



Retailer of Last Resort Policy

Purpose

LPE is committed to ensuring that all customer receive electricity at all times and this commitment still applies should LPE become a failed retailer. LPE has a process (see 'Process for uninterrupted supply' below) in place documented and agreed upon by its customers to ensure that the supply of electricity is not interrupted should LPE become unable to trade.

Scope

This policy is set to cover all customers of Locality Planning Energy Pty Ltd inside an embedded network.

General Guideline

This Policy provides scope for a retailer of last resort (RoLR) event occurrence and procedures to facilitate effective arrangements in order to achieve continual supply of electricity to all customers at all times.

Principles

LPE's practices and decisions will be made in accordance with all relevant regulatory obligations.

Responsibilities

LPE is responsible to ensure all customers continue to receive electricity should LPE become unable to trade therefore becoming a failed retailer. This occurrence will trigger LPE's RoLR process to ensure continued supply with no interruption to all LPE communities.

Acknowledgement

All customers acknowledge LPE's process through the signing of the Energy Supply Agreement and the acceptance of LPE's Terms and Conditions.

Process for uninterrupted supply

- a) The committee and their body corporate manager will be formally notified via letter that LPE have become a failed retailer and are no longer able to trade and that LPE have triggered the RoLR process.
- b) The gate meter account held with the parent retailer will be transferred to the body corporate on the day of a RoLR event occurring.
- c) From that day of notification, the body corporate will then be responsible for the master account and the distribution of the master account to the occupants within their community.
- d) The body corporate will then either:



- i. nominate another retailer of choice to provide the energy retailing service; or
 - ii. Apply for an exemption and appoint a billing agent to on bill the customers within their community.
- e) LPE will assist all communities with the transition to the alternative electricity provider should a RoLR event occur on the request of the individual community.
- f) LPE will ensure that the parent retailer through the signing of the energy supply agreement to the parent meter agree to LPE's process for a RoLR event and are prepared to transfer the parent account immediately in line with the LPE process.

Availability

This Policy is part of internal governance and can be made available on request.

Review

This Policy will be reviewed annually. The Head of Compliance will report to the Director Group on the outcome of the review and make recommendations for amendment, alteration or a substitution of a new Policy if considered necessary.

THIS POLICY IS NOT TO BE CONSIDERED IN ISOLATION; IT IS TO BE READ IN CONJUNCTION WITH ALL RELATED POLICIES AND OTHER DOCUMENTS.