

## ESC Licence Application

### 2.1 Experience and knowledge of the industry

*Provide comprehensive details and documentation of the systems, processes and approaches that the applicant will use to:*

- a) market to customers*
- b) bill customers*
- c) manage connection and disconnection processes*
- d) manage customer complaints*
- e) manage dispute resolution*
- f) comply with regulatory reporting requirements.*

*For each of the above matters, provide details of the relevant systems and processes that the applicant will use.*

*In providing those details include:*

- g) the proposed business strategy/plan and functions and how they will be resourced*
- h) the experience and qualifications of relevant key employees who will manage those systems and processes*
- i) if the applicant will engage third parties to assist with the licensed activities, provide the following information in relation to each third party:
  - (i) the name of that third party*
  - (ii) the scope of activities undertaken by the third party*
  - (iii) details and copies of any agreements for the provision of services*
  - (iv) details about the experience of the third party in relation to the activities that it will be undertaking, including any accreditations, and*
  - (v) details of the processes in place to ensure the third party comply with the licensee's regulatory obligations.**
- j) details about how the applicant will balance service delivery with projected customer growth, and practical steps it will take to meet relevant regulatory obligations.*

Perpetual Energy is currently active as a natural gas retailer in NSW, ACT, SA and QLD, with proven technical capability and resources to undertake the business of retailing gas to medium and large customers in Victoria.

Perpetual Energy currently has all the systems, processes, and people in place to run a gas retailing business for the proposed demographic. These are fully operational for our NSW, ACT, SA and QLD gas retail operations.

These systems have been built to readily accommodate the Victorian gas market and Victorian customers.

These are in-house capabilities and permanent payroll staff, Perpetual Energy do not outsource any of the core functions, nor rely on any external contractors for the core business activities.

Our capability currently in operation includes the following business areas:

- capacity to operate a business:
  - Managing supplier contracts
  - Managing customer contracts
  - Customer account establishment and management
  - Customer service provision
  - Billing and collection
  - Appropriate management systems
- capacity to comply with regulatory requirements
  - Provision of information to distributor
  - Liaison with meter reading providers
  - Provision of information to customers
  - Privacy and confidentiality management
  - Customer information management system

These systems have been specifically designed to handle the proposed customer demographic and base. Perpetual Energy have built these systems targeting medium and large customers where a significant gap in the market exists for a retailer offering an alternative to the traditional fixed price model currently available and have then been further developed to cater for small market customers as we continue our growth in current jurisdictions. These systems currently in place for NSW, ACT, SA and QLD customers have been efficiently and deliberately designed to offer the most cost-effective service for our customers while meeting the relevant regulatory obligations and rights that they are afforded.

Perpetual Energy has engaged with Energy Safe Victoria and established an approved Gas Safety Case. This Gas Safety Case includes the procedure to be undertaken for connection of a complex gas installation and has been provided along with our application.