

Wrongful disconnection penalty notice

Essential Services Commission Act 2001, section 54H

To: Sumo Gas Pty Ltd
Suite 103
41-61 Cecil Street
South Melbourne VIC 3205

Wrongful disconnection penalty notice number: WDPN(G) 92-2021

1. This notice is dated 30 November 2021.
2. The Essential Services Commission alleges that Sumo Gas Pty Ltd (ACN 606 951 713) (Sumo Gas) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (the Act).
3. On 26 November 2021, the commission formed a reason to believe that:
 - (a) the supply of gas to the premises of a customer was disconnected; and
 - (b) Sumo Gas arranged for the supply of gas to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
 - (c) Sumo Gas's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (wrongful disconnection contravention).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by **2 February 2022**.

7. Sumo Gas may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

Reference: WDPN(G) 92-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

What can Sumo Gas do in response to this wrongful disconnection penalty notice?

9. Sumo Gas can choose whether or not to pay this wrongful disconnection penalty notice.
10. If Sumo Gas pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
11. Sumo Gas is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
12. If Sumo Gas chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....
Kate Symons
Chairperson
Essential Services Commission

Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Sumo Gas Pty Ltd holds a gas retail licence issued by the commission.
2. Clause 9.1(d) of the gas retail licence held by Sumo Gas obliged Sumo Gas to comply with the Energy Retail Code.
3. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
 - (a) The supply of gas to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 9:20:00 AM on 14 December 2020; and
 - (b) Sumo Gas arranged for the supply of gas to be disconnected from the customer's premises at [REDACTED] and Sumo Gas did not comply with clause 111A(1)(a)(v) of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
 - (c) Sumo Gas's conduct constitutes a contravention of clause 9.1(d) of its energy licence that requires compliance with the Energy Retail Code.
4. Sumo Gas did not comply with clause 111A(1)(a)(v) of the Energy Retail Code because, by arranging for the disconnection of the customer to occur on 14 December 2020, being prior to the expiration of the disconnection warning period stated in the disconnection warning notice issued to the customer on 7 December 2020, Sumo Gas did not at all times act fairly and reasonably in relation to the customer.
5. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

Wrongful disconnection penalty notice

Essential Services Commission Act 2001, section 54H

To: Sumo Gas Pty Ltd
Suite 103
41-61 Cecil Street
South Melbourne VIC 3205

Wrongful disconnection penalty notice number: WDPN(G) 93-2021

1. This notice is dated 30 November 2021.
2. The Essential Services Commission alleges that Sumo Gas Pty Ltd (ACN 606 951 713) (Sumo Gas) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (the Act).
3. On 26 November 2021, the commission formed a reason to believe that:
 - (a) the supply of gas to the premises of a customer was disconnected; and
 - (b) Sumo Gas arranged for the supply of gas to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
 - (c) Sumo Gas's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (wrongful disconnection contravention).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by **2 February 2022**.

7. Sumo Gas may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

Reference: WDPN(G) 93-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

What can Sumo Gas do in response to this wrongful disconnection penalty notice?

9. Sumo Gas can choose whether or not to pay this wrongful disconnection penalty notice.
10. If Sumo Gas pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
11. Sumo Gas is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
12. If Sumo Gas chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



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Kate Symons
Chairperson
Essential Services Commission

Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Sumo Gas Pty Ltd holds a gas retail licence issued by the commission.
2. Clause 9.1(d) of the gas retail licence held by Sumo Gas obliged Sumo Gas to comply with the Energy Retail Code.
3. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
 - (a) The supply of gas to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 9:50:00 AM on 14 December 2020; and
 - (b) Sumo Gas arranged for the supply of gas to be disconnected from the customer's premises at [REDACTED] and Sumo Gas did not comply with clause 111A(1)(a)(v) of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
 - (c) Sumo Gas's conduct constitutes a contravention of clause 9.1(d) of its energy licence that requires compliance with the Energy Retail Code.
4. Sumo Gas did not comply with clause 111A(1)(a)(v) of the Energy Retail Code because, by arranging for the disconnection of the customer to occur on 14 December 2020, being prior to the expiration of the disconnection warning period stated in the disconnection warning notice issued to the customer on 7 December 2020, Sumo Gas did not at all times act fairly and reasonably in relation to the customer.
5. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

Wrongful disconnection penalty notice

Essential Services Commission Act 2001, section 54H

To: Sumo Gas Pty Ltd
Suite 103
41-61 Cecil Street
South Melbourne VIC 3205

Wrongful disconnection penalty notice number: WDPN(G) 94-2021

1. This notice is dated 30 November 2021.
2. The Essential Services Commission alleges that Sumo Gas Pty Ltd (ACN 606 951 713) (Sumo Gas) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (the Act).
3. On 26 November 2021, the commission formed a reason to believe that:
 - (a) the supply of gas to the premises of a customer was disconnected; and
 - (b) Sumo Gas arranged for the supply of gas to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
 - (c) Sumo Gas's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (wrongful disconnection contravention).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by **2 February 2022**.

7. Sumo Gas may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

Reference: WDPN(G) 94-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

What can Sumo Gas do in response to this wrongful disconnection penalty notice?

9. Sumo Gas can choose whether or not to pay this wrongful disconnection penalty notice.
10. If Sumo Gas pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
11. Sumo Gas is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
12. If Sumo Gas chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



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Kate Symons
Chairperson
Essential Services Commission

Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Sumo Gas Pty Ltd holds a gas retail licence issued by the commission.
2. Clause 9.1(d) of the gas retail licence held by Sumo Gas obliged Sumo Gas to comply with the Energy Retail Code.
3. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
 - (a) The supply of gas to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 9:20:00 AM on 14 December 2020; and
 - (b) Sumo Gas arranged for the supply of gas to be disconnected from the customer's premises at [REDACTED] and Sumo Gas did not comply with clause 111A(1)(a)(v) of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
 - (c) Sumo Gas's conduct constitutes a contravention of clause 9.1(d) of its energy licence that requires compliance with the Energy Retail Code.
4. Sumo Gas did not comply with clause 111A(1)(a)(v) of the Energy Retail Code because, by arranging for the disconnection of the customer to occur on 14 December 2020, being prior to the expiration of the disconnection warning period stated in the disconnection warning notice issued to the customer on 7 December 2020, Sumo Gas did not at all times act fairly and reasonably in relation to the customer.
5. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

Wrongful disconnection penalty notice

Essential Services Commission Act 2001, section 54H

To: Sumo Gas Pty Ltd
Suite 103
41-61 Cecil Street
South Melbourne VIC 3205

Wrongful disconnection penalty notice number: WDPN(G) 95-2021

1. This notice is dated 30 November 2021.
2. The Essential Services Commission alleges that Sumo Gas Pty Ltd (ACN 606 951 713) (Sumo Gas) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (the Act).
3. On 26 November 2021, the commission formed a reason to believe that:
 - (a) the supply of gas to the premises of a customer was disconnected; and
 - (b) Sumo Gas arranged for the supply of gas to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
 - (c) Sumo Gas's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (wrongful disconnection contravention).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by **2 February 2022**.

7. Sumo Gas may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

Reference: WDPN(G) 95-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

What can Sumo Gas do in response to this wrongful disconnection penalty notice?

9. Sumo Gas can choose whether or not to pay this wrongful disconnection penalty notice.
10. If Sumo Gas pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
11. Sumo Gas is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
12. If Sumo Gas chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



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Kate Symons
Chairperson
Essential Services Commission

Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Sumo Gas Pty Ltd holds a gas retail licence issued by the commission.
2. Clause 9.1(d) of the gas retail licence held by Sumo Gas obliged Sumo Gas to comply with the Energy Retail Code.
3. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
 - (a) The supply of gas to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 9:15:00 AM on 14 December 2020; and
 - (b) Sumo Gas arranged for the supply of gas to be disconnected from the customer's premises at [REDACTED] and Sumo Gas did not comply with clause 111A(1)(a)(v) of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
 - (c) Sumo Gas's conduct constitutes a contravention of clause 9.1(d) of its energy licence that requires compliance with the Energy Retail Code.
4. Sumo Gas did not comply with clause 111A(1)(a)(v) of the Energy Retail Code because, by arranging for the disconnection of the customer to occur on 14 December 2020, being prior to the expiration of the disconnection warning period stated in the disconnection warning notice issued to the customer on 7 December 2020, Sumo Gas did not at all times act fairly and reasonably in relation to the customer.
5. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

Wrongful disconnection penalty notice

Essential Services Commission Act 2001, section 54H

To: Sumo Gas Pty Ltd
Suite 103
41-61 Cecil Street
South Melbourne VIC 3205

Wrongful disconnection penalty notice number: WDPN(G) 96-2021

1. This notice is dated 30 November 2021.
2. The Essential Services Commission alleges that Sumo Gas Pty Ltd (ACN 606 951 713) (Sumo Gas) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (the Act).
3. On 26 November 2021, the commission formed a reason to believe that:
 - (a) the supply of gas to the premises of a customer was disconnected; and
 - (b) Sumo Gas arranged for the supply of gas to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
 - (c) Sumo Gas's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (wrongful disconnection contravention).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by **2 February 2022**.

7. Sumo Gas may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

Reference: WDPN(G) 96-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

What can Sumo Gas do in response to this wrongful disconnection penalty notice?

9. Sumo Gas can choose whether or not to pay this wrongful disconnection penalty notice.
10. If Sumo Gas pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
11. Sumo Gas is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
12. If Sumo Gas chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



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Kate Symons
Chairperson
Essential Services Commission

Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Sumo Gas Pty Ltd holds a gas retail licence issued by the commission.
2. Clause 9.1(d) of the gas retail licence held by Sumo Gas obliged Sumo Gas to comply with the Energy Retail Code.
3. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
 - (a) The supply of gas to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 11:24:00 AM on 14 December 2020; and
 - (b) Sumo Gas arranged for the supply of gas to be disconnected from the customer's premises at [REDACTED] and Sumo Gas did not comply with clause 111A(1)(a)(v) of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
 - (c) Sumo Gas's conduct constitutes a contravention of clause 9.1(d) of its energy licence that requires compliance with the Energy Retail Code.
4. Sumo Gas did not comply with clause 111A(1)(a)(v) of the Energy Retail Code because, by arranging for the disconnection of the customer to occur on 14 December 2020, being prior to the expiration of the disconnection warning period stated in the disconnection warning notice issued to the customer on 7 December 2020, Sumo Gas did not at all times act fairly and reasonably in relation to the customer.
5. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

Wrongful disconnection penalty notice

Essential Services Commission Act 2001, section 54H

To: Sumo Gas Pty Ltd
Suite 103
41-61 Cecil Street
South Melbourne VIC 3205

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1. This notice is dated 30 November 2021.
2. The Essential Services Commission alleges that Sumo Gas Pty Ltd (ACN 606 951 713) (Sumo Gas) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (the Act).
3. On 26 November 2021, the commission formed a reason to believe that:
 - (a) the supply of gas to the premises of a customer was disconnected; and
 - (b) Sumo Gas arranged for the supply of gas to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
 - (c) Sumo Gas's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (wrongful disconnection contravention).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by **2 February 2022**.

7. Sumo Gas may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

Reference: WDPN(G) 97-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

What can Sumo Gas do in response to this wrongful disconnection penalty notice?

9. Sumo Gas can choose whether or not to pay this wrongful disconnection penalty notice.
10. If Sumo Gas pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
11. Sumo Gas is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
12. If Sumo Gas chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



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Kate Symons
Chairperson
Essential Services Commission

Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Sumo Gas Pty Ltd holds a gas retail licence issued by the commission.
2. Clause 9.1(d) of the gas retail licence held by Sumo Gas obliged Sumo Gas to comply with the Energy Retail Code.
3. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
 - (a) The supply of gas to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 10:11:00 AM on 14 December 2020; and
 - (b) Sumo Gas arranged for the supply of gas to be disconnected from the customer's premises at [REDACTED] and Sumo Gas did not comply with clause 111A(1)(a)(v) of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
 - (c) Sumo Gas's conduct constitutes a contravention of clause 9.1(d) of its energy licence that requires compliance with the Energy Retail Code.
4. Sumo Gas did not comply with clause 111A(1)(a)(v) of the Energy Retail Code because, by arranging for the disconnection of the customer to occur on 14 December 2020, being prior to the expiration of the disconnection warning period stated in the disconnection warning notice issued to the customer on 7 December 2020, Sumo Gas did not at all times act fairly and reasonably in relation to the customer.
5. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

Wrongful disconnection penalty notice

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To: Sumo Gas Pty Ltd
Suite 103
41-61 Cecil Street
South Melbourne VIC 3205

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1. This notice is dated 30 November 2021.
2. The Essential Services Commission alleges that Sumo Gas Pty Ltd (ACN 606 951 713) (Sumo Gas) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (the Act).
3. On 26 November 2021, the commission formed a reason to believe that:
 - (a) the supply of gas to the premises of a customer was disconnected; and
 - (b) Sumo Gas arranged for the supply of gas to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
 - (c) Sumo Gas's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (wrongful disconnection contravention).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by **2 February 2022**.

7. Sumo Gas may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

Reference: WDPN(G) 98-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

What can Sumo Gas do in response to this wrongful disconnection penalty notice?

9. Sumo Gas can choose whether or not to pay this wrongful disconnection penalty notice.
10. If Sumo Gas pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
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Kate Symons
Chairperson
Essential Services Commission

Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Sumo Gas Pty Ltd holds a gas retail licence issued by the commission.
2. Clause 9.1(d) of the gas retail licence held by Sumo Gas obliged Sumo Gas to comply with the Energy Retail Code.
3. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
 - (a) The supply of gas to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 10:20:00 AM on 14 December 2020; and
 - (b) Sumo Gas arranged for the supply of gas to be disconnected from the customer's premises at [REDACTED] and Sumo Gas did not comply with clause 111A(1)(a)(v) of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
 - (c) Sumo Gas's conduct constitutes a contravention of clause 9.1(d) of its energy licence that requires compliance with the Energy Retail Code.
4. Sumo Gas did not comply with clause 111A(1)(a)(v) of the Energy Retail Code because, by arranging for the disconnection of the customer to occur on 14 December 2020, being prior to the expiration of the disconnection warning period stated in the disconnection warning notice issued to the customer on 7 December 2020, Sumo Gas did not at all times act fairly and reasonably in relation to the customer.
5. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

Wrongful disconnection penalty notice

Essential Services Commission Act 2001, section 54H

To: Sumo Gas Pty Ltd
Suite 103
41-61 Cecil Street
South Melbourne VIC 3205

Wrongful disconnection penalty notice number: WDPN(G) 99-2021

1. This notice is dated 30 November 2021.
2. The Essential Services Commission alleges that Sumo Gas Pty Ltd (ACN 606 951 713) (Sumo Gas) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (the Act).
3. On 26 November 2021, the commission formed a reason to believe that:
 - (a) the supply of gas to the premises of a customer was disconnected; and
 - (b) Sumo Gas arranged for the supply of gas to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
 - (c) Sumo Gas's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (wrongful disconnection contravention).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by **2 February 2022**.

7. Sumo Gas may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

Reference: WDPN(G) 99-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

What can Sumo Gas do in response to this wrongful disconnection penalty notice?

9. Sumo Gas can choose whether or not to pay this wrongful disconnection penalty notice.
10. If Sumo Gas pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
11. Sumo Gas is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
12. If Sumo Gas chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



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Kate Symons
Chairperson
Essential Services Commission

Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Sumo Gas Pty Ltd holds a gas retail licence issued by the commission.
2. Clause 9.1(d) of the gas retail licence held by Sumo Gas obliged Sumo Gas to comply with the Energy Retail Code.
3. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
 - (a) The supply of gas to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 8:41:00 AM on 14 December 2020; and
 - (b) Sumo Gas arranged for the supply of gas to be disconnected from the customer's premises at [REDACTED] and Sumo Gas did not comply with clause 111A(1)(a)(v) of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
 - (c) Sumo Gas's conduct constitutes a contravention of clause 9.1(d) of its energy licence that requires compliance with the Energy Retail Code.
4. Sumo Gas did not comply with clause 111A(1)(a)(v) of the Energy Retail Code because, by arranging for the disconnection of the customer to occur on 14 December 2020, being prior to the expiration of the disconnection warning period stated in the disconnection warning notice issued to the customer on 7 December 2020, Sumo Gas did not at all times act fairly and reasonably in relation to the customer.
5. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

Wrongful disconnection penalty notice

Essential Services Commission Act 2001, section 54H

To: Sumo Gas Pty Ltd
Suite 103
41-61 Cecil Street
South Melbourne VIC 3205

Wrongful disconnection penalty notice number: WDPN(G) 100-2021

1. This notice is dated 30 November 2021.
2. The Essential Services Commission alleges that Sumo Gas Pty Ltd (ACN 606 951 713) (Sumo Gas) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (the Act).
3. On 26 November 2021, the commission formed a reason to believe that:
 - (a) the supply of gas to the premises of a customer was disconnected; and
 - (b) Sumo Gas arranged for the supply of gas to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
 - (c) Sumo Gas's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (wrongful disconnection contravention).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by **2 February 2022**.

7. Sumo Gas may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

Reference: WDPN(G) 100-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

What can Sumo Gas do in response to this wrongful disconnection penalty notice?

9. Sumo Gas can choose whether or not to pay this wrongful disconnection penalty notice.
10. If Sumo Gas pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
11. Sumo Gas is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
12. If Sumo Gas chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



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Kate Symons
Chairperson
Essential Services Commission

Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Sumo Gas Pty Ltd holds a gas retail licence issued by the commission.
2. Clause 9.1(d) of the gas retail licence held by Sumo Gas obliged Sumo Gas to comply with the Energy Retail Code.
3. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
 - (a) The supply of gas to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 10:40:00 AM on 14 December 2020; and
 - (b) Sumo Gas arranged for the supply of gas to be disconnected from the customer's premises at [REDACTED] and Sumo Gas did not comply with clause 111A(1)(a)(v) of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
 - (c) Sumo Gas's conduct constitutes a contravention of clause 9.1(d) of its energy licence that requires compliance with the Energy Retail Code.
4. Sumo Gas did not comply with clause 111A(1)(a)(v) of the Energy Retail Code because, by arranging for the disconnection of the customer to occur on 14 December 2020, being prior to the expiration of the disconnection warning period stated in the disconnection warning notice issued to the customer on 7 December 2020, Sumo Gas did not at all times act fairly and reasonably in relation to the customer.
5. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

Wrongful disconnection penalty notice

Essential Services Commission Act 2001, section 54H

To: Sumo Gas Pty Ltd
Suite 103
41-61 Cecil Street
South Melbourne VIC 3205

Wrongful disconnection penalty notice number: WDPN(G) 101-2021

1. This notice is dated 30 November 2021.
2. The Essential Services Commission alleges that Sumo Gas Pty Ltd (ACN 606 951 713) (Sumo Gas) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (the Act).
3. On 26 November 2021, the commission formed a reason to believe that:
 - (a) the supply of gas to the premises of a customer was disconnected; and
 - (b) Sumo Gas arranged for the supply of gas to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
 - (c) Sumo Gas's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (wrongful disconnection contravention).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by **2 February 2022**.

7. Sumo Gas may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

Reference: WDPN(G) 101-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

What can Sumo Gas do in response to this wrongful disconnection penalty notice?

9. Sumo Gas can choose whether or not to pay this wrongful disconnection penalty notice.
10. If Sumo Gas pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
11. Sumo Gas is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
12. If Sumo Gas chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



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Kate Symons
Chairperson
Essential Services Commission

Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Sumo Gas Pty Ltd holds a gas retail licence issued by the commission.
2. Clause 9.1(d) of the gas retail licence held by Sumo Gas obliged Sumo Gas to comply with the Energy Retail Code.
3. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
 - (a) The supply of gas to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 10:14:00 AM on 14 December 2020; and
 - (b) Sumo Gas arranged for the supply of gas to be disconnected from the customer's premises at [REDACTED] and Sumo Gas did not comply with clause 111A(1)(a)(v) of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
 - (c) Sumo Gas's conduct constitutes a contravention of clause 9.1(d) of its energy licence that requires compliance with the Energy Retail Code.
4. Sumo Gas did not comply with clause 111A(1)(a)(v) of the Energy Retail Code because, by arranging for the disconnection of the customer to occur on 14 December 2020, being prior to the expiration of the disconnection warning period stated in the disconnection warning notice issued to the customer on 7 December 2020, Sumo Gas did not at all times act fairly and reasonably in relation to the customer.
5. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

Wrongful disconnection penalty notice

Essential Services Commission Act 2001, section 54H

To: Sumo Gas Pty Ltd
Suite 103
41-61 Cecil Street
South Melbourne VIC 3205

Wrongful disconnection penalty notice number: WDPN(G) 102-2021

1. This notice is dated 30 November 2021.
2. The Essential Services Commission alleges that Sumo Gas Pty Ltd (ACN 606 951 713) (Sumo Gas) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (the Act).
3. On 26 November 2021, the commission formed a reason to believe that:
 - (a) the supply of gas to the premises of a customer was disconnected; and
 - (b) Sumo Gas arranged for the supply of gas to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
 - (c) Sumo Gas's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (wrongful disconnection contravention).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by **2 February 2022**.

7. Sumo Gas may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

Reference: WDPN(G) 102-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

What can Sumo Gas do in response to this wrongful disconnection penalty notice?

9. Sumo Gas can choose whether or not to pay this wrongful disconnection penalty notice.
10. If Sumo Gas pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
11. Sumo Gas is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
12. If Sumo Gas chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



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Kate Symons
Chairperson
Essential Services Commission

Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Sumo Gas Pty Ltd holds a gas retail licence issued by the commission.
2. Clause 9.1(d) of the gas retail licence held by Sumo Gas obliged Sumo Gas to comply with the Energy Retail Code.
3. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
 - (a) The supply of gas to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 12:00:00 AM on 14 December 2020; and
 - (b) Sumo Gas arranged for the supply of gas to be disconnected from the customer's premises at [REDACTED] and Sumo Gas did not comply with clause 111A(1)(a)(v) of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
 - (c) Sumo Gas's conduct constitutes a contravention of clause 9.1(d) of its energy licence that requires compliance with the Energy Retail Code.
4. Sumo Gas did not comply with clause 111A(1)(a)(v) of the Energy Retail Code because, by arranging for the disconnection of the customer to occur on 14 December 2020, being prior to the expiration of the disconnection warning period stated in the disconnection warning notice issued to the customer on 7 December 2020, Sumo Gas did not at all times act fairly and reasonably in relation to the customer.
5. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

Wrongful disconnection penalty notice

Essential Services Commission Act 2001, section 54H

To: Sumo Gas Pty Ltd
Suite 103
41-61 Cecil Street
South Melbourne VIC 3205

Wrongful disconnection penalty notice number: WDPN(G) 103-2021

1. This notice is dated 30 November 2021.
2. The Essential Services Commission alleges that Sumo Gas Pty Ltd (ACN 606 951 713) (Sumo Gas) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (the Act).
3. On 26 November 2021, the commission formed a reason to believe that:
 - (a) the supply of gas to the premises of a customer was disconnected; and
 - (b) Sumo Gas arranged for the supply of gas to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
 - (c) Sumo Gas's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (wrongful disconnection contravention).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by **2 February 2022**.

7. Sumo Gas may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

Reference: WDPN(G) 103-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

What can Sumo Gas do in response to this wrongful disconnection penalty notice?

9. Sumo Gas can choose whether or not to pay this wrongful disconnection penalty notice.
10. If Sumo Gas pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
11. Sumo Gas is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
12. If Sumo Gas chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



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Kate Symons
Chairperson
Essential Services Commission

Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Sumo Gas Pty Ltd holds a gas retail licence issued by the commission.
2. Clause 9.1(d) of the gas retail licence held by Sumo Gas obliged Sumo Gas to comply with the Energy Retail Code.
3. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
 - (a) The supply of gas to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 12:00:00 AM on 14 December 2020; and
 - (b) Sumo Gas arranged for the supply of gas to be disconnected from the customer's premises at [REDACTED] and Sumo Gas did not comply with clause 111A(1)(a)(v) of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
 - (c) Sumo Gas's conduct constitutes a contravention of clause 9.1(d) of its energy licence that requires compliance with the Energy Retail Code.
4. Sumo Gas did not comply with clause 111A(1)(a)(v) of the Energy Retail Code because, by arranging for the disconnection of the customer to occur on 14 December 2020, being prior to the expiration of the disconnection warning period stated in the disconnection warning notice issued to the customer on 7 December 2020, Sumo Gas did not at all times act fairly and reasonably in relation to the customer.
5. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

Wrongful disconnection penalty notice

Essential Services Commission Act 2001, section 54H

To: Sumo Gas Pty Ltd
Suite 103
41-61 Cecil Street
South Melbourne VIC 3205

Wrongful disconnection penalty notice number: WDPN(G) 104-2021

1. This notice is dated 30 November 2021.
2. The Essential Services Commission alleges that Sumo Gas Pty Ltd (ACN 606 951 713) (Sumo Gas) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (the Act).
3. On 26 November 2021, the commission formed a reason to believe that:
 - (a) the supply of gas to the premises of a customer was disconnected; and
 - (b) Sumo Gas arranged for the supply of gas to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
 - (c) Sumo Gas's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (wrongful disconnection contravention).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by **2 February 2022**.

7. Sumo Gas may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

Reference: WDPN(G) 104-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

What can Sumo Gas do in response to this wrongful disconnection penalty notice?

9. Sumo Gas can choose whether or not to pay this wrongful disconnection penalty notice.
10. If Sumo Gas pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
11. Sumo Gas is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
12. If Sumo Gas chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



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Kate Symons
Chairperson
Essential Services Commission

Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Sumo Gas Pty Ltd holds a gas retail licence issued by the commission.
2. Clause 9.1(d) of the gas retail licence held by Sumo Gas obliged Sumo Gas to comply with the Energy Retail Code.
3. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
 - (a) The supply of gas to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 12:00:00 AM on 14 December 2020; and
 - (b) Sumo Gas arranged for the supply of gas to be disconnected from the customer's premises at [REDACTED] and Sumo Gas did not comply with clause 111A(1)(a)(v) of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
 - (c) Sumo Gas's conduct constitutes a contravention of clause 9.1(d) of its energy licence that requires compliance with the Energy Retail Code.
4. Sumo Gas did not comply with clause 111A(1)(a)(v) of the Energy Retail Code because, by arranging for the disconnection of the customer to occur on 14 December 2020, being prior to the expiration of the disconnection warning period stated in the disconnection warning notice issued to the customer on 7 December 2020, Sumo Gas did not at all times act fairly and reasonably in relation to the customer.
5. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

Wrongful disconnection penalty notice

Essential Services Commission Act 2001, section 54H

To: Sumo Gas Pty Ltd
Suite 103
41-61 Cecil Street
South Melbourne VIC 3205

Wrongful disconnection penalty notice number: WDPN(G) 105-2021

1. This notice is dated 30 November 2021.
2. The Essential Services Commission alleges that Sumo Gas Pty Ltd (ACN 606 951 713) (Sumo Gas) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (the Act).
3. On 26 November 2021, the commission formed a reason to believe that:
 - (a) the supply of gas to the premises of a customer was disconnected; and
 - (b) Sumo Gas arranged for the supply of gas to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
 - (c) Sumo Gas's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (wrongful disconnection contravention).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by **2 February 2022**.

7. Sumo Gas may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

Reference: WDPN(G) 105-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

What can Sumo Gas do in response to this wrongful disconnection penalty notice?

9. Sumo Gas can choose whether or not to pay this wrongful disconnection penalty notice.
10. If Sumo Gas pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
11. Sumo Gas is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
12. If Sumo Gas chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



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Kate Symons
Chairperson
Essential Services Commission

Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Sumo Gas Pty Ltd holds a gas retail licence issued by the commission.
2. Clause 9.1(d) of the gas retail licence held by Sumo Gas obliged Sumo Gas to comply with the Energy Retail Code.
3. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
 - (a) The supply of gas to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 9:45:00 AM on 14 December 2020; and
 - (b) Sumo Gas arranged for the supply of gas to be disconnected from the customer's premises at [REDACTED] and Sumo Gas did not comply with clause 111A(1)(a)(v) of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
 - (c) Sumo Gas's conduct constitutes a contravention of clause 9.1(d) of its energy licence that requires compliance with the Energy Retail Code.
4. Sumo Gas did not comply with clause 111A(1)(a)(v) of the Energy Retail Code because, by arranging for the disconnection of the customer to occur on 14 December 2020, being prior to the expiration of the disconnection warning period stated in the disconnection warning notice issued to the customer on 7 December 2020, Sumo Gas did not at all times act fairly and reasonably in relation to the customer.
5. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

Wrongful disconnection penalty notice

Essential Services Commission Act 2001, section 54H

To: Sumo Gas Pty Ltd
Suite 103
41-61 Cecil Street
South Melbourne VIC 3205

Wrongful disconnection penalty notice number: WDPN(G) 106-2021

1. This notice is dated 30 November 2021.
2. The Essential Services Commission alleges that Sumo Gas Pty Ltd (ACN 606 951 713) (Sumo Gas) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (the Act).
3. On 26 November 2021, the commission formed a reason to believe that:
 - (a) the supply of gas to the premises of a customer was disconnected; and
 - (b) Sumo Gas arranged for the supply of gas to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
 - (c) Sumo Gas's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (wrongful disconnection contravention).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by **2 February 2022**.

7. Sumo Gas may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

Reference: WDPN(G) 106-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

What can Sumo Gas do in response to this wrongful disconnection penalty notice?

9. Sumo Gas can choose whether or not to pay this wrongful disconnection penalty notice.
10. If Sumo Gas pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
11. Sumo Gas is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
12. If Sumo Gas chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



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Kate Symons
Chairperson
Essential Services Commission

Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Sumo Gas Pty Ltd holds a gas retail licence issued by the commission.
2. Clause 9.1(d) of the gas retail licence held by Sumo Gas obliged Sumo Gas to comply with the Energy Retail Code.
3. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
 - (a) The supply of gas to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 10:00:00 AM on 14 December 2020; and
 - (b) Sumo Gas arranged for the supply of gas to be disconnected from the customer's premises at [REDACTED] and Sumo Gas did not comply with clause 111A(1)(a)(v) of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
 - (c) Sumo Gas's conduct constitutes a contravention of clause 9.1(d) of its energy licence that requires compliance with the Energy Retail Code.
4. Sumo Gas did not comply with clause 111A(1)(a)(v) of the Energy Retail Code because, by arranging for the disconnection of the customer to occur on 14 December 2020, being prior to the expiration of the disconnection warning period stated in the disconnection warning notice issued to the customer on 7 December 2020, Sumo Gas did not at all times act fairly and reasonably in relation to the customer.
5. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

Wrongful disconnection penalty notice

Essential Services Commission Act 2001, section 54H

To: Sumo Gas Pty Ltd
Suite 103
41-61 Cecil Street
South Melbourne VIC 3205

Wrongful disconnection penalty notice number: WDPN(G) 107-2021

1. This notice is dated 30 November 2021.
2. The Essential Services Commission alleges that Sumo Gas Pty Ltd (ACN 606 951 713) (Sumo Gas) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (the Act).
3. On 26 November 2021, the commission formed a reason to believe that:
 - (a) the supply of gas to the premises of a customer was disconnected; and
 - (b) Sumo Gas arranged for the supply of gas to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
 - (c) Sumo Gas's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (wrongful disconnection contravention).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by **2 February 2022**.

7. Sumo Gas may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

Reference: WDPN(G) 107-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

What can Sumo Gas do in response to this wrongful disconnection penalty notice?

9. Sumo Gas can choose whether or not to pay this wrongful disconnection penalty notice.
10. If Sumo Gas pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
11. Sumo Gas is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
12. If Sumo Gas chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



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Kate Symons
Chairperson
Essential Services Commission

Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Sumo Gas Pty Ltd holds a gas retail licence issued by the commission.
2. Clause 9.1(d) of the gas retail licence held by Sumo Gas obliged Sumo Gas to comply with the Energy Retail Code.
3. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
 - (a) The supply of gas to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 1:15:00 PM on 14 December 2020; and
 - (b) Sumo Gas arranged for the supply of gas to be disconnected from the customer's premises at [REDACTED] and Sumo Gas did not comply with clause 111A(1)(a)(v) of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
 - (c) Sumo Gas's conduct constitutes a contravention of clause 9.1(d) of its energy licence that requires compliance with the Energy Retail Code.
4. Sumo Gas did not comply with clause 111A(1)(a)(v) of the Energy Retail Code because, by arranging for the disconnection of the customer to occur on 14 December 2020, being prior to the expiration of the disconnection warning period stated in the disconnection warning notice issued to the customer on 7 December 2020, Sumo Gas did not at all times act fairly and reasonably in relation to the customer.
5. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

Wrongful disconnection penalty notice

Essential Services Commission Act 2001, section 54H

To: Sumo Gas Pty Ltd
Suite 103
41-61 Cecil Street
South Melbourne VIC 3205

Wrongful disconnection penalty notice number: WDPN(G) 108-2021

1. This notice is dated 30 November 2021.
2. The Essential Services Commission alleges that Sumo Gas Pty Ltd (ACN 606 951 713) (Sumo Gas) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (the Act).
3. On 26 November 2021, the commission formed a reason to believe that:
 - (a) the supply of gas to the premises of a customer was disconnected; and
 - (b) Sumo Gas arranged for the supply of gas to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
 - (c) Sumo Gas's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (wrongful disconnection contravention).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by **2 February 2022**.

7. Sumo Gas may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

Reference: WDPN(G) 108-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

What can Sumo Gas do in response to this wrongful disconnection penalty notice?

9. Sumo Gas can choose whether or not to pay this wrongful disconnection penalty notice.
10. If Sumo Gas pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
11. Sumo Gas is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
12. If Sumo Gas chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



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Kate Symons
Chairperson
Essential Services Commission

Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Sumo Gas Pty Ltd holds a gas retail licence issued by the commission.
2. Clause 9.1(d) of the gas retail licence held by Sumo Gas obliged Sumo Gas to comply with the Energy Retail Code.
3. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
 - (a) The supply of gas to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 11:20:00 AM on 14 December 2020; and
 - (b) Sumo Gas arranged for the supply of gas to be disconnected from the customer's premises at [REDACTED] and Sumo Gas did not comply with clause 111A(1)(a)(v) of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
 - (c) Sumo Gas's conduct constitutes a contravention of clause 9.1(d) of its energy licence that requires compliance with the Energy Retail Code.
4. Sumo Gas did not comply with clause 111A(1)(a)(v) of the Energy Retail Code because, by arranging for the disconnection of the customer to occur on 14 December 2020, being prior to the expiration of the disconnection warning period stated in the disconnection warning notice issued to the customer on 7 December 2020, Sumo Gas did not at all times act fairly and reasonably in relation to the customer.
5. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

Wrongful disconnection penalty notice

Essential Services Commission Act 2001, section 54H

To: Sumo Gas Pty Ltd
Suite 103
41-61 Cecil Street
South Melbourne VIC 3205

Wrongful disconnection penalty notice number: WDPN(G) 109-2021

1. This notice is dated 30 November 2021.
2. The Essential Services Commission alleges that Sumo Gas Pty Ltd (ACN 606 951 713) (Sumo Gas) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (the Act).
3. On 1 December 2021, the commission formed a reason to believe that:
 - (a) the supply of gas to the premises of a customer was disconnected; and
 - (b) Sumo Gas arranged for the supply of gas to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
 - (c) Sumo Gas's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (wrongful disconnection contravention).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by **2 February 2022**.

7. Sumo Gas may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

Reference: WDPN(G) 109-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

What can Sumo Gas do in response to this wrongful disconnection penalty notice?

- 9. Sumo Gas can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Sumo Gas pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Sumo Gas is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Sumo Gas chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



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Kate Symons
Chairperson
Essential Services Commission

Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Sumo Gas Pty Ltd holds a gas retail licence issued by the commission.
2. Clause 9.1(d) of the gas retail licence held by Sumo Gas obliged Sumo Gas to comply with the Energy Retail Code.
3. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
 - (a) The supply of gas to the premises of a customer at [REDACTED] [REDACTED] was disconnected on 14 December 2020; and
 - (b) Sumo Gas arranged for the supply of gas to be disconnected from the customer's premises at [REDACTED] and Sumo Gas did not comply with clause 111A(1)(b)(i) of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
 - (c) Sumo Gas's conduct constitutes a contravention of clause 9.1(d) of its energy licence that requires compliance with the Energy Retail Code
4. Sumo Gas did not comply with clause 111A(1)(b)(i) of the Energy Retail Code by arranging for the disconnection of the customer to occur on 14 December 2020, while the customer was receiving tailored assistance under clause 79(1)(a) and had not failed to make a payment by the date on which it was payable.
5. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.