



Penalty Notice

Essential Services Commission Act 2001 (Vic), section 54S

To: ReAmped Energy Pty Ltd (ACN 605 682 684)
McCullough Robertson Lawyers
Level 11, 66 Eagle Street
Brisbane QLD 4000

Penalty Notice number: PN(E) 21-2024

1. This notice is dated 29 April 2024.
2. The Essential Services Commission (**the commission**) alleges that the regulated entity ReAmped Energy Pty Ltd (ACN 605 682 684) (**ReAmped**), has contravened a civil penalty requirement within the meaning of that term under section 3 of the Essential Services Commission Act 2001 (Vic) (**the Act**).
3. On 24 April 2024, the commission determined that it has reason to believe that ReAmped is a regulated entity that had engaged in contravention of a civil penalty requirement in accordance with section 54S(1) of the Act.
4. The nature, and a brief description of the alleged contravention, are detailed in Schedule 1 to this penalty notice.
5. The amount of the penalty is \$36,984 as provided by section 54T(2) of the Act.

How to pay the penalty

6. The \$36,984 penalty is payable by Wednesday 29 May 2024.
7. ReAmped may pay the penalty by electronic funds transfer to the following account:

Bank: [REDACTED]
BSB: [REDACTED]
Account number: [REDACTED]
Account name: [REDACTED]
ABN: [REDACTED]

Reference: PN(E) 21-2024

8. Please notify the commission via email to: enforcement@esc.vic.gov.au once payment has been made.

What can ReAmped do in response to this penalty notice?

9. ReAmped can choose whether or not to pay the penalty specified in this notice.
10. If ReAmped pays the amount of the penalty before the end of the time specified in this penalty notice, the commission will not commence, as appropriate, either a proceeding against ReAmped for a contravention order in relation to the alleged contravention, or a criminal proceeding for an offence constituted by conduct that is substantially the same as the conduct that constitutes the alleged contravention. If ReAmped does not pay the penalty within this time, the commission may take such action.
11. ReAmped is entitled to disregard this penalty notice and to defend any proceedings relating to the alleged contravention.



.....
Kate Symons
Chairperson
Essential Services Commission

Schedule 1

Details of the conduct and alleged contravention

1. Clause 110(2) of the Energy Retail Code of Practice (version 1 and 2) (**ERCOP**) was a civil penalty requirement between 1 August 2022 to 30 June 2023, in accordance with Schedule 1 of the ERCOP and the definition of civil penalty requirement under section 3(d)(ii) of the Act.
2. Clause 110(2) of the ERCOP provided that a retailer must, before providing a deemed best offer message:
 - (a) determine the deemed best offer for the small customer in accordance with clause 108 as at the date the bill or bill summary containing the deemed best offer message will be issued; and
 - (b) using this deemed best offer, perform the deemed best offer check for the small customer.
3. In accordance with section 54S(1) of the Act, the commission has reason to believe that:
 - (a) ReAmped holds (and held at all material times) an electricity retail licence issued by the commission pursuant to the Electricity Industry Act 2001 (Vic), and is a regulated entity operating in a regulated industry within the meaning of the Act.
 - (b) ReAmped did not determine the deemed best offer in accordance with clause 108 before providing the below small customer with a deemed best offer message on their bill issued on 11 October 2022.
 - i) [REDACTED]
 - ii) [REDACTED]
 - (c) As a result, the commission alleges that ReAmped contravened clause 110(2) of the ERCOP. ReAmped's conduct therefore constitutes a contravention of a civil penalty requirement within the meaning of that term under section 3 of the Act.
4. The amount of the penalty for this civil penalty requirement during this period was \$36,984 (200 penalty units),¹ as provided by section 54T(2) of the Act.

¹ As at the date of the alleged contravention the value of a penalty unit was \$184.92 (Victorian Government Gazette, No G16, 21 April 2022)



Penalty Notice

Essential Services Commission Act 2001 (Vic), section 54S

To: ReAmped Energy Pty Ltd (ACN 605 682 684)
McCullough Robertson Lawyers
Level 11, 66 Eagle Street
Brisbane QLD 4000

Penalty Notice number: PN(E) 22-2024

1. This notice is dated 29 April 2024.
2. The Essential Services Commission (**the commission**) alleges that the regulated entity ReAmped Energy Pty Ltd (ACN 605 682 684) (**ReAmped**), has contravened a civil penalty requirement within the meaning of that term under section 3 of the Essential Services Commission Act 2001 (Vic) (**the Act**).
3. On 24 April 2024, the commission determined that it has reason to believe that ReAmped is a regulated entity that had engaged in contravention of a civil penalty requirement in accordance with section 54S(1) of the Act.
4. The nature, and a brief description of the alleged contravention, are detailed in Schedule 1 to this penalty notice.
5. The amount of the penalty is \$36,984 as provided by section 54T(2) of the Act.

How to pay the penalty

6. The \$36,984 penalty is payable by Wednesday 29 May 2024.
7. ReAmped may pay the penalty by electronic funds transfer to the following account:

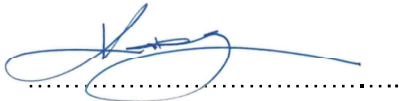
Bank: [REDACTED]
BSB: [REDACTED]
Account number: [REDACTED]
Account name: [REDACTED]
ABN: [REDACTED]

Reference: PN(E) 22-2024

8. Please notify the commission via email to: enforcement@esc.vic.gov.au once payment has been made.

What can ReAmped do in response to this penalty notice?

9. ReAmped can choose whether or not to pay the penalty specified in this notice.
10. If ReAmped pays the amount of the penalty before the end of the time specified in this penalty notice, the commission will not commence, as appropriate, either a proceeding against ReAmped for a contravention order in relation to the alleged contravention, or a criminal proceeding for an offence constituted by conduct that is substantially the same as the conduct that constitutes the alleged contravention. If ReAmped does not pay the penalty within this time, the commission may take such action.
11. ReAmped is entitled to disregard this penalty notice and to defend any proceedings relating to the alleged contravention.



Kate Symons
Chairperson
Essential Services Commission

Schedule 1

Details of the conduct and alleged contravention

1. Clause 110(2) of the Energy Retail Code of Practice (version 1 and 2) (**ERCOP**) was a civil penalty requirement between 1 August 2022 to 30 June 2023, in accordance with Schedule 1 of the ERCOP and the definition of civil penalty requirement under section 3(d)(ii) of the Act.
2. Clause 110(2) of the ERCOP provided that a retailer must, before providing a deemed best offer message:
 - (a) determine the deemed best offer for the small customer in accordance with clause 108 as at the date the bill or bill summary containing the deemed best offer message will be issued; and
 - (b) using this deemed best offer, perform the deemed best offer check for the small customer.
3. In accordance with section 54S(1) of the Act, the commission has reason to believe that:
 - (a) ReAmped holds (and held at all material times) an electricity retail licence issued by the commission pursuant to the Electricity Industry Act 2001 (Vic), and is a regulated entity operating in a regulated industry within the meaning of the Act.
 - (b) ReAmped did not determine the deemed best offer in accordance with clause 108 before providing the below small customer with a deemed best offer message on their bill issued on 31 October 2022.
 - i) [REDACTED]
 - ii) [REDACTED]
 - (c) As a result, the commission alleges that ReAmped contravened clause 110(2) of the ERCOP. ReAmped's conduct therefore constitutes a contravention of a civil penalty requirement within the meaning of that term under section 3 of the Act.
4. The amount of the penalty for this civil penalty requirement during this period was \$36,984 (200 penalty units),¹ as provided by section 54T(2) of the Act.

¹ As at the date of the alleged contravention the value of a penalty unit was \$184.92 (Victorian Government Gazette, No G16, 21 April 2022)



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Essential Services Commission Act 2001 (Vic), section 54S

To: ReAmped Energy Pty Ltd (ACN 605 682 684)
McCullough Robertson Lawyers
Level 11, 66 Eagle Street
Brisbane QLD 4000

Penalty Notice number: PN(E) 23-2024

1. This notice is dated 29 April 2024.
2. The Essential Services Commission (**the commission**) alleges that the regulated entity ReAmped Energy Pty Ltd (ACN 605 682 684) (**ReAmped**), has contravened a civil penalty requirement within the meaning of that term under section 3 of the Essential Services Commission Act 2001 (Vic) (**the Act**).
3. On 24 April 2024, the commission determined that it has reason to believe that ReAmped is a regulated entity that had engaged in contravention of a civil penalty requirement in accordance with section 54S(1) of the Act.
4. The nature, and a brief description of the alleged contravention, are detailed in Schedule 1 to this penalty notice.
5. The amount of the penalty is \$36,984 as provided by section 54T(2) of the Act.

How to pay the penalty

6. The \$36,984 penalty is payable by Wednesday 29 May 2024.
7. ReAmped may pay the penalty by electronic funds transfer to the following account:

Bank: [REDACTED]
BSB: [REDACTED]
Account number: [REDACTED]
Account name: [REDACTED]
ABN: [REDACTED]

Reference: PN(E) 23-2024

8. Please notify the commission via email to: enforcement@esc.vic.gov.au once payment has been made.

What can ReAmped do in response to this penalty notice?

9. ReAmped can choose whether or not to pay the penalty specified in this notice.
10. If ReAmped pays the amount of the penalty before the end of the time specified in this penalty notice, the commission will not commence, as appropriate, either a proceeding against ReAmped for a contravention order in relation to the alleged contravention, or a criminal proceeding for an offence constituted by conduct that is substantially the same as the conduct that constitutes the alleged contravention. If ReAmped does not pay the penalty within this time, the commission may take such action.
11. ReAmped is entitled to disregard this penalty notice and to defend any proceedings relating to the alleged contravention.



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Kate Symons
Chairperson
Essential Services Commission

Schedule 1

Details of the conduct and alleged contravention

1. Clause 110(1) of the Energy Retail Code of Practice (version 1 and 2) (**ERCOP**) was a civil penalty requirement between 1 August 2022 to 30 June 2023, in accordance with Schedule 1 of the ERCOP and the definition of civil penalty requirement under section 3(d)(ii) of the Act.
2. Clause 110(1) of the ERCOP provided that a retailer must provide a deemed best offer message on a bill or bill summary to a small customer:
 - (a) at least once every three months (electricity);
 - (b) at least once every four months (gas); or
 - (c) where a retailer and a small customer have agreed to a billing cycle with a regular recurrent period that differs from the retailer's usual recurrent period and that period is three months or longer, once in each billing cycle.
3. In accordance with section 54S(1) of the Act, the commission has reason to believe that:
 - (a) ReAmped holds (and held at all material times) an electricity retail licence issued by the commission pursuant to the Electricity Industry Act 2001 (Vic), and is a regulated entity operating in a regulated industry within the meaning of the Act.
 - (b) On 1 August 2023, ReAmped failed to provide a deemed best offer message at least once every three months, in not providing a deemed best offer message on the below small customer's electricity bill.
 - i) [REDACTED]
 - ii) [REDACTED]
 - (c) As a result, the commission alleges that ReAmped contravened clause 110(1) of the ERCOP. ReAmped's conduct therefore constitutes a contravention of a civil penalty requirement within the meaning of that term under section 3 of the Act.
4. The amount of the penalty for this civil penalty requirement during this period was \$36,984 (200 penalty units),¹ as provided by section 54T(2) of the Act.

¹ As at the earliest date of the alleged contravention the value of a penalty unit was \$184.92 (Victorian Government Gazette, G16, 21 April 2022)



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To: ReAmped Energy Pty Ltd (ACN 605 682 684)
McCullough Robertson Lawyers
Level 11, 66 Eagle Street
Brisbane QLD 4000

Penalty Notice number: PN(E) 24-2024

1. This notice is dated 29 April 2024.
2. The Essential Services Commission (**the commission**) alleges that the regulated entity ReAmped Energy Pty Ltd (ACN 605 682 684) (**ReAmped**), has contravened a civil penalty requirement within the meaning of that term under section 3 of the Essential Services Commission Act 2001 (Vic) (**the Act**).
3. On 24 April 2024, the commission determined that it has reason to believe that ReAmped is a regulated entity that had engaged in contravention of a civil penalty requirement in accordance with section 54S(1) of the Act.
4. The nature, and a brief description of the alleged contravention, are detailed in Schedule 1 to this penalty notice.
5. The amount of the penalty is \$36,984 as provided by section 54T(2) of the Act.

How to pay the penalty

6. The \$36,984 penalty is payable by Wednesday 29 May 2024.
7. ReAmped may pay the penalty by electronic funds transfer to the following account:

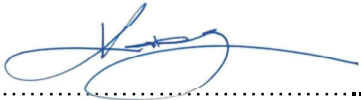
Bank: [REDACTED]
BSB: [REDACTED]
Account number: [REDACTED]
Account name: [REDACTED]
ABN: [REDACTED]

Reference: PN(E) 24-2024

8. Please notify the commission via email to: enforcement@esc.vic.gov.au once payment has been made.

What can ReAmped do in response to this penalty notice?

9. ReAmped can choose whether or not to pay the penalty specified in this notice.
10. If ReAmped pays the amount of the penalty before the end of the time specified in this penalty notice, the commission will not commence, as appropriate, either a proceeding against ReAmped for a contravention order in relation to the alleged contravention, or a criminal proceeding for an offence constituted by conduct that is substantially the same as the conduct that constitutes the alleged contravention. If ReAmped does not pay the penalty within this time, the commission may take such action.
11. ReAmped is entitled to disregard this penalty notice and to defend any proceedings relating to the alleged contravention.



Kate Symons
Chairperson
Essential Services Commission

Schedule 1

Details of the conduct and alleged contravention

1. Clause 110(1) of the Energy Retail Code of Practice (version 1 and 2) (**ERCOP**) was a civil penalty requirement between 1 August 2022 to 30 June 2023, in accordance with Schedule 1 of the ERCOP and the definition of civil penalty requirement under section 3(d)(ii) of the Act.
2. Clause 110(1) of the ERCOP provided that a retailer must provide a deemed best offer message on a bill or bill summary to a small customer:
 - (a) at least once every three months (electricity);
 - (b) at least once every four months (gas);or
 - (c) where a retailer and a small customer have agreed to a billing cycle with a regular recurrent period that differs from the retailer’s usual recurrent period and that period is three months or longer, once in each billing cycle.
3. In accordance with section 54S(1) of the Act, the commission has reason to believe that:
 - (a) ReAmped holds (and held at all material times) an electricity retail licence issued by the commission pursuant to the Electricity Industry Act 2001 (Vic), and is a regulated entity operating in a regulated industry within the meaning of the Act.
 - (b) On 27 June 2023, ReAmped failed to provide a deemed best offer message at least once every three months, in not providing a deemed best offer message on the below small customer’s electricity bill.
 - i) [REDACTED]
 - ii) [REDACTED]
 - (c) As a result, the commission alleges that ReAmped contravened clause 110(1) of the ERCOP. ReAmped’s conduct therefore constitutes a contravention of a civil penalty requirement within the meaning of that term under section 3 of the Act.
4. The amount of the penalty for this civil penalty requirement during this period was \$36,984 (200 penalty units),¹ as provided by section 54T(2) of the Act.

¹ As at the earliest date of the alleged contravention the value of a penalty unit was \$184.92 (Victorian Government Gazette, G16, 21 April 2022)



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To: ReAmped Energy Pty Ltd (ACN 605 682 684)
McCullough Robertson Lawyers
Level 11, 66 Eagle Street
Brisbane QLD 4000

Penalty Notice number: PN(E) 25-2024

1. This notice is dated 29 April 2024.
2. The Essential Services Commission (**the commission**) alleges that the regulated entity ReAmped Energy Pty Ltd (ACN 605 682 684) (**ReAmped**), has contravened a civil penalty requirement within the meaning of that term under section 3 of the Essential Services Commission Act 2001 (Vic) (**the Act**).
3. On 24 April 2024, the commission determined that it has reason to believe that ReAmped is a regulated entity that had engaged in contravention of a civil penalty requirement in accordance with section 54S(1) of the Act.
4. The nature, and a brief description of the alleged contravention, are detailed in Schedule 1 to this penalty notice.
5. The amount of the penalty is \$36,984 as provided by section 54T(2) of the Act.

How to pay the penalty

6. The \$36,984 penalty is payable by Wednesday 29 May 2024.
7. ReAmped may pay the penalty by electronic funds transfer to the following account:

Bank: [REDACTED]
BSB: [REDACTED]
Account number: [REDACTED]
Account name: [REDACTED]
ABN: [REDACTED]

Reference: PN(E) 25-2024

8. Please notify the commission via email to: enforcement@esc.vic.gov.au once payment has been made.

What can ReAmped do in response to this penalty notice?

9. ReAmped can choose whether or not to pay the penalty specified in this notice.
10. If ReAmped pays the amount of the penalty before the end of the time specified in this penalty notice, the commission will not commence, as appropriate, either a proceeding against ReAmped for a contravention order in relation to the alleged contravention, or a criminal proceeding for an offence constituted by conduct that is substantially the same as the conduct that constitutes the alleged contravention. If ReAmped does not pay the penalty within this time, the commission may take such action.
11. ReAmped is entitled to disregard this penalty notice and to defend any proceedings relating to the alleged contravention.



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Kate Symons
Chairperson
Essential Services Commission

Schedule 1

Details of the conduct and alleged contravention

1. Clause 110(2) of the Energy Retail Code of Practice (version 1 and 2) (**ERCOP**) was a civil penalty requirement between 1 August 2022 to 30 June 2023, in accordance with Schedule 1 of the ERCOP and the definition of civil penalty requirement under section 3(d)(ii) of the Act.
2. Clause 110(2) of the ERCOP provided that a retailer must, before providing a deemed best offer message:
 - (a) determine the deemed best offer for the small customer in accordance with clause 108 as at the date the bill or bill summary containing the deemed best offer message will be issued; and
 - (b) using this deemed best offer, perform the deemed best offer check for the small customer.
3. In accordance with section 54S(1) of the Act, the commission has reason to believe that:
 - (a) ReAmped holds (and held at all material times) an electricity retail licence issued by the commission pursuant to the Electricity Industry Act 2001 (Vic), and is a regulated entity operating in a regulated industry within the meaning of the Act.
 - (b) ReAmped did not determine the deemed best offer in accordance with clause 108 before providing the below small customer with a deemed best offer message on their bill issued on 20 October 2022.
 - i) [REDACTED]
 - ii) [REDACTED]
 - (c) As a result, the commission alleges that ReAmped contravened clause 110(2) of the ERCOP. ReAmped's conduct therefore constitutes a contravention of a civil penalty requirement within the meaning of that term under section 3 of the Act.
4. The amount of the penalty for this civil penalty requirement during this period was \$36,984 (200 penalty units),¹ as provided by section 54T(2) of the Act.

¹ As at the date of the alleged contravention the value of a penalty unit was \$184.92 (Victorian Government Gazette, No G16, 21 April 2022)



Penalty Notice

Essential Services Commission Act 2001 (Vic), section 54S

To: ReAmped Energy Pty Ltd (ACN 605 682 684)
McCullough Robertson Lawyers
Level 11, 66 Eagle Street
Brisbane QLD 4000

Penalty Notice number: PN(E) 26-2024

1. This notice is dated 29 April 2024.
2. The Essential Services Commission (**the commission**) alleges that the regulated entity ReAmped Energy Pty Ltd (ACN 605 682 684) (**ReAmped**), has contravened a civil penalty requirement within the meaning of that term under section 3 of the Essential Services Commission Act 2001 (Vic) (**the Act**).
3. On 24 April 2024, the commission determined that it has reason to believe that ReAmped is a regulated entity that had engaged in contravention of a civil penalty requirement in accordance with section 54S(1) of the Act.
4. The nature, and a brief description of the alleged contravention, are detailed in Schedule 1 to this penalty notice.
5. The amount of the penalty is \$36,984 as provided by section 54T(2) of the Act.

How to pay the penalty

6. The \$36,984 penalty is payable by Wednesday 29 May 2024.
7. ReAmped may pay the penalty by electronic funds transfer to the following account:

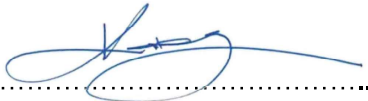
Bank: [REDACTED]
BSB: [REDACTED]
Account number: [REDACTED]
[REDACTED]
ABN: [REDACTED]

Reference: PN(E) 26-2024

8. Please notify the commission via email to: enforcement@esc.vic.gov.au once payment has been made.

What can ReAmped do in response to this penalty notice?

9. ReAmped can choose whether or not to pay the penalty specified in this notice.
10. If ReAmped pays the amount of the penalty before the end of the time specified in this penalty notice, the commission will not commence, as appropriate, either a proceeding against ReAmped for a contravention order in relation to the alleged contravention, or a criminal proceeding for an offence constituted by conduct that is substantially the same as the conduct that constitutes the alleged contravention. If ReAmped does not pay the penalty within this time, the commission may take such action.
11. ReAmped is entitled to disregard this penalty notice and to defend any proceedings relating to the alleged contravention.



Kate Symons
Chairperson
Essential Services Commission

Schedule 1

Details of the conduct and alleged contravention

1. Clause 110(1) of the Energy Retail Code of Practice (version 1 and 2) (**ERCOP**) was a civil penalty requirement between 1 August 2022 to 30 June 2023, in accordance with Schedule 1 of the ERCOP and the definition of civil penalty requirement under section 3(d)(ii) of the Act.
2. Clause 110(1) of the ERCOP provided that a retailer must provide a deemed best offer message on a bill or bill summary to a small customer:
 - (a) at least once every three months (electricity);
 - (b) at least once every four months (gas);or
 - (c) where a retailer and a small customer have agreed to a billing cycle with a regular recurrent period that differs from the retailer's usual recurrent period and that period is three months or longer, once in each billing cycle.
3. In accordance with section 54S(1) of the Act, the commission has reason to believe that:
 - (a) ReAmped holds (and held at all material times) an electricity retail licence issued by the commission pursuant to the Electricity Industry Act 2001 (Vic), and is a regulated entity operating in a regulated industry within the meaning of the Act.
 - (b) On 13 February 2023, ReAmped failed to provide a deemed best offer message at least once every three months, in not providing a deemed best offer message on the below small customer's electricity bill.
 - i) [REDACTED]
 - ii) [REDACTED]
 - (c) As a result, the commission alleges that ReAmped contravened clause 110(1) of the ERCOP. ReAmped's conduct therefore constitutes a contravention of a civil penalty requirement within the meaning of that term under section 3 of the Act.
4. The amount of the penalty for this civil penalty requirement during this period was \$36,984 (200 penalty units),¹ as provided by section 54T(2) of the Act.

¹ As at the earliest date of the alleged contravention the value of a penalty unit was \$184.92 (Victorian Government Gazette, G16, 21 April 2022)

Penalty Notice

Essential Services Commission Act 2001 (Vic), section 54S

To: ReAmped Energy Pty Ltd (ACN 605 682 684)
McCullough Robertson Lawyers
Level 11, 66 Eagle Street
Brisbane QLD 4000

Penalty Notice number: PN(E) 27-2024

1. This notice is dated 29 April 2024.
2. The Essential Services Commission (**the commission**) alleges that the regulated entity ReAmped Energy Pty Ltd (ACN 605 682 684) (**ReAmped**), has contravened a civil penalty requirement within the meaning of that term under section 3 of the Essential Services Commission Act 2001 (Vic) (**the Act**).
3. On 24 April 2024, the commission determined that it has reason to believe that ReAmped is a regulated entity that had engaged in contravention of a civil penalty requirement in accordance with section 54S(1) of the Act.
4. The nature, and a brief description of the alleged contravention, are detailed in Schedule 1 to this penalty notice.
5. The amount of the penalty is \$36,984 as provided by section 54T(2) of the Act.

How to pay the penalty

6. The \$36,984 penalty is payable by Wednesday 29 May 2024.
7. ReAmped may pay the penalty by electronic funds transfer to the following account:

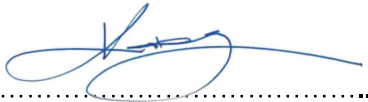
Bank: [REDACTED]
BSB: [REDACTED]
Account number: [REDACTED]
Account name: [REDACTED]
ABN: [REDACTED]

Reference: PN(E) 27-2024

8. Please notify the commission via email to: enforcement@esc.vic.gov.au once payment has been made.

What can ReAmped do in response to this penalty notice?

9. ReAmped can choose whether or not to pay the penalty specified in this notice.
10. If ReAmped pays the amount of the penalty before the end of the time specified in this penalty notice, the commission will not commence, as appropriate, either a proceeding against ReAmped for a contravention order in relation to the alleged contravention, or a criminal proceeding for an offence constituted by conduct that is substantially the same as the conduct that constitutes the alleged contravention. If ReAmped does not pay the penalty within this time, the commission may take such action.
11. ReAmped is entitled to disregard this penalty notice and to defend any proceedings relating to the alleged contravention.



Kate Symons
Chairperson
Essential Services Commission

Schedule 1

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1. Clause 110(1) of the Energy Retail Code of Practice (version 1 and 2) (**ERCOP**) was a civil penalty requirement between 1 August 2022 to 30 June 2023, in accordance with Schedule 1 of the ERCOP and the definition of civil penalty requirement under section 3(d)(ii) of the Act.
2. Clause 110(1) of the ERCOP provided that a retailer must provide a deemed best offer message on a bill or bill summary to a small customer:
 - (a) at least once every three months (electricity);
 - (b) at least once every four months (gas); or
 - (c) where a retailer and a small customer have agreed to a billing cycle with a regular recurrent period that differs from the retailer's usual recurrent period and that period is three months or longer, once in each billing cycle.
3. In accordance with section 54S(1) of the Act, the commission has reason to believe that:
 - (a) ReAmped holds (and held at all material times) an electricity retail licence issued by the commission pursuant to the Electricity Industry Act 2001 (Vic), and is a regulated entity operating in a regulated industry within the meaning of the Act.
 - (b) On 6 April 2023, ReAmped failed to provide a deemed best offer message at least once every three months, in not providing a deemed best offer message on the below small customer's electricity bill.
 - i) [REDACTED]
 - ii) [REDACTED]
 - (c) As a result, the commission alleges that ReAmped contravened clause 110(1) of the ERCOP. ReAmped's conduct therefore constitutes a contravention of a civil penalty requirement within the meaning of that term under section 3 of the Act.
4. The amount of the penalty for this civil penalty requirement during this period was \$36,984 (200 penalty units),¹ as provided by section 54T(2) of the Act.

¹ As at the earliest date of the alleged contravention the value of a penalty unit was \$184.92 (Victorian Government Gazette, G16, 21 April 2022)



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Essential Services Commission Act 2001 (Vic), section 54S

To: ReAmped Energy Pty Ltd (ACN 605 682 684)
McCullough Robertson Lawyers
Level 11, 66 Eagle Street
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Penalty Notice number: PN(E) 28-2024

1. This notice is dated 29 April 2024.
2. The Essential Services Commission (**the commission**) alleges that the regulated entity ReAmped Energy Pty Ltd (ACN 605 682 684) (**ReAmped**), has contravened a civil penalty requirement within the meaning of that term under section 3 of the Essential Services Commission Act 2001 (Vic) (**the Act**).
3. On 24 April 2024, the commission determined that it has reason to believe that ReAmped is a regulated entity that had engaged in contravention of a civil penalty requirement in accordance with section 54S(1) of the Act.
4. The nature, and a brief description of the alleged contravention, are detailed in Schedule 1 to this penalty notice.
5. The amount of the penalty is \$36,984 as provided by section 54T(2) of the Act.

How to pay the penalty

6. The \$36,984 penalty is payable by Wednesday 29 May 2024.
7. ReAmped may pay the penalty by electronic funds transfer to the following account:

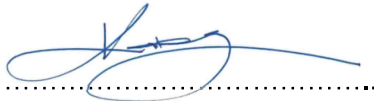
Bank: [REDACTED]
BSB: [REDACTED]
Account number: [REDACTED]
Account name: [REDACTED]
ABN: [REDACTED]

Reference: PN(E) 28-2024

8. Please notify the commission via email to: enforcement@esc.vic.gov.au once payment has been made.

What can ReAmped do in response to this penalty notice?

9. ReAmped can choose whether or not to pay the penalty specified in this notice.
10. If ReAmped pays the amount of the penalty before the end of the time specified in this penalty notice, the commission will not commence, as appropriate, either a proceeding against ReAmped for a contravention order in relation to the alleged contravention, or a criminal proceeding for an offence constituted by conduct that is substantially the same as the conduct that constitutes the alleged contravention. If ReAmped does not pay the penalty within this time, the commission may take such action.
11. ReAmped is entitled to disregard this penalty notice and to defend any proceedings relating to the alleged contravention.



Kate Symons
Chairperson
Essential Services Commission

Schedule 1

Details of the conduct and alleged contravention

1. Clause 110(2) of the Energy Retail Code of Practice (version 1 and 2) (**ERCOP**) was a civil penalty requirement between 1 August 2022 to 30 June 2023, in accordance with Schedule 1 of the ERCOP and the definition of civil penalty requirement under section 3(d)(ii) of the Act.
2. Clause 110(2) of the ERCOP provided that a retailer must, before providing a deemed best offer message:
 - (a) determine the deemed best offer for the small customer in accordance with clause 108 as at the date the bill or bill summary containing the deemed best offer message will be issued; and
 - (b) using this deemed best offer, perform the deemed best offer check for the small customer.
3. In accordance with section 54S(1) of the Act, the commission has reason to believe that:
 - (a) ReAmped holds (and held at all material times) an electricity retail licence issued by the commission pursuant to the Electricity Industry Act 2001 (Vic), and is a regulated entity operating in a regulated industry within the meaning of the Act.
 - (b) ReAmped did not determine the deemed best offer in accordance with clause 108 before providing the below small customer with a deemed best offer message on their bill issued on 26 October 2022.
 - i) [REDACTED]
 - ii) [REDACTED]
 - (c) As a result, the commission alleges that ReAmped contravened clause 110(2) of the ERCOP. ReAmped's conduct therefore constitutes a contravention of a civil penalty requirement within the meaning of that term under section 3 of the Act.
4. The amount of the penalty for this civil penalty requirement during this period was \$36,984 (200 penalty units),¹ as provided by section 54T(2) of the Act.

¹ As at the date of the alleged contravention the value of a penalty unit was \$184.92 (Victorian Government Gazette, No G16, 21 April 2022)



Penalty Notice

Essential Services Commission Act 2001 (Vic), section 54S

To: ReAmped Energy Pty Ltd (ACN 605 682 684)
McCullough Robertson Lawyers
Level 11, 66 Eagle Street
Brisbane QLD 4000

Penalty Notice number: PN(E) 29-2024

1. This notice is dated 29 April 2024.
2. The Essential Services Commission (**the commission**) alleges that the regulated entity ReAmped Energy Pty Ltd (ACN 605 682 684) (**ReAmped**), has contravened a civil penalty requirement within the meaning of that term under section 3 of the Essential Services Commission Act 2001 (Vic) (**the Act**).
3. On 24 April 2024, the commission determined that it has reason to believe that ReAmped is a regulated entity that had engaged in contravention of a civil penalty requirement in accordance with section 54S(1) of the Act.
4. The nature, and a brief description of the alleged contravention, are detailed in Schedule 1 to this penalty notice.
5. The amount of the penalty is \$36,984 as provided by section 54T(2) of the Act.

How to pay the penalty

6. The \$36,984 penalty is payable by Wednesday 29 May 2024.
7. ReAmped may pay the penalty by electronic funds transfer to the following account:

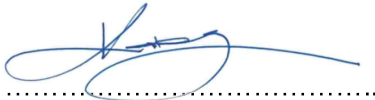
Bank: [REDACTED]
BSB: [REDACTED]
Account number: [REDACTED]
Account name: [REDACTED]
ABN: [REDACTED]

Reference: PN(E) 29-2024

8. Please notify the commission via email to: enforcement@esc.vic.gov.au once payment has been made.

What can ReAmped do in response to this penalty notice?

9. ReAmped can choose whether or not to pay the penalty specified in this notice.
10. If ReAmped pays the amount of the penalty before the end of the time specified in this penalty notice, the commission will not commence, as appropriate, either a proceeding against ReAmped for a contravention order in relation to the alleged contravention, or a criminal proceeding for an offence constituted by conduct that is substantially the same as the conduct that constitutes the alleged contravention. If ReAmped does not pay the penalty within this time, the commission may take such action.
11. ReAmped is entitled to disregard this penalty notice and to defend any proceedings relating to the alleged contravention.



Kate Symons
Chairperson
Essential Services Commission

Schedule 1

Details of the conduct and alleged contravention

1. Clause 110(2) of the Energy Retail Code of Practice (version 1 and 2) (**ERCOP**) was a civil penalty requirement between 1 August 2022 to 30 June 2023, in accordance with Schedule 1 of the ERCOP and the definition of civil penalty requirement under section 3(d)(ii) of the Act.
2. Clause 110(2) of the ERCOP provided that a retailer must, before providing a deemed best offer message:
 - (a) determine the deemed best offer for the small customer in accordance with clause 108 as at the date the bill or bill summary containing the deemed best offer message will be issued; and
 - (b) using this deemed best offer, perform the deemed best offer check for the small customer.
3. In accordance with section 54S(1) of the Act, the commission has reason to believe that:
 - (a) ReAmped holds (and held at all material times) an electricity retail licence issued by the commission pursuant to the Electricity Industry Act 2001 (Vic), and is a regulated entity operating in a regulated industry within the meaning of the Act.
 - (b) ReAmped did not determine the deemed best offer in accordance with clause 108 before providing the below small customer with a deemed best offer message on their bill issued on 27 October 2022.
 - i) [REDACTED]
 - ii) [REDACTED]
 - (c) As a result, the commission alleges that ReAmped contravened clause 110(2) of the ERCOP. ReAmped's conduct therefore constitutes a contravention of a civil penalty requirement within the meaning of that term under section 3 of the Act.
4. The amount of the penalty for this civil penalty requirement during this period was \$36,984 (200 penalty units),¹ as provided by section 54T(2) of the Act.

¹ As at the date of the alleged contravention the value of a penalty unit was \$184.92 (Victorian Government Gazette, No G16, 21 April 2022)



Penalty Notice

Essential Services Commission Act 2001 (Vic), section 54S

To: ReAmped Energy Pty Ltd (ACN 605 682 684)
McCullough Robertson Lawyers
Level 11, 66 Eagle Street
Brisbane QLD 4000

Penalty Notice number: PN(E) 30-2024

1. This notice is dated 29 April 2024.
2. The Essential Services Commission (**the commission**) alleges that the regulated entity ReAmped Energy Pty Ltd (ACN 605 682 684) (**ReAmped**), has contravened a civil penalty requirement within the meaning of that term under section 3 of the Essential Services Commission Act 2001 (Vic) (**the Act**).
3. On 24 April 2024, the commission determined that it has reason to believe that ReAmped is a regulated entity that had engaged in contravention of a civil penalty requirement in accordance with section 54S(1) of the Act.
4. The nature, and a brief description of the alleged contravention, are detailed in Schedule 1 to this penalty notice.
5. The amount of the penalty is \$36,984 as provided by section 54T(2) of the Act.

How to pay the penalty

6. The \$36,984 penalty is payable by Wednesday 29 May 2024.
7. ReAmped may pay the penalty by electronic funds transfer to the following account:

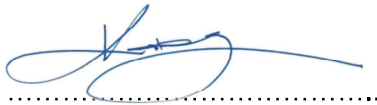
Bank: [REDACTED]
BSB: [REDACTED]
Account number: [REDACTED]
Account name: [REDACTED]
ABN: [REDACTED]

Reference: PN(E) 30-2024

8. Please notify the commission via email to: enforcement@esc.vic.gov.au once payment has been made.

What can ReAmped do in response to this penalty notice?

9. ReAmped can choose whether or not to pay the penalty specified in this notice.
10. If ReAmped pays the amount of the penalty before the end of the time specified in this penalty notice, the commission will not commence, as appropriate, either a proceeding against ReAmped for a contravention order in relation to the alleged contravention, or a criminal proceeding for an offence constituted by conduct that is substantially the same as the conduct that constitutes the alleged contravention. If ReAmped does not pay the penalty within this time, the commission may take such action.
11. ReAmped is entitled to disregard this penalty notice and to defend any proceedings relating to the alleged contravention.



Kate Symons
Chairperson
Essential Services Commission

Schedule 1

Details of the conduct and alleged contravention

1. Clause 110(1) of the Energy Retail Code of Practice (version 1 and 2) (**ERCOP**) was a civil penalty requirement between 1 August 2022 to 30 June 2023, in accordance with Schedule 1 of the ERCOP and the definition of civil penalty requirement under section 3(d)(ii) of the Act.
2. Clause 110(1) of the ERCOP provided that a retailer must provide a deemed best offer message on a bill or bill summary to a small customer:
 - (a) at least once every three months (electricity);
 - (b) at least once every four months (gas);or
 - (c) where a retailer and a small customer have agreed to a billing cycle with a regular recurrent period that differs from the retailer’s usual recurrent period and that period is three months or longer, once in each billing cycle.
3. In accordance with section 54S(1) of the Act, the commission has reason to believe that:
 - (a) ReAmped holds (and held at all material times) an electricity retail licence issued by the commission pursuant to the Electricity Industry Act 2001 (Vic), and is a regulated entity operating in a regulated industry within the meaning of the Act.
 - (b) On 9 June 2023, ReAmped failed to provide a deemed best offer message at least once every three months, in not providing a deemed best offer message on the below small customer’s electricity bill.
 - i) [REDACTED]
 - ii) [REDACTED]
 - (c) As a result, the commission alleges that ReAmped contravened clause 110(1) of the ERCOP. ReAmped’s conduct therefore constitutes a contravention of a civil penalty requirement within the meaning of that term under section 3 of the Act.
4. The amount of the penalty for this civil penalty requirement during this period was \$36,984 (200 penalty units),¹ as provided by section 54T(2) of the Act.

¹ As at the earliest date of the alleged contravention the value of a penalty unit was \$184.92 (Victorian Government Gazette, G16, 21 April 2022)