

16 October 2025

Essential Services Commission of Victoria
Level 8, 570 Bourke Street
MELBOURNE VIC 3000

BY EMAIL ONLY

Dear Commission,

RESPONSE TO SUBMISSION TO THE APPLICATION LODGED BY SUPA ENERGY PTY LIMITED

We write in response to submissions that we received through Engage Victoria on the electricity and gas retail licence applications lodged by SUPA Energy Pty Ltd.

We thank those who lodged submissions and confirm that we have read and considered those submissions in detail. We invite those who have lodged a submission to contact us directly if they wish to discuss their submissions or if they have any questions on our applications that are not answered in this response.

To respond to specific points raised in the submissions process that generally apply to all sites in which we operate in, we confirm:

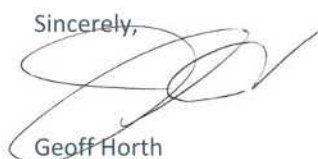
1. **Centrepay:** We note that for a period of time Services Australia was unable to process new applications by energy retailers and exempt sellers and we understand that our application is now being processed, meaning that we will offer Centrepay to customers.
2. **Solar PV:** Due to the nature of embedded networks, in some instances solar is installed to offset common property consumption. In all instances we work to ensure that the appropriate mix of technologies are installed to maximise on-site renewable energy generation where feasible.
3. **Hot water:** We confirm that any hot water related charges are specifically benchmarked and are lower than the largest operator of embedded networks in Victoria.
4. **Metering:** We confirm that all energy meters are National Measurements Act compliant, that we have no 'hidden' meters, and that all electricity meters are capable of going 'on market.' For every embedded network in which we operate, we have an appointed Embedded Network Manager who is accredited by the Australian Energy Market Operator.

SUPA Energy has operated as an exempt seller of electricity in Victorian embedded networks for a number of years. The application that we have now lodged for an electricity and a gas licence is a recognition of the evolution of our business and our desire to operate in the same regulatory framework that applies to on-market energy retailers.

This will result in additional regulatory obligations including in areas such as reporting (both on our performance in the market and on any compliance breaches) to the Commission. We are confident that we will comply with all of our regulatory obligations and that we have sufficient operational, financial, and technical expertise and capacity to operate as a Victorian licensed retailer.

We are committed to serving our customers, to complying with all regulatory obligations, and to ensure that our activities are in the best interests of all Victorian consumers.

Sincerely,

A handwritten signature in black ink, appearing to be 'Geoff Horth', written over the word 'Sincerely,'.

Geoff Horth
Group CEO