

Penalty Notice

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

To: CitiPower Pty Ltd (ACN 064-651-056)
Level 8, 40 Market Street
Melbourne, VIC 3000

Penalty Notice number: PN(E) 81-2023

1. This notice is dated 27 October 2023.
2. The Essential Services Commission (**the commission**) alleges that the regulated entity, CitiPower Pty Ltd (ACN 064-651-056) (**CitiPower**), 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 25 October 2023, the commission formed a reason to believe in accordance with section 54S(1) of the Act that CitiPower is a regulated entity that had engaged in contravention of a civil penalty requirement.
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

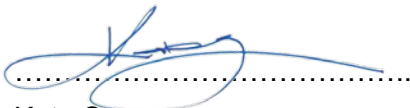
6. The \$36,984 penalty is payable by **30 November 2023**.
7. CitiPower may pay the penalty by electronic funds transfer to the following account:

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

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

What can CitiPower do in response to this penalty notice?

9. CitiPower can choose whether or not to pay this penalty notice.
10. If CitiPower 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 CitiPower 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 CitiPower does not pay the penalty within this time, the commission may take such action.
11. CitiPower 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 11.5.1(b) of the Electricity Distribution Code of Practice (Version 1) (EDCOP) was a civil penalty requirement on 24 January 2023 pursuant to Schedule 1 of the EDCOP, in effect from 1 October 2022.
2. Clause 11.5.1(b) of the EDCOP provided that:

In the event of a planned interruption

 - (a) ... if an affected customer is a life support customer, the distributor must provide the customer with at least 4 business days written notice in hard copy [unless a customer has nominated to receive notices by electronic communication] unless a longer period of notice is requested by the customer and provided that the longer period of notice is reasonably necessary, and can be accommodated by the distributor...
3. In accordance with section 54S(1) of the Act, the commission has reason to believe that:
 - (a) CitiPower holds (and held at all material times) an electricity distribution licence issued by the commission pursuant to the *Electricity Industry Act 2001* (Vic) and is a regulated entity operating in a regulated industry.
 - (b) Between 9pm on 24 January and 8am on 25 January 2023, CitiPower conducted a planned interruption which interrupted the supply of electricity to the below supply address, but failed to provide the affected customer at least four business days written notice of the interruption:
 - Customer Name: [REDACTED]
 - Supply Address: [REDACTED]
 - (c) The customer was a registered life support customer.
4. As a result, the commission alleges that CitiPower contravened clause 11.5.1(b) of the EDCOP on 24 January 2023. CitiPower's conduct therefore constitutes a contravention of a civil penalty requirement within the meaning of that term under section 3 of the Act.

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, G16 dated 21 April 2022).

Penalty Notice

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

To: CitiPower Pty Ltd (ACN 064-651-056)
Level 8, 40 Market Street
Melbourne, VIC 3000

Penalty Notice number: PN(E) 82-2023

1. This notice is dated 27 October 2023.
2. The Essential Services Commission (**the commission**) alleges that the regulated entity, CitiPower Pty Ltd (ACN 064-651-056) (**CitiPower**), 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 25 October 2023, the commission formed a reason to believe in accordance with section 54S(1) of the Act that CitiPower is a regulated entity that had engaged in contravention of a civil penalty requirement.
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

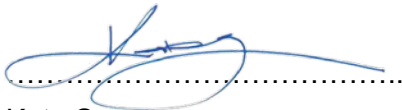
6. The \$36,984 penalty is payable by **30 November 2023**.
7. CitiPower may pay the penalty by electronic funds transfer to the following account:

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

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

What can CitiPower do in response to this penalty notice?

9. CitiPower can choose whether or not to pay this penalty notice.
10. If CitiPower 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 CitiPower 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 CitiPower does not pay the penalty within this time, the commission may take such action.
11. CitiPower 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 11.5.1(a) of the Electricity Distribution Code of Practice (Version 1) (EDCOP) was a civil penalty requirement on 24 January 2023 pursuant to Schedule 1 of the EDCOP, in effect from 1 October 2022.
2. Clause 11.5.1(a) of the EDCOP provided that:

In the event of a planned interruption

 - (a) ... if an affected customer is not a life support customer, the distributor must give the customer at least 4 business days written notice in hard copy [unless a customer has nominated to receive notices by electronic communication] of the interruption...
3. In accordance with section 54S(1) of the Act, the commission has reason to believe that:
 - (a) CitiPower holds (and held at all material times) an electricity distribution licence issued by the commission pursuant to the Electricity Industry Act 2001 (Vic) and is a regulated entity operating in a regulated industry.
 - (b) Between 9pm on 24 January and 8am on 25 January 2023, CitiPower conducted a planned interruption which interrupted the supply of electricity to the below supply address, but failed to provide the affected customer at least four business days written notice of the interruption:
 - Customer Name: [REDACTED]
 - Supply Address: [REDACTED]
 - (c) The customer was not a registered life support customer.
4. As a result, the commission alleges that CitiPower contravened clause 11.5.1(a) of the EDCOP on 24 January 2023. CitiPower's conduct therefore constitutes a contravention of a civil penalty requirement within the meaning of that term under section 3 of the Act.

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, G16 dated 21 April 2022).

Penalty Notice

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

To: CitiPower Pty Ltd (ACN 064-651-056)
Level 8, 40 Market Street
Melbourne, VIC 3000

Penalty Notice number: PN(E) 83-2023

1. This notice is dated 27 October 2023.
2. The Essential Services Commission (**the commission**) alleges that the regulated entity, CitiPower Pty Ltd (ACN 064-651-056) (**CitiPower**), 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 25 October 2023, the commission formed a reason to believe in accordance with section 54S(1) of the Act that CitiPower is a regulated entity that had engaged in contravention of a civil penalty requirement.
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

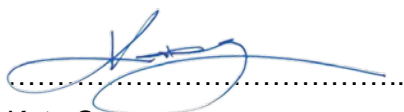
6. The \$36,984 penalty is payable by **30 November 2023**.
7. CitiPower may pay the penalty by electronic funds transfer to the following account:

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

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

What can CitiPower do in response to this penalty notice?

9. CitiPower can choose whether or not to pay this penalty notice.
10. If CitiPower 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 CitiPower 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 CitiPower does not pay the penalty within this time, the commission may take such action.
11. CitiPower 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 11.5.1(a) of the Electricity Distribution Code of Practice (Version 1) (EDCOP) was a civil penalty requirement on 24 January 2023 pursuant to Schedule 1 of the EDCOP, in effect from 1 October 2022.
2. Clause 11.5.1(a) of the EDCOP provided that:

In the event of a planned interruption

 - (a) ... if an affected customer is not a life support customer, the distributor must give the customer at least 4 business days written notice in hard copy [unless a customer has nominated to receive notices by electronic communication] of the interruption...
3. In accordance with section 54S(1) of the Act, the commission has reason to believe that:
 - (a) CitiPower holds (and held at all material times) an electricity distribution licence issued by the commission pursuant to the Electricity Industry Act 2001 (Vic) and is a regulated entity operating in a regulated industry.
 - (b) Between 9pm on 24 January and 8am on 25 January 2023, CitiPower conducted a planned interruption which interrupted the supply of electricity to the below supply address, but failed to provide the affected customer at least four business days written notice of the interruption:
 - Customer Name: [REDACTED]
 - Supply Address: [REDACTED]
 - (c) The customer was not a registered life support customer.
4. As a result, the commission alleges that CitiPower contravened clause 11.5.1(a) of the EDCOP on 24 January 2023. CitiPower's conduct therefore constitutes a contravention of a civil penalty requirement within the meaning of that term under section 3 of the Act.

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, G16 dated 21 April 2022).

Penalty Notice

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

To: CitiPower Pty Ltd (ACN 064-651-056)
Level 8, 40 Market Street
Melbourne, VIC 3000

Penalty Notice number: PN(E) 84-2023

1. This notice is dated 27 October 2023.
2. The Essential Services Commission (**the commission**) alleges that the regulated entity, CitiPower Pty Ltd (ACN 064-651-056) (**CitiPower**), 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 25 October 2023, the commission formed a reason to believe in accordance with section 54S(1) of the Act that CitiPower is a regulated entity that had engaged in contravention of a civil penalty requirement.
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

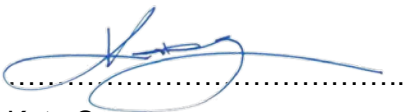
6. The \$36,984 penalty is payable by **30 November 2023**.
7. CitiPower may pay the penalty by electronic funds transfer to the following account:

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

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

What can CitiPower do in response to this penalty notice?

9. CitiPower can choose whether or not to pay this penalty notice.
10. If CitiPower 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 CitiPower 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 CitiPower does not pay the penalty within this time, the commission may take such action.
11. CitiPower 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 11.5.1(a) of the Electricity Distribution Code of Practice (Version 1) (EDCOP) was a civil penalty requirement on 24 January 2023 pursuant to Schedule 1 of the EDCOP, in effect from 1 October 2022.
2. Clause 11.5.1(a) of the EDCOP provided that:

In the event of a planned interruption

 - (a) ... if an affected customer is not a life support customer, the distributor must give the customer at least 4 business days written notice in hard copy [unless a customer has nominated to receive notices by electronic communication] of the interruption...
3. In accordance with section 54S(1) of the Act, the commission has reason to believe that:
 - (a) CitiPower holds (and held at all material times) an electricity distribution licence issued by the commission pursuant to the Electricity Industry Act 2001 (Vic) and is a regulated entity operating in a regulated industry.
 - (b) Between 9pm on 24 January and 8am on 25 January 2023, CitiPower conducted a planned interruption which interrupted the supply of electricity to the below supply address, but failed to provide the affected customer at least four business days written notice of the interruption:
 - Customer Name: [REDACTED]
 - Supply Address: [REDACTED]
 - (c) The customer was not a registered life support customer.
4. As a result, the commission alleges that CitiPower contravened clause 11.5.1(a) of the EDCOP on 24 January 2023. CitiPower's conduct therefore constitutes a contravention of a civil penalty requirement within the meaning of that term under section 3 of the Act.

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, G16 dated 21 April 2022).

Penalty Notice

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

To: CitiPower Pty Ltd (ACN 064-651-056)
Level 8, 40 Market Street
Melbourne, VIC 3000

Penalty Notice number: PN(E) 85-2023

1. This notice is dated 27 October 2023.
2. The Essential Services Commission (**the commission**) alleges that the regulated entity, CitiPower Pty Ltd (ACN 064-651-056) (**CitiPower**), 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 25 October 2023, the commission formed a reason to believe in accordance with section 54S(1) of the Act that CitiPower is a regulated entity that had engaged in contravention of a civil penalty requirement.
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

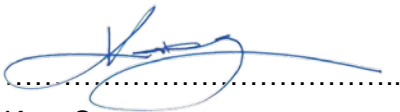
6. The \$36,984 penalty is payable by **30 November 2023**.
7. CitiPower may pay the penalty by electronic funds transfer to the following account:

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

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

What can CitiPower do in response to this penalty notice?

9. CitiPower can choose whether or not to pay this penalty notice.
10. If CitiPower 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 CitiPower 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 CitiPower does not pay the penalty within this time, the commission may take such action.
11. CitiPower is entitled to disregard this penalty notice and to defend any proceedings relating to the alleged contravention.



Kate Symons
Chairperson
Essential Services Commission

Penalty Notice

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

To: CitiPower Pty Ltd (ACN 064-651-056)
Level 8, 40 Market Street
Melbourne, VIC 3000

Penalty Notice number: PN(E) 86-2023

1. This notice is dated 27 October 2023.
2. The Essential Services Commission (**the commission**) alleges that the regulated entity, CitiPower Pty Ltd (ACN 064-651-056) (**CitiPower**), 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 25 October 2023, the commission formed a reason to believe in accordance with section 54S(1) of the Act that CitiPower is a regulated entity that had engaged in contravention of a civil penalty requirement.
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

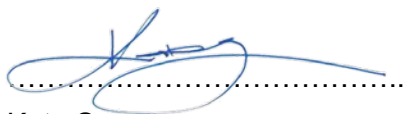
6. The \$36,984 penalty is payable by **30 November 2023**.
7. CitiPower may pay the penalty by electronic funds transfer to the following account:

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

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

What can CitiPower do in response to this penalty notice?

9. CitiPower can choose whether or not to pay this penalty notice.
10. If CitiPower 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 CitiPower 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 CitiPower does not pay the penalty within this time, the commission may take such action.
11. CitiPower 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 11.5.1(a) of the Electricity Distribution Code of Practice (Version 1) (EDCOP) was a civil penalty requirement on 24 January 2023 pursuant to Schedule 1 of the EDCOP, in effect from 1 October 2022.
2. Clause 11.5.1(a) of the EDCOP provided that:

In the event of a planned interruption

 - (a) ... if an affected customer is not a life support customer, the distributor must give the customer at least 4 business days written notice in hard copy [unless a customer has nominated to receive notices by electronic communication] of the interruption...
3. In accordance with section 54S(1) of the Act, the commission has reason to believe that:
 - (a) CitiPower holds (and held at all material times) an electricity distribution licence issued by the commission pursuant to the Electricity Industry Act 2001 (Vic) and is a regulated entity operating in a regulated industry.
 - (b) Between 9pm on 24 January and 8am on 25 January 2023, CitiPower conducted a planned interruption which interrupted the supply of electricity to the below supply address, but failed to provide the affected customer at least four business days written notice of the interruption:
 - Customer Name: [REDACTED]
 - Supply Address: [REDACTED]
 - (c) The customer was not a registered life support customer.
4. As a result, the commission alleges that CitiPower contravened clause 11.5.1(a) of the EDCOP on 24 January 2023. CitiPower's conduct therefore constitutes a contravention of a civil penalty requirement within the meaning of that term under section 3 of the Act.

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, G16 dated 21 April 2022).

Penalty Notice

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

To: CitiPower Pty Ltd (ACN 064-651-056)
Level 8, 40 Market Street
Melbourne, VIC 3000

Penalty Notice number: PN(E) 87-2023

1. This notice is dated 27 October 2023.
2. The Essential Services Commission (**the commission**) alleges that the regulated entity, CitiPower Pty Ltd (ACN 064-651-056) (**CitiPower**), 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 25 October 2023, the commission formed a reason to believe in accordance with section 54S(1) of the Act that CitiPower is a regulated entity that had engaged in contravention of a civil penalty requirement.
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

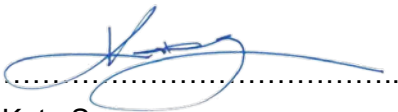
6. The \$36,984 penalty is payable by **30 November 2023**.
7. CitiPower may pay the penalty by electronic funds transfer to the following account:

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

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

What can CitiPower do in response to this penalty notice?

9. CitiPower can choose whether or not to pay this penalty notice.
10. If CitiPower 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 CitiPower 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 CitiPower does not pay the penalty within this time, the commission may take such action.
11. CitiPower 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 11.5.1(a) of the Electricity Distribution Code of Practice (Version 1) (EDCOP) was a civil penalty requirement on 17 March 2023 pursuant to Schedule 1 of the EDCOP, in effect from 1 October 2022.
2. Clause 11.5.1(a) of the EDCOP provided that:

In the event of a planned interruption

 - (a) ... if an affected customer is not a life support customer, the distributor must give the customer at least 4 business days written notice in hard copy [unless a customer has nominated to receive notices by electronic communication] of the interruption...
3. In accordance with section 54S(1) of the Act, the commission has reason to believe that:
 - (a) CitiPower holds (and held at all material times) an electricity distribution licence issued by the commission pursuant to the Electricity Industry Act 2001 (Vic) and is a regulated entity operating in a regulated industry.
 - (b) Between 2.01am and 4.30am on 17 March 2023, CitiPower conducted a planned interruption which interrupted the supply of electricity to the below supply address, but failed to provide the affected customer at least four business days written notice of the interruption:
 - Customer Name: [REDACTED]
 - Supply Address: [REDACTED]
 - (c) The customer was not a registered life support customer.
4. As a result, the commission alleges that CitiPower contravened clause 11.5.1(a) of the EDCOP on 17 March 2023. CitiPower's conduct therefore constitutes a contravention of a civil penalty requirement within the meaning of that term under section 3 of the Act.
5. 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, G16 dated 21 April 2022).

Penalty Notice

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

To: CitiPower Pty Ltd (ACN 064-651-056)
Level 8, 40 Market Street
Melbourne, VIC 3000

Penalty Notice number: PN(E) 88-2023

1. This notice is dated 27 October 2023.
2. The Essential Services Commission (**the commission**) alleges that the regulated entity, CitiPower Pty Ltd (ACN 064-651-056) (**CitiPower**), 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 25 October 2023, the commission formed a reason to believe in accordance with section 54S(1) of the Act that CitiPower is a regulated entity that had engaged in contravention of a civil penalty requirement.
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

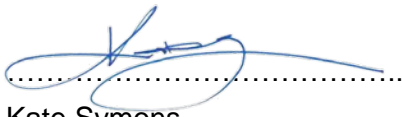
6. The \$36,984 penalty is payable by **30 November 2023**.
7. CitiPower may pay the penalty by electronic funds transfer to the following account:

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

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

What can CitiPower do in response to this penalty notice?

9. CitiPower can choose whether or not to pay this penalty notice.
10. If CitiPower 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 CitiPower 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 CitiPower does not pay the penalty within this time, the commission may take such action.
11. CitiPower is entitled to disregard this penalty notice and to defend any proceedings relating to the alleged contravention.



Kate Symons
Chairperson
Essential Services Commission

Penalty Notice

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

To: CitiPower Pty Ltd (ACN 064-651-056)
Level 8, 40 Market Street
Melbourne, VIC 3000

Penalty Notice number: PN(E) 89-2023

1. This notice is dated 27 October 2023.
2. The Essential Services Commission (**the commission**) alleges that the regulated entity, CitiPower Pty Ltd (ACN 064-651-056) (**CitiPower**), 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 25 October 2023, the commission formed a reason to believe in accordance with section 54S(1) of the Act that CitiPower is a regulated entity that had engaged in contravention of a civil penalty requirement.
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

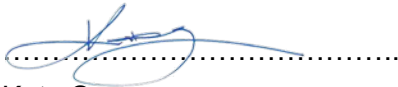
6. The \$36,984 penalty is payable by **30 November 2023**.
7. CitiPower may pay the penalty by electronic funds transfer to the following account:

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

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

What can CitiPower do in response to this penalty notice?

9. CitiPower can choose whether or not to pay this penalty notice.
10. If CitiPower 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 CitiPower 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 CitiPower does not pay the penalty within this time, the commission may take such action.
11. CitiPower is entitled to disregard this penalty notice and to defend any proceedings relating to the alleged contravention.



Kate Symons
Chairperson
Essential Services Commission

Penalty Notice

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

To: CitiPower Pty Ltd (ACN 064-651-056)
Level 8, 40 Market Street
Melbourne, VIC 3000

Penalty Notice number: PN(E) 90-2023

1. This notice is dated 27 October 2023.
2. The Essential Services Commission (**the commission**) alleges that the regulated entity, CitiPower Pty Ltd (ACN 064-651-056) (**CitiPower**), 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 25 October 2023, the commission formed a reason to believe in accordance with section 54S(1) of the Act that CitiPower is a regulated entity that had engaged in contravention of a civil penalty requirement.
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

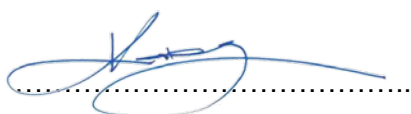
6. The \$36,984 penalty is payable by **30 November 2023**.
7. CitiPower may pay the penalty by electronic funds transfer to the following account:

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

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

What can CitiPower do in response to this penalty notice?

9. CitiPower can choose whether or not to pay this penalty notice.
10. If CitiPower 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 CitiPower 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 CitiPower does not pay the penalty within this time, the commission may take such action.
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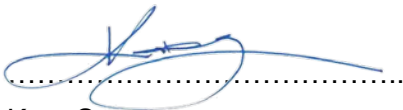
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