

Gas retail licence

Telstra Energy (Retail) Pty Ltd (ACN 645 100 447)

As varied on 7 May 2025



Gas Retail Licence

This Licence is issued pursuant to section 26 of the *Gas Industry Act 2001* (Vic).

Date

This Licence was last varied on 7 May 2025.

Licensee

This Licence is issued to:

Telstra Energy (Retail) Pty Ltd (ACN 645 100 447) (the Licensee)

Level 41, 242 Exhibition Street

Melbourne VIC 3000

**THE COMMON SEAL of the
ESSENTIAL SERVICES COMMISSION**
was affixed pursuant to the authority
of the Commission on 8 May 2025

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A handwritten signature in black ink, which appears to read 'Gerard Brody'.

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Gerard Brody

CHAIRPERSON

Part A - Interpretation

1 Definitions

1.1 Unless the contrary intention appears, a term has the meaning shown opposite it:

Act	the <i>Gas Industry Act 2000</i> (Vic)
AEMO	the Australian Energy Market Operator Limited (ACN 072 010 327)
Business Day	a day other than a Saturday, Sunday or a public holiday in Victoria
Code of Practice	means a Code of Practice made under Part 6 of the ESC Act or relevant legislation
Commission	the Essential Services Commission established under the ESC Act
Energy Retail Code of Practice	means the code of practice of that name made under Part 6 of the ESC Act
ESC Act	the <i>Essential Services Commission Act 2001</i> (Vic)
Licensee	Telstra Energy (Retail) Pty Ltd (ACN 645 100 447)
Minister	the person who is, from time to time, the Minister administering the Act
Objectives	the objectives of the Commission specified in section 18 of the Act and section 8 of the ESC Act
Residential Customer	means a customer who purchases energy principally for personal, household or domestic use
Retail Business	means the business that a Retailer carries on under its Retail Licence or exemption granted under the Act
Retail Licence	a licence, granted under the Act, authorising the holder thereof to sell gas
Retailer	a person who holds or is exempt from holding a Retail Licence
Standard Gas Licence Conditions for Gas Retail	the document of that name as published by the commission on 12 July 2022 (as varied from time to time in accordance with law)

Supply Point

A point on a distribution system at which gas is withdrawn from the distribution system for delivery to a customer which is normally located at:

(a) the inlet of a natural gas installation of a customer; or

(b) the outlet of a meter;

or (c) the end of a main.

1.2. In this Licence, unless the context otherwise requires:

- a) headings and footnotes are each for convenience only and do not affect the interpretation of this Licence;
- b) words importing the singular include the plural and vice versa;
- c) words importing a gender include any gender;
- d) an expression importing a natural person includes any company, partnership, trust, joint venture, association, corporation or other body corporate and any governmental agency;
- e) a reference to a condition, clause, or part is to a condition, clause, or part of this Licence;
- f) a reference to any statute including the Act and regulation, proclamation, Order in Council, ordinance, code, guideline, procedure or by-law includes all statutes, regulations, proclamations, Orders in Council, ordinances, codes, guidelines, procedures or by-laws varying, consolidating, re-enacting, extending or replacing them and a reference to a statute includes all regulations, proclamations, Orders in Council, ordinances, by-laws and determinations issued under that statute;
- g) a reference to a document or a provision of a document includes an amendment or supplement to, or replacement or novation of, that document or that provision of that document;
- h) a reference to a person includes that person's executors, administrators, successors, substitutes (including, without limitation, persons taking by novation) and permitted assigns;
- i) other parts of speech and grammatical forms of a word or phrase defined in this Licence have a corresponding meaning;
- j) a period of time:
 - i) which dates from a given day or the day of an act or event is to be calculated exclusive of that day; or
 - ii) which commences on a given day or the day of an act or event is to be calculated inclusive of that day;
- k) an event which is required under this Licence to occur on or by a stipulated day which is not a Business Day may occur on or by the next Business Day.

2 Notices

2.1 A notice under this Licence is only effective if it is in writing, and dealt with as follows:

a) if given by the Licensee to the Commission – addressed to the Chief Executive Officer of the Commission at the physical or email address specified below or as otherwise notified by the Commission:

Essential Services Commission
Level 8, 570 Bourke Street
Melbourne VIC 3000
licences@esc.vic.gov.au

b) if given by the Commission to the Licensee – given by the Chief Executive Officer of the Commission and addressed (and marked for attention of) the Chief Executive Officer of the Licensee at the physical or email address specified below or as otherwise notified by the Licensee:

Telstra Energy (Retail) Pty Ltd
Level 41, 242 Exhibition Street
Melbourne VIC 3000
TelstraEnergyCompliance@team.telstra.com

A notice is to be:

- c) signed by or on behalf of the person giving the notice and delivered by hand; or
- d) signed by or on behalf of the person giving the notice and sent by pre-paid post; or
- e) transmitted electronically by or on behalf of the person giving the notice by electronic mail.

2.2 A notice is deemed to be effected:

- a) if delivered by hand – upon delivery to the relevant address;
- b) if sent by post, in accordance with section 160(1) of the Evidence Act 2008 (Vic);
- c) if transmitted electronically – in accordance with the Electronic Transactions (Victoria) Act 2000 (Vic).

2.3 A notice received after 5.00pm, or on a day that is not a Business Day, is deemed to be effected on the next Business Day.

Part B – Licence

3 Grant of the Licence

3.1 This Licence was first granted on 15 December 2021 and has been varied on the dates set out in Schedule 1 of the Licence.

3.2 Subject to clauses 3.3 and 9, in exercise of its powers under section 26 of the Act, the Commission grants the Licensee a licence to sell gas by retail on the terms and conditions set out in this Licence.

3.3 This Licence is subject to any prohibition set out in any Order in Council issued and in force under the Act.

4 Variation

4.1 The Commission may vary this Licence in accordance with section 38 of the Act.

5 Transfer

5.1 This Licence may be transferred in accordance with section 40 of the Act.

6 Revocation

6.1 The Commission may revoke this Licence:

- a) at any time at the request of, or with the consent of, the Licensee; or
- b) in accordance with the Act.

6.2 Where the Commission proposes to revoke this Licence, the Commission will issue a notice to the Licensee, specifying:

- a) the basis upon which the Commission proposes to revoke the Licence; and
- b) the date upon which the revocation is proposed to take effect, such date to be:
 - i) in the case of a breach of clause 8 of the Standard Gas Licence Conditions for Gas Retail, or where in the Commission's opinion it is appropriate that the Licence be revoked in a shorter time frame having regard to its Objectives and the events or circumstances that gave rise to the notice being issued, no less than 5 Business Days after the date upon which the notice is issued; and
 - ii) in all other cases, no less than 20 Business Days after the date upon which the notice is issued;

c) that the Licensee has the opportunity to make representations on the matter and the time and date and manner in which those representations must be made.

6.3 The Commission must consider any submissions received by the licensee prior to making a decision to revoke the licence.

6.4 Where the Commission decides to revoke this Licence, the Commission will issue a notice to the Licensee specifying:

- a) the basis upon which the Commission is revoking the Licence; and

b) the date upon which the revocation takes effect, being no earlier than the date specified in the notice issued pursuant to clause 6.2;

and this Licence will be revoked on the date specified in the notice.

Part C – Licence Conditions

7 Status of the requirements in this part

- 7.1 A failure by the Licensee to meet any of the requirements set out in this Part C is a breach of a civil penalty requirement for the purpose of the ESC Act.

8 Standard Gas Licence Conditions for Gas Retail

- 8.1 The Licensee must comply with the Standard Gas Licence Conditions for Gas Retail as may be varied from time to time in accordance with section 38 of the Act.

9 Special Licence Condition

- 9.1 The Licensee must comply with the requirement set out in Schedule 2 – Gas retail special licence conditions.

Note: The conditions identified in Part C of this Licence are not an exhaustive list of a Licensee's obligations. A licensee is required to comply with additional obligations as set out in the Act and instruments made under that Act. In particular, obligations are placed on the Licensee in Codes of Practice, including the Energy Retail Code of Practice.

Schedule 1 – Variations to the Licence

Date	Variation
22 June 2022	Varied (with effect from 12 September 2022) to reflect the decision published by the Commission on 12 July 2022 following completion of the energy retail licence review.
4 August 2023	Varied to amend the dates in clause 1 of the Special Licence Conditions in Schedule 2 of the Licence. Varied to amend clause 2 of the Special Licence Conditions in Schedule 2 of the Licence to limit the number of customers to 1,000 up to 31 May 2024. Varied clauses 4 and 6 of the Special Licence Conditions in Schedule 2 of the Licence to update language to First Nations Australians.
7 May 2025	Varied to delete clauses 1 to 6 inclusive of the Special Licence Conditions in Schedule 2 of the Licence. Varied to insert a Special Licence Condition that the Licensee is restricted from selling gas to Residential Customers.

Schedule 2 – Gas Retail Special Licence Conditions

Date	Condition
7 May 2025	The Licensee is restricted from selling gas to Residential Customers.