



GAS RETAIL LICENCE

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

Issued on
15 December 2021

C/21/33616
GR03-2021

GAS RETAIL LICENCE

This Licence is issued pursuant to section 26 of the *Gas Industry Act 2001* (Vic) and is subject to the terms set out in this Licence.

Date

This Licence is issued on 15 December 2021.

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 15 December 2021

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A handwritten signature in blue ink, appearing to be "Kate Symons".

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Kate Symons

CHAIRPERSON

1.	Definitions	<hr/>
2.	Notices	<hr/>
3.	Grant of the Licence	<hr/>
4.	Status of the requirements in this Part	<hr/>
5.	Payment of fees	<hr/>
6.	Ongoing technical capacity	<hr/>
7.	Ongoing financial viability	<hr/>
8.	Reliability of supply	<hr/>
9.	Compliance with regulatory instruments	<hr/>
10.	Gas purchase arrangements	<hr/>
11.	Use of distribution system agreements	<hr/>
12.	Provision of distribution services	<hr/>
13.	Contracts with customers	<hr/>
14.	Information to customers	<hr/>
15.	Hot water metering	<hr/>
16.	Separate accounts	<hr/>
17.	Payment methods	<hr/>
18.	Community service obligation agreements	<hr/>
19.	Retailer of last resort	<hr/>
20.	Provision of information	<hr/>
21.	Audit	<hr/>
22.	Dispute resolution	<hr/>
23.	Compliance with laws	<hr/>
24.	Revocation	<hr/>
25.	Variation	<hr/>
26.	Transfer	<hr/>
27.	Administrator	<hr/>

Part A - Interpretation

1. Definitions

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

Act	the Gas Industry Act 2001 (Vic)
Administrator	means an administrator appointed by the Commission under section 41 of the Act in respect of the Licensee's retail business
AEMO	Australian Energy Market Operator Limited (ACN 072 010 327)
Business Day	a day other than a Saturday, Sunday or a public holiday in Melbourne, Victoria
Change of Control	occurs in relation to the Licensee if: (a) an entity that Controls the Licensee ceases to Control the Licensee; or (b) An entity that does not Control the Licensee starts to Control the Licensee provided that no change of control will be deemed to have occurred where the Ultimate Holding Company that Controls the Licensee remains the same or the Change in Control results from the acquisition or cancellation of, or dealing in, securities which are traded on a recognised financial market.
Code of Practice	means a Code of Practice made under Part 6 of the ESC Act.
Commission	the Essential Services Commission established under the ESC Act
Commencement date	15 December 2021
Control	in respect of an entity has the same meaning given in section 50AA of the Corporations Act
Corporations Act	means the <i>Corporations Act 2001</i> (Cth)
Customer	a person who may buy gas from a retailer and includes another retailer
Deemed Contract	means a contract for the supply or sale of gas deemed by the Act to have been entered into or to otherwise be in place between a Retailer and Customer
Default Use of System Agreement	The most recent Default Use of System Agreement submitted by a Distributor and approved by the Commission under the Distributor's Distribution Licence
Distribution Licence	a Licence to distribute or supply gas granted under the Act

Distribution Services	the transportation and delivery of gas through a Distribution System and any other services which a distributor includes in its network tariff
Distribution System	the meaning given to 'gas distribution system' in the Act
Distributor	a person who holds, or is exempt from holding, a Distribution Licence
Energy Retail Code of Practice	means the code of that name made under part 6 of the ESC Act
ESC Act	the <i>Essential Services Commission Act 2001</i> (Vic)
Exemption Order	an Order in Council made under section 24 of the Act
Holding Company	means, in relation to an entity, an entity of which the first entity is a Subsidiary
Hot Water Metering Installation	a metering installation and associated equipment at a Supply Point which measures and records the flows of gas and hot water, consisting at a minimum of a gas metering installation, two or more hot water meters and a master cold water meter
Last Resort Event	in respect of a Retailer, means: <ul style="list-style-type: none"> (a) the Retailer's Retail Licence is suspended or revoked; or (b) the right of the Retailer to acquire gas from the Wholesale Gas Market is suspended or terminated, whichever occurs first
Large Customer	in relation to the supply of gas from a Supply Point, a person whose aggregate consumption of gas taken from a Supply Point has been or, in the case of a new Supply Point, is likely to be, more than 5000 gigajoules or more in any year
Licensee	Telstra Energy (Retail) Pty Ltd (ACN 645 100 447)
Minister	the person who is, from time to time, the Minister for the purposes of the relevant section of the Act
MIRN	the unique identifier for a gas metering installation allocated and registered under the Retail Market Procedures within the meaning of the National Gas (Victoria) Law
National Gas Law	The National Gas (Victoria) Law which applies in Victoria as a result of the operation of section 6 of the <i>National Gas (Victoria) Act 2005</i>
National Gas Rules	the rules of that name made under the National Gas Law
Objectives	the objectives of the Commission under the Act and the ESC Act
Order	an Order in Council made or in force under the Act

Other Retailer	in respect of a Customer and a Last Resort Event, means the Retailer that, immediately prior to the occurrence of the Last Resort Event in respect of the retailer, sold gas to the Customer
Relevant Customer	in relation to gas from a Supply Point, has the same meaning as in any relevant Order
Retail Business	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
Subsidiary	has the meaning given in the Corporations Act
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
Ultimate Holding Company	means, in relation to an entity, an entity that: (a) is a Holding Company of the first-mentioned entity; and (b) is itself a Subsidiary of no entity
Undertaking	an undertaking given by the Licensee under section 53(5)(a) of the ESC Act
Use of System Agreement	an agreement between a Retailer (or other person who has made an application for a Retail Licence) and a Distributor which is necessary to ensure that, subject to the Act, gas is distributed or supplied by means of the Distributor's Distribution System to the extent necessary to enable the Retailer (or other person) to sell gas to its Customers
Wholesale Gas Market	means a market for wholesale trading in gas operated by AEMO under the National Gas Rules

- 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:
 - 1. which dates from a given day or the day of an act or event is to be calculated exclusive of that day; or
 - 2. 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 address specified below or as otherwise notified by the Commission

Essential Services Commission,
Level 8, 570 Bourke Street
Melbourne VIC 3000; or
 - 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 address specified below or as otherwise notified by the Licensee:

Telstra Energy (Retail) Pty Ltd (ACN 645 100 447)
Level 41, 242 Exhibition Street
Melbourne VIC 3000

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 or facsimile transmission.

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 – upon delivery to the relevant address;
- c. if transmitted electronically – in accordance with the *Electronic Transactions (Victoria) Act 2000* (Vic).

2.3. A notice received after 5.00 pm, 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. 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 with effect from the Commencement Date.

Part C - Conditions of the Licence

4. Status of the requirements in this Part

4.1. A breach of any of the requirements set out in this Part C:

- a. is a breach of a condition for the purposes of Part 7 of the ESC Act; and
- b. is a breach of a condition for the purposes of clause 25 of this Licence.

4.2. The Licensee acknowledges that any condition deemed by the Act to be included in a licence to sell gas forms part of this Licence and that a breach of any such condition constitutes a breach of a condition for the purposes of clause 25 of this Licence.

5. Payment of fees

5.1. The Licensee must pay a licence fee as determined by the Minister in accordance with the provisions of section 30 of the Act.

6. Ongoing technical capacity

6.1. The Licensee must at all times maintain:

- a. such technical capacity as is:
 1. required to meet its obligations under this Licence; and
 2. reasonably required to undertake the activities authorised by this Licence; and
 - b. such additional technical capacity as is reasonably required to enable it to meet and utilise technological advances in the gas industry.
- 6.2. In this clause 6, 'activities undertaken pursuant to this Licence' includes any activities of that type undertaken by a contractor, subcontractor, agent or other third party (a third party) engaged by the Licensee for the purpose of enabling the Licensee to undertake the activities authorised by this Licence.
- 6.3. The Licensee must ensure that all relevant staff are provided with appropriate training in all Victoria specific obligations including the conditions of this Licence.

7. Ongoing financial viability

- 7.1. The Licensee must at all times remain financially viable to undertake the licensed activity.

8. Reliability of supply

- 8.1. The Licensee must comply with any standard relating to the reliability of supply of gas which is determined by the Commission. If any standard is so determined, the Licensee must, whenever required by the Commission, demonstrate its actual and prospective compliance with such standard.
- 8.2. The Licensee must notify any relevant Distributor (and AEMO as required) of the Licensee's contractual arrangements with the Licensee's Customers relating to interruption or curtailment of supply within 21 business days of entering into such arrangements.
- 8.3. If the Licensee is notified by a Distributor of any interruption or curtailment of delivery of gas at a Supply Point, the Licensee must use reasonable endeavours to ensure that its customers comply with any reasonable requirement set out in the notice.

9. Compliance with regulatory instruments

- 9.1. Subject to clause 9.2, the Licensee must comply with any procedure or guideline issued by the Commission from time to time that is expressed as being one with which the Licensee must comply, to the extent they are applicable to activities undertaken by the Licensee pursuant to this Licence.
- 9.2. The Commission may, from time to time, by written notice grant an exemption in relation to or otherwise modify the application of some of the requirements of the instruments referred to in clause 9.1.
- 9.3. The Licensee must have in place a system for monitoring its compliance with this Licence and the instruments referred to in clause 9.
- 9.4. The Licensee must comply with the Gas Safety Act 1997, the National Gas Law and National Gas Rules.

- 9.5. The Licensee must notify the Commission of any breach by it of the conditions of this Licence, including breach of any of the instruments referred to in clause 9, as soon as reasonably practicable after it becomes aware of the breach.

10. Gas purchase arrangements

- 10.1. The Licensee must have in place agreements or arrangements for the purchase of gas through the wholesale gas market or otherwise and any necessary authorisations as are required to enable the Licensee to perform its obligations under any contracts for the sale of gas to which it is a party.
- 10.2. The Licensee is deemed to comply with clause 10.1 if it is registered with AEMO as a 'Customer' in accordance with the National Gas Rules.

11. Gas retail special conditions

- 11.1. The Licensee must comply with the requirements set out in the annexure – Gas retail special conditions.

12. Use of distribution system agreements

- 12.1. Subject to clause 12.4, the Licensee must have a Use of System Agreement with each Distributor in whose distribution area the Supply Point of any Customer of the Licensee is located. Each Use of System Agreement must be in writing.
- 12.2. If a Distributor offers the Licensee a new form of Default Use of System Agreement under clause 4.8 of its Distribution Licence, the Licensee must not unreasonably refuse to accept such an offer.
- 12.3. Any question as to whether a Use of System Agreement unreasonably discriminates, or has the effect of creating unreasonable discrimination, between Retailers or between Customers of any Retailer, or whether a refusal to accept an offer of a new Default Use of System Agreement is unreasonable, is to be decided by the Commission on the basis of the Commission's opinion on the matter.
- 12.4. If the Licensee is also a Distributor, clause 12 does not require the Licensee to have a Use of System Agreement with itself. The Licensee instead must act on the notional basis that the Licensee's Retail Business has and must comply with a Use of System Agreement with the Licensee's distribution business. That notional Use of System Agreement must be in writing.
- 12.5. Clause 12 does not apply to the Licensee in respect of a Distributor until 60 Business Days after the date on which the Commission first approved a Default Use of System Agreement submitted to the Commission by the relevant Distributor under its Distribution Licence.

13. Provision of distribution services

- 13.1. The Licensee must not enter into a contract for the sale of gas with a Large Customer unless:
- a. the contract also provides for the provision of, or procurement by the Licensee of, related distribution services; and

- b. the distribution system of the licensed distributor within whose distribution licence area the customer is located.

14. Contracts with customers

- 14.1. The Licensee must not enter into a contract for the sale of gas with a Relevant Customer unless the terms and conditions of the contract expressly deal with each matter which is the subject of a term or condition of the Energy Retail Code of Practice. If a term or condition of the Energy Retail Code of Practice is incorporated by reference into the contract, it is taken to be expressly dealt with.
- 14.2. Each term or condition of the Energy Retail Code of Practice is a term or condition with which a contract for the sale of gas to a relevant Customer must not be inconsistent.
- 14.3. The Licensee must comply with the terms and conditions of any contract for the sale of gas with a relevant Customer.

15. Information to customers

- 15.1. The Licensee must include at least the following information in a bill issued to the customer for the supply or sale of gas:
 - a. the Metering Installation Reference Number (MIRN) (including the MIRN checksum) assigned to the Customer's metering installation or, if there is no assigned MIRN, the meter number or another unique identifying mark assigned to the Customer's metering installation;
 - b. the relevant tariff or tariffs applicable to the Customer;
 - c. if the Licensee directly passes through network charges to the Customer, the separate amount of the network charge; and
 - d. any information required by the Act, the ESC Act, or any Commission code or guideline.
- 15.2. If a variation is made to a Customer's tariff or to terms or conditions of a Customer's contract, unless prior notice of the variation has been provided to a Customer, the Licensee must provide such notice to the Customer in the form of a statement setting out details of the variation at least 5 Business Days prior to any changes taking effect.
- 15.3. Unless clause 20 applies, the Licensee must give notice to a Customer who is a party to a Deemed Contract with the Licensee on, or as soon as practicable after, becoming aware of the Deemed Contract. This notice must:
 - a. inform the Customer that there is deemed to be a contract between the Customer and the Licensee for the supply and sale of gas;
 - b. set out the tariff and summarise other terms and conditions under the Deemed Contract;
 - c. describe the methods by which the Deemed Contract may be terminated and related terms and conditions; and
 - d. outline the options available to the Customer.

- 15.4. If the contract between a Customer and a Retailer is a fixed term contract, prior to the expiry of the fixed term the Retailer must notify the Customer:
- a. that the contract is due to expire;
 - b. when the expiry will occur;
 - c. the tariff and terms and conditions that will apply to the Customer beyond the expiry of the contract if the Customer does not exercise any other option, which the Retailer may determine at its discretion; and
 - d. what other options are available to the Customer.

The information must be given no sooner than two months before, and no later than one month before, the expiration of the fixed term (unless the fixed term is less than one month in which case the information must be given to the Customer at the commencement of the term).

- 15.5. Where the Licensee has financial responsibility in the Wholesale Gas Market for a MIRN relating to premises which it knows to be vacant, the Licensee must, if it elects to leave the premises connected, deliver to the premises an information package relating to offers of retail contracts which are available.

16. Hot water metering

- 16.1. The Licensee must, for a Customer for whom it is providing services associated with bulk hot water, ensure that each Hot Water Metering Installation is provided, replaced, installed, repaired and maintained in accordance with all applicable laws and any applicable guideline.
- 16.2. Without limiting clause 16.1, within 20 business days after receiving a request for the provision, replacement, installation, repair or maintenance of a Hot Water Metering Installation which is not functioning in accordance with all applicable laws and any applicable guideline, the Licensee must offer to provide the service requested on terms which are fair and reasonable and which are not inconsistent in the opinion of the Commission with any applicable guideline.
- 16.3. If a Customer replaces the Licensee with another Retailer as the supplier of bulk hot water services for a multi-unit dwelling, the Licensee must, if it is the owner of the relevant Hot Water Metering Installation, on request offer to sell that Hot Water Metering Installation to the other Retailer on fair and reasonable terms and conditions.
- 16.4. Any question as to the fairness and reasonableness of the terms and conditions of an offer made under clause 16.3 shall be decided by the Commission on the basis of the Commission's opinion on the fairness and reasonableness of the terms and conditions.

17. Separate accounts

- 17.1. If the Licensee holds more than one Licence under Part 3 of the Act, the Licensee must prepare separate accounts for each part of its business in respect of which it has been granted a separate Licence.

18. Payment methods

- 18.1. The Licensee must not implement a pre-payment meter scheme without the prior approval of the Commission.
- 18.2. The Licensee must notify the Commission at least 20 business days prior to the termination of an arrangement with any agency or payment outlet through which customers of the Licensee may pay bills.

19. Community service obligation agreements

- 19.1. If so directed by the Secretary of the relevant government agency, the Licensee must enter into an agreement with the State for the provision of community services on terms and conditions agreed in accordance with section 49 of the Act.

20. Retailer of last resort

- 20.1. On or before a date to be nominated by the Commission in a communication given to the Licensee, the Licensee must submit to the Commission proposed tariffs, terms and conditions upon which the Licensee would sell gas in accordance with the requirement under clause 20.2.
- 20.2. Subject to clause 20.3, the Licensee must sell gas to a Customer at tariffs and on terms and conditions approved or determined by the Commission under Division 6 of Part 3 of the Act.
- 20.3. In approving proposed terms and conditions under clause 20.2 the Commission may approve terms and conditions which do not deal with the subject matter of all of the provisions of the Energy Retail Code of Practice.
- 20.4. The requirement under clause 20.2:
- a. applies only if the Licensee is so directed by the Commission in a notice given to the Licensee;
 - b. imposes an obligation on the Licensee to sell gas to a Customer which:
 - 1. commences when a Last Resort Event occurs in respect of the Customer's Other Retailer; and
 - 2. ends:
 - i. after three months;
 - ii. when the Customer advises the Licensee in writing that the sale is no longer required;
 - iii. when the Customer transfers to another Retailer; or
 - iv. when the Customer enters into a new contract for the sale of gas with the Licensee,whichever occurs first.
- 20.5. As soon as practicable after being notified by the Commission or otherwise becoming aware of its obligation to a Customer under clause 20.2, the Licensee must give the Customer notice in writing:
- a. that a Last Resort Event has occurred in respect of the Other Retailer;

- b. that, as a result, the Licensee and the Customer are deemed to have entered into a contract for the sale of gas under section 51E(5) of the Act;
- c. of the date the Deemed Contract commenced;
- d. of the tariff and the terms and conditions of the Deemed Contract;
- e. that the Customer's meter has been or will be read, or an estimate will be made, as at the date the Deemed Contract commenced so that it can be established what amount of gas has been sold to the Customer by the Other Retailer prior to the occurrence of the Last Resort Event and what amount of gas has been and will be sold to the Customer by the Licensee after the occurrence of the Last Resort Event;
- f. of that meter reading or estimated meter reading. Notice of the meter reading or estimated meter reading may be given after notice of the other matters contemplated by this clause 20.5 is required to be given;
- g. whether any debt owed by the Customer to the Other Retailer or by the Other Retailer to the Customer, as the case may be, will continue to be so owed and, if it will not, to whom and by whom it will be owed;
- h. of alternatives available for the Customer to arrange a transfer to another Retailer or to obtain any different tariff, or different terms and conditions, from the Licensee including that the Customer may advise the Licensee in writing that the sale of gas by the Licensee is no longer required; and
- i. of how and where to obtain further information.

21. Provision of information

- 21.1. The Licensee must maintain comprehensive records regarding any activities undertaken pursuant to this Licence for a period of at least 7 years.
- 21.2. The Licensee must inform the Commission of any breach by it of the conditions of this Licence, including any non-compliance with the instruments referred to in clause 9, as soon as reasonably practicable after becoming aware of the breach.
- 21.3. The Licensee must as soon as reasonably practicable provide AEMO with such information relating to any activities undertaken pursuant to this Licence as AEMO may properly request in connection with the performance of its functions or the exercise of its powers under the Act in the manner and form specified by AEMO.
- 21.4. The Licensee must, as soon as reasonably practicable, provide the Commission with such information relating to any activities undertaken pursuant to this Licence as the Commission may properly request in connection with the performance of its functions or the exercise of its powers under the Act and in a manner and form specified by the Commission.
- 21.5. The Licensee must, as soon as reasonably practicable, provide the Commission with information on its ongoing technical capacity to undertake the activities authorised by this Licence as the Commission may properly request in connection with the performance of its functions or the exercise of its powers under the Act and in a manner and form specified by the Commission.
- 21.6. In this clause 21:

- a. activities undertaken pursuant to this Licence includes any activities of that type undertaken by a contractor, subcontractor, agent or other third party (a third party) engaged by the Licensee for the purpose of enabling the Licensee to undertake the activities authorised by this Licence; and
- b. information includes information in the possession, custody or control of any third party.

21.7. Change of control:

- a. the Licensee must give the Commission a notice if any event occurs, any decision by the Licensee is made, or any other circumstance exists that will effect a change of control of the Licensee;
- b. the notice required under condition 21.7(a) must set out particulars of the relevant event, decision or circumstance as soon as practicable and in any case not later than 3 Business Days after the Licensee becomes aware of the event or circumstances or makes the decision.

22. Audit

- 22.1. Upon request by the Commission, the Licensee must appoint an auditor to be approved by the Commission to conduct audits of:
 - a. the Licensee's compliance with its obligations under the Act or this Licence, including but not limited to the codes of practice and guidelines referred to in clause 9;
 - b. the reliability and quality of information reported by the Licensee to the Commission and the consistency of that information with the Commission's specifications; and
 - c. any other matter as directed by the Commission.
- 22.2. The Licensee must ensure that the Commission is promptly provided with a copy of any reports produced by the auditor pursuant to this clause. The Licensee must comply, and must require the auditor to comply, with any guidelines issued by the Commission dealing with audits under this clause.

23. Dispute resolution

- 23.1. The Licensee must enter into a customer dispute resolution scheme approved by the Commission under section 36 of the Act.

24. Compliance with laws

- 24.1. The Licensee must comply with all applicable laws.
- 24.2. The Licensee must ensure that any contract entered into with any third parties contains such provisions as are necessary to enable the Licensee to comply with the requirements of this Licence.

25. Revocation

- 25.1. 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.

25.2. Where consistent with its Objectives under the Act and the ESC Act, the Commission may revoke this Licence if:

- a. the Licensee fails to comply with any enforcement action under Part 7 of the ESC Act, including an undertaking, an order made by a court or a compliance notice;
- b. the Licensee breaches any condition of this Licence, including any condition deemed to apply by the Act or by a Minister under section 33AB of the Act;
- c. the Licensee breaches any requirement of a Code of Practice;
- d. any information provided by the Licensee, including in its application for a Licence, is found to be materially false or misleading;
- e. the Licensee's financial viability or technical capacity is such that the Commission considers that the Licensee would be unable to satisfactorily meet its obligations under this Licence;
- f. the Licensee fails to comply with a decision, direction, determination or arrangement (including any arrangement concerning load shedding) (as the case may be) made by or agreed with the Commission, AEMO or the Minister; or
- g. one of the following events happens:
 1. a petition or other application being presented or resolution being passed for the winding up, liquidation or dissolution of the Licensee or notice of intention to propose such a resolution being given or the entry of the Licensee into a scheme of arrangement or compromise or deed of company arrangement with any of its creditors;
 2. the appointment of an administrator, a receiver or receiver and manager or official manager or agent of a secured creditor to any of the Licensee's property;
 3. the Licensee ceasing to carry on business or stopping or wrongfully suspending payment to any of its creditors or stating its intention to do so;

and the Commission determines that the event, or actions arising from the event, would, or would be likely to, result in the inability of the licensee to meet its obligations under this Licence.

25.3. 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 this Licence; and
- b. the date upon which the revocation will take effect, such date to be:
 1. in the case of a breach of clause 10 or 12.1 or where clause 25.2(a) applies 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

2. in all other cases, no less than 20 Business Days after the date upon which the notice is issued,

and, subject to clause 25.4, this Licence will be revoked on the date specified in the notice.

- 25.4. The Commission may, at its discretion and by written notice to the Licensee, withdraw a notice issued under clause 25.3 at any time prior to the revocation date specified in the notice if the Commission considers that it is appropriate to withdraw the notice.

26. Variation

- 26.1. For the purposes of section 38 of the Act, the Commission may vary this Licence in accordance with the procedures set out in this clause 26.

- 26.2. Where the Commission:

- a. wishes to amend the list of instruments referred to in clause 9; or
- b. is of the opinion that a proposed variation to the Licence is consistent with its Objectives and is:
 1. of an administrative or trivial nature; or
 2. required urgently, such that it would not be appropriate to issue a notice under section 38(1)(c) of the Act,

the Commission may issue a notice to the Licensee varying this Licence accordingly.

- 26.3. A notice issued under clause 26.2 will include:

- a. the terms of the variation;
- b. the purpose of the variation;
- c. where clause 26.2.b applies, confirmation that the Commission is of that opinion; and
- d. the date upon which the variation will take effect.

27. Transfer

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

28. Administrator

- 28.1. Subject to clause 25, if an Administrator is appointed to the Licensee's business under section 41 of the Act, the Administrator must exercise its functions and powers in such a manner as may be specified by the Commission in the instrument of appointment.

Schedule 1 – Variations to the Licence

Date	Variation
	This licence has not been varied

Annexure – Gas retail special conditions

Definitions

Excepted Duty	<p>Means:</p> <ol style="list-style-type: none"> a. administrative changes to the details of a customer’s account including contact name, phone number, contact details, credit card details (but excluding contact details necessary for life support communications), which can be undertaken by Telstra Group personnel generally; b. undertaking actions or performing duties that the Telstra Group is required or mandated by law or a relevant regulator / governmental authority to undertake; and c. responding to or making arrangements in relation to any matter or incidence of urgency to avoid serious risk of damage to property, injury, or death to any person.
Senior Executive	The Chief Executive Officer of the Licensee or a person who directly reports to the Chief Executive Officer.
Type 1 Breach	A breach, or potential breach, of a matter designated as a Type 1 breach in the commission’s Compliance and Performance Reporting Guideline as amended from time to time.
Type 2 breach	A breach, or potential breach, of a matter designated as a Type 2 breach in the commission’s Compliance and Performance Reporting Guideline as amended from time to time.
Compliance and Reporting Guideline	Means the Guideline published by the Commission pursuant to section 23A(4) of the Electricity Industry Act 2000 (Vic) (EIA) and section 33(4) of the Gas Industry Act 2001 (Vic) (GIA) as amended from time to time.
Telstra Group	Telstra Corporation Limited (ACN 051 775 556), or if applicable, any other entity which is the ultimate parent of the Licensee, and the entities it Controls.

1. Compliance Review

- 1.1. By 15 June 2024, the Licensee is to have arranged for the completion of an independent review in relation to its compliance with Victorian energy laws and a copy of the report to be provided to the commission. The review must:
- a. commence no earlier than 15 December 2023;
 - b. be undertaken by a person approved by the commission;
 - c. be undertaken at the cost of the Licensee.

- 1.2. By 15 September 2023, the Licensee must nominate a person or persons to conduct the review (reviewer), that has demonstrated experience in assessing or advising in relation to regulatory and legal requirements.
- 1.3. The commission may reject the nominated reviewer and direct the Licensee to engage an alternative reviewer.
- 1.4. By 15 September 2023, the Licensee must provide the commission with a proposed scope of the review and must include the Licensee's compliance with its regulatory obligations in relation to:
 - a. the payment difficulty framework;
 - b. life support customers;
 - c. customers who may be affected by family violence; and
 - d. de-energisations for non-payment.
- 1.5. The commission may reject the proposed scope and decide a new or varied scope of review in its full discretion. The commission is not limited, in deciding the scope of the review, to the matters in clause 1.4 (a) to (d) of this Annexure.
- 1.6. The Licensee must fully co-operate with the reviewer and grant the reviewer access to any materials reasonably required to conduct the reviewer.
- 1.7. The Licensee shall pay the full costs of the review.
- 1.8. Nothing in clause 1 of this Annexure limits the operation of clause 22 of the Licence.
- 1.9. The commission acknowledges that it will review the conditions at clauses 2 to 6 of this Annexure within six months of receipt of the report referred to in clause 1.1 and will consider any submissions made by the Licensee in relation to the continued operation of the conditions.

2. Customer numbers

- 2.1. The Licensee must not sell gas to more than 1,000 Victorian customers in the six months following the commencement of this licence.

3. Enhanced senior executive accountability

- 3.1. The Licensee must not arrange for de-energisation of the premises of a small customer for non-payment unless a Senior Executive has approved the arrangement of that de-energisation.
- 3.2. The Licensee must arrange for its board of directors to review a report on all type 1 and type 2 breaches under the Compliance and Performance Reporting Guideline at least once every six months. That report must include:
 - a. a summary of the circumstances of the breach or potential breach;
 - b. action, if any, taken by the Licensee to address the cause of any breach or potential breach

4. Specialist Energy Team

- 4.1. The Licensee must:
- a. establish prior to the commencement of its activities under this licence, a team of persons to respond to customer enquiries in relation to its activities under this licence (Energy Specialist Team);
 - b. subject to clause 5 and 6, direct all small customer enquiries and complaints received by Telstra Group either in-store, over the phone or via online chat, which are predominately related to the sale of energy in Victoria, to the Energy Specialist Team unless the enquiry or complaint falls within an Excepted Duty. The Licensee will not be in breach of this Licence if a person who contacts Telstra Group ceases or terminates contact before the enquiry or complaint can be directed to the Energy Specialist Team; and
 - c. ensure that persons on the Energy Specialist Team do not undertake duties on behalf of other businesses in the Telstra Group unless the duty performed is an Excepted Duty.
- 4.2. The Licensee must ensure that training is provided to all persons on the Energy Specialist Team on an annual basis in relation to:
- a. identification and escalation of compliance issues; and
 - b. Indigenous cultural awareness.
- 4.3. Nothing in clause 4.1(c) prevents the Energy Specialist Team undertaking duties pertaining to: the sale of energy in other jurisdictions; or, activities pursuant to any other licence granted by the commission.

5. Customers affected by family violence

- 5.1. Nothing in clause 4.1, prevents the Licensee arranging for customers who may be affected by family violence being provided support by Telstra Group.
- Note:** Part 3A of the Energy Retail Code of Practice provides obligation in relation to training and account security that must be complied with.

6. Indigenous Australians

- 6.1. Nothing in clause 4.1, prevents the Licensee arranging for customers who may identify as Indigenous Australians being provided support by Telstra Group.
- 6.2. The Licensee must, within six months of commencing its activities pursuant to this licence, make available a dedicated telephone service for Indigenous Australian Customers (Indigenous Hotline) where customers may obtain assistance in relation to:
- a. the terms and conditions of their energy contract with the Licensee; and
 - b. assistance available under the Energy Retail Code of Practice.
- 6.3. The Licensee must, within six months of commencing its activities pursuant to this licence, appoint a person with responsibility for the Licensee's engagement with Indigenous Customers.