty Limited (ACN: 070 374 293) (**IPower 2**) has contravened a civil penalty requirement within the meaning of that term under section 3 of the *Essential Services Commission Act 2001* (Vic) (**the Act**).
3. On 29 October 2025, the commission determined that it has a reason to believe that IPower 2 is a regulated entity that had engaged in contravention of a civil penalty requirement, in accordance with section 54S(1) of the Act.
4. The nature, and a brief description of the alleged contravention, are detailed in Schedule 1 to this penalty notice.
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How to pay the penalty

6. The \$39,518 penalty notice amount is payable by **29 November 2025**.
7. IPower 2 may pay the penalty amount by electronic funds transfer to the following account:

Bank: [REDACTED]
BSB Number: [REDACTED]
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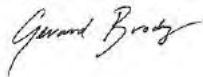
ABN: [REDACTED] (Essential Services Commission)

Reference: PN(E) 278-2025

8. Please notify the commission via email at enforcement@esc.vic.gov.au once payment has been made.

What can IPower 2 do in response to this penalty notice?

9. IPower 2 can choose whether or not to pay the penalty specified in this notice.
10. If IPower 2 pays the amount of the penalty notice before the end of the time specified in this penalty notice, the commission will not commence, as appropriate, either a proceeding against IPower 2 for a contravention order in relation to the alleged contravention or a criminal proceeding for an offence constituted by conduct that is substantially the same as the conduct that constitutes the alleged contravention. If IPower 2 does not pay the penalty within this time, the commission may take such action.
11. IPower 2 is entitled to disregard this penalty notice and to defend any proceedings relating to the alleged contravention.



.....
Gerard Brody
Chairperson
Essential Services Commission

Schedule 1

Details of the conduct and alleged contravention

1. Clause 69(2) of the Energy Retail Code of Practice (Versions 2 and 3) (**ERCOP**) was at all relevant times a civil penalty requirement, pursuant to Schedule 1 of the ERCOP and the definition of civil penalty requirement under section 3 of the Act.
2. Clause 69 of the ERCOP provides that:
 1. A retailer must review a bill if requested to do so by the small customer.
 2. The retailer must conduct the review in accordance with the retailer's standard complaints and dispute resolution procedures, including any time limits applicable under those procedures.
3. In accordance with section 54S(1) of the Act, the commission has reason to believe that:
 - a) IPower 2 holds (and held at all material times) an electricity retail licence issued by the commission pursuant to the *Electricity Industry Act 2000 (Vic)* and is a regulated entity operating in a regulated industry within the meaning of the Act.
 - b) On 19 September 2024, the below small customer requested IPower 2 to conduct a bill review of invoice [REDACTED]
 - i. [REDACTED]
 - ii. [REDACTED]

However, IPower 2 failed to review the bill within the time limits stipulated under its standard complaints and dispute resolution procedures.
4. As a result, the commission alleges that IPower 2 contravened clause 69(2) of the ERCOP. IPower 2's conduct therefore constitutes a contravention of a civil penalty requirement within the meaning of that term under section 3 of the Act.
5. The amount of the penalty for this civil penalty requirement at the time of the alleged contravention is \$39,518 (200 penalty units),¹³ as provided by section 54T(2) of the Act.

¹³ As at the date of the alleged contravention, the value of a penalty unit was \$197.59 (Victorian Government Gazette, S255, dated 7 May 2024).

Penalty Notice

Essential Services Commission Act 2001 (Vic), section 54S

To: IPower 2 Pty Ltd (ACN 070 374 293)
Level 23
2 Southbank Boulevard
Southbank, VIC, 3006

Penalty notice number: PN(E) 279-2025

1. This notice is dated 31 October 2025.
2. The Essential Services Commission (**the commission**) alleges that the regulated entity IPower 2 Pty Limited (ACN: 070 374 293) (**IPower 2**) has contravened a civil penalty requirement within the meaning of that term under section 3 of the *Essential Services Commission Act 2001* (Vic) (**the Act**).
3. On 29 October 2025, the commission determined that it has a reason to believe that IPower 2 is a regulated entity that had engaged in contravention of a civil penalty requirement, in accordance with section 54S(1) of the Act.
4. The nature, and a brief description of the alleged contravention, are detailed in Schedule 1 to this penalty notice.
5. The amount of the penalty is 200 penalty units, as provided by section 54T(2) of the Act. At the time of the contravention, the penalty unit amount was \$197.59, meaning that the total penalty notice amount is \$39,518.

How to pay the penalty

6. The \$39,518 penalty notice amount is payable by **29 November 2025**.
7. IPower 2 may pay the penalty amount by electronic funds transfer to the following account:

Bank: [REDACTED]
BSB Number: [REDACTED]
Account Number: [REDACTED]
Account Name: [REDACTED] Revenue Account

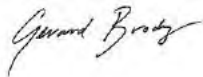
ABN: [REDACTED] (Essential Services Commission)

Reference: PN(E) 279-2025

8. Please notify the commission via email at enforcement@esc.vic.gov.au once payment has been made.

What can IPower 2 do in response to this penalty notice?

9. IPower 2 can choose whether or not to pay the penalty specified in this notice.
10. If IPower 2 pays the amount of the penalty notice before the end of the time specified in this penalty notice, the commission will not commence, as appropriate, either a proceeding against IPower 2 for a contravention order in relation to the alleged contravention or a criminal proceeding for an offence constituted by conduct that is substantially the same as the conduct that constitutes the alleged contravention. If IPower 2 does not pay the penalty within this time, the commission may take such action.
11. IPower 2 is entitled to disregard this penalty notice and to defend any proceedings relating to the alleged contravention.



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Gerard Brody
Chairperson
Essential Services Commission

Schedule 1

Details of the conduct and alleged contravention

1. Clause 69(2) of the Energy Retail Code of Practice (Versions 2 and 3) (**ERCOP**) was at all relevant times a civil penalty requirement, pursuant to Schedule 1 of the ERCOP and the definition of civil penalty requirement under section 3 of the Act.
2. Clause 69 of the ERCOP provides that:
 1. A retailer must review a bill if requested to do so by the small customer.
 2. The retailer must conduct the review in accordance with the retailer's standard complaints and dispute resolution procedures, including any time limits applicable under those procedures.
3. In accordance with section 54S(1) of the Act, the commission has reason to believe that:
 - a) IPower 2 holds (and held at all material times) an electricity retail licence issued by the commission pursuant to the *Electricity Industry Act 2000 (Vic)* and is a regulated entity operating in a regulated industry within the meaning of the Act.
 - b) On 19 August 2024, the below small customer requested IPower 2 to conduct a bill review of invoice [REDACTED]
 - i. [REDACTED]
 - ii. [REDACTED]

However, IPower 2 failed to review the bill within the time limits stipulated under its standard complaints and dispute resolution procedures.
4. As a result, the commission alleges that IPower 2 contravened clause 69(2) of the ERCOP. IPower 2's conduct therefore constitutes a contravention of a civil penalty requirement within the meaning of that term under section 3 of the Act.
5. The amount of the penalty for this civil penalty requirement at the time of the alleged contravention is \$39,518 (200 penalty units),¹⁴ as provided by section 54T(2) of the Act.

¹⁴ As at the date of the alleged contravention, the value of a penalty unit was \$197.59 (Victorian Government Gazette, S255, dated 7 May 2024).

Penalty Notice

Essential Services Commission Act 2001 (Vic), section 54S

To: IPower 2 Pty Ltd (ACN 070 374 293)
Level 23
2 Southbank Boulevard
Southbank, VIC, 3006

Penalty notice number: PN(G) 280-2025

1. This notice is dated 31 October 2025.
2. The Essential Services Commission (**the commission**) alleges that the regulated entity IPower 2 Pty Limited (ACN: 070 374 293) (**IPower 2**) has contravened a civil penalty requirement within the meaning of that term under section 3 of the *Essential Services Commission Act 2001 (Vic)* (**the Act**).
3. On 29 October 2025, the commission determined that it has a reason to believe that IPower 2 is a regulated entity that had engaged in contravention of a civil penalty requirement, in accordance with section 54S(1) of the Act.
4. The nature, and a brief description of the alleged contravention, are detailed in Schedule 1 to this penalty notice.
5. The amount of the penalty is 200 penalty units, as provided by section 54T(2) of the Act. At the time of the contravention, the penalty unit amount was \$192.31, meaning that the total penalty notice amount is \$38,462.

How to pay the penalty

6. The \$38,462 penalty notice amount is payable by **29 November 2025**.
7. IPower 2 may pay the penalty amount by electronic funds transfer to the following account:

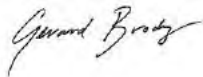
Bank: [REDACTED]
BSB Number: [REDACTED]
Account Number: [REDACTED]
Account Name: [REDACTED] Revenue Account

ABN: [REDACTED] (Essential Services Commission)
Reference: PN(G) 280-2025

8. Please notify the commission via email at enforcement@esc.vic.gov.au once payment has been made.

What can IPower 2 do in response to this penalty notice?

9. IPower 2 can choose whether or not to pay the penalty specified in this notice.
10. If IPower 2 pays the amount of the penalty notice before the end of the time specified in this penalty notice, the commission will not commence, as appropriate, either a proceeding against IPower 2 for a contravention order in relation to the alleged contravention or a criminal proceeding for an offence constituted by conduct that is substantially the same as the conduct that constitutes the alleged contravention. If IPower 2 does not pay the penalty within this time, the commission may take such action.
11. IPower 2 is entitled to disregard this penalty notice and to defend any proceedings relating to the alleged contravention.



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Gerard Brody
Chairperson
Essential Services Commission

Schedule 1

Details of the conduct and alleged contravention

1. Clause 69(2) of the Energy Retail Code of Practice (Versions 2 and 3) (**ERCOP**) was at all relevant times a civil penalty requirement, pursuant to Schedule 1 of the ERCOP and the definition of civil penalty requirement under section 3 of the Act.
2. Clause 69 of the ERCOP provides that:
 1. A retailer must review a bill if requested to do so by the small customer.
 2. The retailer must conduct the review in accordance with the retailer's standard complaints and dispute resolution procedures, including any time limits applicable under those procedures.
3. In accordance with section 54S(1) of the Act, the commission has reason to believe that:
 - a) IPower 2 holds (and held at all material times) a gas retail licence issued by the commission pursuant to the *Gas Industry Act 2001 (Vic)* and is a regulated entity operating in a regulated industry within the meaning of the Act.
 - b) On 30 January 2024, the below small customer requested IPower 2 to conduct a bill review of invoice [REDACTED]
 - i. [REDACTED]
 - ii. [REDACTED]

However, IPower 2 failed to review the bill within the time limits stipulated under its standard complaints and dispute resolution procedures.
4. As a result, the commission alleges that IPower 2 contravened clause 69(2) of the ERCOP. IPower 2's conduct therefore constitutes a contravention of a civil penalty requirement within the meaning of that term under section 3 of the Act.
5. The amount of the penalty for this civil penalty requirement at the time of the alleged contravention is \$38,462 (200 penalty units),¹⁵ as provided by section 54T(2) of the Act

¹⁵ As at the date of the alleged contravention, the value of a penalty unit was \$192.31 (Victorian Government Gazette, S256, dated 23 May 2023).