



# APPLICATION FORM

## Application for Registration as a Customer in the NEM

Please complete this Application Form using the appropriate Application Guide, and any other documents and information sources mentioned in this document.

The information in this Application Form is not to be altered without the prior written consent of Australian Energy Market Operator Ltd (*AEMO*).

## **Rules terms**

Terms defined in the National Electricity Rules (*Rules* or *NER*) have the same meanings in this Application Form unless otherwise specified. Those terms are intended to be identified in this form by italicising them, but failure to italicise such a term does not affect its meaning.

## **Application Form submission**

To submit an application to AEMO:

- complete this Application Form
- print and sign the form
- email a scanned copy including all attachments to the AEMO Registration Team via email to [onboarding@aemo.com.au](mailto:onboarding@aemo.com.au).

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## Application Overview

A *Customer* is a person registered by AEMO who engages in the activity of purchasing electricity *supplied* through a *transmission or distribution system* to a *connection point*.

Complete this Application Form (Form) to apply for registration in the *National Electricity Market (NEM)* as a *Customer* and/or to classify market load as a scheduled load

Where a requirement for information is 'Not Applicable', please put "NA" in the field.

For help in completing this Form, refer to the appropriate [Application Guide](#).

Direct any questions regarding your application to the AEMO Registration Team email: [onboarding@AEMO.com.au](mailto:onboarding@AEMO.com.au).

## Section A. Participant Category

Please select the appropriate options for registration and classification from the lists below:


### A.1. Customer category

<input checked="" type="checkbox"/> <i>Market Customer</i>	The Applicant is applying to register as a <i>Market Customer</i> in the NEM. Complete sections A–E and H
<input type="checkbox"/> <i>RoLR</i>	The Applicant is applying to register as a <i>Customer</i> in the NEM for the purpose of acting as a <i>RoLR</i> (Retailer of Last Resort). Complete sections A–E and H

### A.2. Market load classification category

<input type="checkbox"/> <i>Scheduled load</i>	The Applicant is applying to classify a <i>market load</i> as <i>scheduled load</i>
<input type="checkbox"/> <i>Aggregate scheduled loads for the purposes of central dispatch</i>	The Applicant is applying to <i>aggregate</i> two or more loads for the purpose of central dispatch. Complete section A, B, C, F and G
<input type="checkbox"/> <i>Market Customer (Market Load)</i>	The Applicant intends to classify load as <i>market load</i> . Complete section A-E & H

## Section B. Application Details

 Please clearly mark all attachments as "Attachment to Section B" and number each page consecutively.

### B.1. Applicant details

Entity Name: Ampol Energy (Retail) Pty Ltd

Trading Name: Ampol Energy (Retail) Pty Ltd

ABN: 21 652 913 347

ACN:

## B.2. Declaration

The Applicant declares that the Applicant authorises, approves and accepts that, in respect of this application and any related future application:

- AEMO may communicate with any person, as appropriate, including to verify information.
- AEMO may treat any communication on the Applicant’s behalf, whether physical, or electronic through a login to AEMO’s systems (including using access rights given by a Participant Administrator), as being by or to a person who is the Applicant’s:
  - authorised officer;
  - delegate, appointed by the Applicant’s authorised officer; or
  - agent, appointed by the Applicant’s authorised officer (including as registration contact in respect of the application), without AEMO requiring a separate letter of authority in this regard.
- AEMO may rely on any such communication, as being:
  - given by the Applicant, when given by the person;
  - given to the Applicant, when given to the person;
  - the Applicant’s in respect of any acts, omissions, statements, representations and notices;
  - instructed by the Applicant, regardless of whether any such instruction has been given, or its terms; and
  - complete, true and correct.

I, James Myatt, General Manager Energy, declare that I have been authorised by the Applicant to submit this Application on their behalf and certify that the contents of the Application and any further submissions are complete, true and correct.


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Signature:  Date: 9/02/2022

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By signing this form, the signatory warrants that the signatory is duly authorised to sign this document on behalf of the Applicant and to make the declarations set out in this document on the Applicant’s behalf.

## Section C. Contact Details

 Please clearly mark all attachments as "Attachment to Section C" and number each page consecutively. You must provide contact details to assist with communication between *AEMO* and your organisation. Provide contact details for your head office, any branch offices, and all relevant personnel.

### C.1. Registration contact

Please provide contact details for all questions regarding this Application.

---

Name: Adam Lourey

---

Position: Regulatory and Compliance Manager Email: adam.lourey@ampol.com.au

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Phone: Mobile: 0410592706

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<sup>1</sup> If you are not using an existing Participant ID, enter your preferred Participant ID (maximum 8 characters). If already taken or if the field is left blank, one will be provided by AEMO. **NOTE:** If an additional Participant ID is required, an additional fee will be charged per the Electricity Market Revenue Requirement and Fee Schedule.

## C.2. Head office and branch contact details

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Office Name\*: Head Office

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Street address: 29-33 Bourke Road, Alexandria

---

State: NSW Postcode: 2015

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Postal address: GPO Box 3916, Sydney

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State NSW Postcode 2001

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Phone: 1300 356 096

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Email: energy@ampol.com.au

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\* Type "Head Office" or the name of the branch

## C.3. Operational contacts (required for scheduled load)

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Control room (physical plant operations – must be contactable 24/7)

---

Primary phone: Other:

---

Email:

---

**Trading room (24/7 bidding operations – must be contactable 24/7)**

---

Primary phone: Other:

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Email:

---

**Emergency messaging system**

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Name: Mobile: Email:

---

Name: Mobile: Email:

---

Name: Mobile: Email:

---

Name: Mobile: Email:

---


Name: Mobile: Email:

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## C.4. Personnel contacts

Provide details for the following roles in your desired format, for example, a list exported from Microsoft Outlook, Excel, or Word and check each checkbox in the list below to confirm details have been provided.

The minimum details required are: role(s), name, position, phone number, mobile number, 24/7 contact number for all 24/7 contacts, and an email address.

 Each contact can have more than one role.

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### Mandatory contacts

CEO/MD	<input checked="" type="checkbox"/>
CEO/MD Assistant	<input checked="" type="checkbox"/>
Company Secretary	<input checked="" type="checkbox"/>
Corporate Relations Manager	<input checked="" type="checkbox"/>
Crisis Contact	<input checked="" type="checkbox"/>
NEM Primary Contact	<input checked="" type="checkbox"/>
Registration Contact (must match Section C.1 details)	<input checked="" type="checkbox"/>

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### Additional contacts (if you have *market load*; e.g. retail *Customers*)

Dispute Management Contact	<input checked="" type="checkbox"/>
IT After Hours / Emergency Contact (Primary)	<input checked="" type="checkbox"/>
IT After Hours / Emergency Contact (Secondary)	<input checked="" type="checkbox"/>
IT Security Contact (Primary)	<input checked="" type="checkbox"/>
IT Security Contact (Secondary)	<input checked="" type="checkbox"/>
IT Technical Network Contact	<input checked="" type="checkbox"/>
Metering – Technical	<input checked="" type="checkbox"/>
NEM Primary Contact	<input checked="" type="checkbox"/>
NEM Observer	<input checked="" type="checkbox"/>
Prudentials - Primary	<input checked="" type="checkbox"/>
Prudentials - Secondary	<input checked="" type="checkbox"/>

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**Additional contacts (if you have *market load*; e.g. retail *Customers*)**

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Settlements – Settlements Manager

Settlements – Senior to Settlements Manager

Clearing Primary

Clearing - Secondary

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**Additional contacts (if you have *scheduled load*)**

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Operations – Bidding Contact 24/7

Operations – Manager 24/7

Operations – Shift Supervisor 24/7


Operations – Trading Manager 24/7

24 Hour / Emergency contact – Operational contact

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## Section D. Required Information

Include the following information (where relevant) and ensure the information is attached to this application. Click in each checkbox to indicate that you have attached the information required. If you have not addressed all necessary items, please provide a reason in the field provided.

 Please clearly mark all attachments as "Attachment to Section D" and number each page consecutively.

### D.1. Partnership status

Is the Applicant applying on behalf of a partnership?  Yes  No

If Yes,

I have provided a copy of the partnership agreement.

### D.2. Trust status

Is the Applicant applying for registration on behalf of a Trust?  Yes  No

If Yes,

I have provided a copy of the Trust Deed establishing the Applicant trust.

I have provided an executed Trustee Deed in favour of AEMO.



### D.3. Organisational capability

Please confirm you have provided the following information:

- An Organisation chart and other documents (such as the résumés of key managers) detailing the necessary expertise to carry out electricity industry operations, including operations management, settlements and risk management.
- A document that demonstrates the *NEM*-related policies and procedures which are already in place or under development (do not submit the documents to AEMO, simply advise that they exist or are being developed).
- Evidence of the IT systems in place and system readiness to support *NEM* activities.
- If the Applicant has not participated in the *NEM* before but has participated in another relevant market, copies of electricity licences (if any) held in related markets and the duration of activity in the market.
- A corporate structure chart explaining any links with parent and other organisations that provides evidence of your ability to comply with the *NER*.
- If intending to classify electricity as 'market load', I have provided a 12-month forward plan/summary of intentions for being a Retailer in the market including planned number of customers.

Reason if not attached:

### D.4. Financial viability

Please confirm you have provided the following information:

- I have provided copies of recently audited financial statements.
- I have provided an explanation of financial links with parent organisations and other organisations that may improve my financial viability.

Reason if not provided:

### D.5. Regulatory compliance

Is the Applicant applying for registration as a *Market Customer a retailer*?  Yes  No

All applicants must complete - Please confirm you have provided the following information:

- I have provided a copy of current electricity licence(s) / approval(s) in one or more *NEM* jurisdictions or evidence of exemption from registration, including copies of relevant exemptions or derogations.

Reason if not provided: AER Retail Authorisation is pending

I have provided details of any non-compliance with regulatory obligations.

- Yes  No, there are none.

### D.6. Market Participant Criteria

The Applicant declares that it is:

- A resident in, or have permanent establishment in Australia
- Not immune from suit in respect of the obligations of the Market Participant under the Rules; and
- Capable of being sued in its own name in the court of Australia.

## D.7. Recipient Created Tax Invoice

If your company (having the same ABN as this application) has signed a current version of the Recipient Created Tax Invoice Agreement (RCTI), you do not need to complete a new one. To see if your previously signed agreement is still current, check the Last Updated date in the latest Agreement's "notes for completion".

If you need to complete an RCTI, submit your application with a completed copy of the [RCTI](#) available from the AEMO website.

## D.8. Austraclear

AEMO uses an external electronic funds transfer system provided by Austraclear. Please apply directly to Austraclear for membership. Membership approvals can take up to five weeks to process and charges are payable direct to Austraclear. See <https://www.asx.com.au/services/settlement/austraclear.htm>.

Austraclear Membership Number:

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## D.9. Credit support

If you meet the acceptable credit criteria detailed in Section 3.3.3 of the NER, you are not required to complete this section, but you must provide attachments.

Market participants not meeting the criteria must provide credit support details. A guarantee is required from your financial institution and must be in the AEMO Guarantee Pro Forma format available on the AEMO website.

It is recommended that guarantees are checked by AEMO prior to execution by emailing a draft copy to [prudentials@aemo.com.au](mailto:prudentials@aemo.com.au). The guarantee is required at the time of registration.

For further assistance with financial guarantees, see the [Credit Support Management Guide](#).

## Section E. Eligibility to register as a Customer



Please clearly mark all attachments as "Attachment to Section E" and number each page consecutively.

### E.1. Intention to classify electricity

I have attached evidence that supports the intention to classify electricity within a reasonable period of time purchased at one or more *connection points* as a *first-tier load*, a *second-tier load*, a *market load* or an *intending load*, or

Evidence that supports my registration being for the purpose of acting as a *RoLR*.

Reason if not attached:

## Section F. Information on Scheduled Loads



Please clearly mark all attachments as "Attachment to Section F" and number each page consecutively.

## F.1. Scheduled load details

Are you applying for classification of any of your *market loads* as a *scheduled load*?

- Yes    Is the *market load* a *load* already classified as a *wholesale demand response unit*?
- Yes    The *market load* is not eligible to be classified as a *scheduled load*.
- No    Complete all of Section F
- No    Go to Section G

## F.2. Dispatchable load details

**Note:** Enter the details of each dispatchable load using the following table. Where there is more than one dispatchable load, please copy the table and attach as required.

Dispatchable Load Information	Details
Load installation name: Station name - max of 20 characters	
Suggested load installation name ID: Station ID - max of 8 characters	
Scheduled load name: DUID* name - may be the load installation name when the load installation has only one scheduled load	
Suggested dispatchable load ID: DUID* - max of 8 characters	
Maximum load of the scheduled load to which the scheduled load may be dispatched (MW) – (maximum capacity)	
Maximum ramp rate of the scheduled load (MW/minute)	
Aggregated: (Yes or No)	<input type="checkbox"/> Yes <input type="checkbox"/> No
Start Type: (Fast or Slow)	<input type="checkbox"/> Fast <input type="checkbox"/> Slow
Meter NMI – if existing installation only	
Transmission Node ID (TNI): 4 characters	
Connection Point ID: 6 characters (for existing Scheduled Load only)	
Voltage level of the transmission or distribution system the load is connected to (kV):	
Nameplate rating (MW):	
Normally On or Normally Off:	<input type="checkbox"/> On <input type="checkbox"/> Off
Street address of facility:	

\*Dispatchable Unit ID

### F.3. Aggregation data

Are you applying to aggregate any of your *scheduled loads* for the purposes of *central dispatch*?

Yes, Complete this Section

No, Go to Section G

If the dispatchable loads are aggregated, additional information will need to be provided on the individual loads that make up the aggregated load.

**Note:** Where more information is required, please copy the following table and attach.

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Additional Information	Details
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Dispatchable *load* ID (DUID): (as suggested above)

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Individual load name: Maximum 20 characters

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Suggested load ID: Maximum 8 characters

---

Load registered size (MW):

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### Section G. Technical Requirements

Are you applying for registration as a *Market Customer* and will be a *Network User*?

Yes Proceed to G.1.

No Go to Error! Reference source not found.

#### G.1. Customer performance standards

Please attach a copy of the *performance standards* for your facility.

### Section H. IT Systems

To allow connectivity to AEMO IT systems, you must provide the following information:

#### H.1. MarketNet connection

For details regarding AEMOs private data network connection (MarketNet), options and entitlements, see the [Guide to Information Systems](#) on AEMO's website.

Do you require a new MarketNet connection?  Yes  No

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Connection types: Primary: VPN Site to Site

Backup: VPN Site to Site

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IT Technical Network Contact: Ed Tacey

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Contact number: 0411232690

Email: etacey@ampo.com.au

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## H.2. IT Notifications email address

It is important to receive AEMO notifications regarding IT changes or outages that may impact your business. Please have your IT staff set up and maintain a group email address with an appropriate distribution list of members for this to occur (individual email addresses are not accepted).

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IT Notifications email address: energy@ampol.com.au

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## H.3. e-Hub access

**Note:** *Market Customers* must complete this section.

For details regarding access to the e-Hub (using APIs), obtaining new certificates and submitting a Certificate Signing Request (CSR), see the [Guide to AEMOs e-Hub APIs](#).

Access to e-Hub is optional for *Market Customers*.

Do you require e-Hub access?  Yes  No

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Certificate:  I have an AEMO certificate  I need an AEMO certificate

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Inbound IP range:

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