4th annual

ENERGY RETAIL EXCELLENCE 2026

Australia's only dedicated energy retail conference

Showcasing innovation, sharing ideas, and making meaningful connections

3-4 December 2026
Sydney Masonic Centre (SMC)

Speakers include:



Andrea Bernard
Managing Director - Retail
ENGIE Australia & New Zealand



Chris Zondanos
General Manager of Consumer Sales
Origin Energy



Emily Rubin
Chief Growth Officer
Amber Electric



Will Barbour
Chief Customer Officer
Aurora Energy



Tim Nelson
Head of Markets
Snowy Hydro



Lynne Gallagher
Board Member
Australian Energy Regulator (AER)



Paulo Gottgtroy
Head of Decision Science & Analytics
Mercury Energy



Adrian Merrick
Chief Executive Officer
Energy Locals



Stephen England-Hall
Chief Revenue Officer
Genesis Energy



Todd Pemberton
General Manager Retail
Pacific Blue Australia



Catherine Wolthuizen
Ombudsman & Chief Executive
Energy & Water Ombudsman (Victoria) (EWOV)



Andrew Bills
Chief Executive Officer
SA Power Networks



Andrew Lewis
Executive General Manager Consumer, Markets & Analytics
Australian Energy Market Commission (AEMC)



Phil Blythe
Technology Strategist



Evan Giosis
Chief Technology Officer
GloBird Energy

Register Today! www.energyretailexcellence.com.au

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Australia's only conference dedicated to the **Energy Retailer** is back for 2026!

Energy Retail Excellence is the annual conference for energy retailers. It brings together the leaders, regulators, innovators, and advocates shaping the future of retail energy.

Across two days, connect with senior executives and industry peers to unpack the commercial, regulatory, customer, and technology challenges transforming the sector. Gain practical insights into responding to regulatory change, meeting evolving customer expectations, embracing digital and AI innovation, and supporting the clean energy transition while building trust, managing risk, and delivering long-term value.

Whether you're navigating policy reform, driving operational excellence, enhancing customer outcomes, or preparing your business for the future of energy retail, join the community leading Australia's retail energy sector.

The only conference for energy retailers. Your industry, your opportunity.

> "Great, good to focus on a range of retail topics."

Bridget Ward, Mercury Energy (past attendee)





Why you can't afford to miss out

- Connect with your peers at the only conference dedicated to energy retailers
- Hear directly from the policymakers and regulatory leaders actively shaping the future of retail energy
- Keep your finger on the pulse of the industry shifts that are dominating boardrooms and headlines
- Explore practical approaches to building customer trust and responding to changing consumer behaviour
- Uncover how retailers are looking to be leaders in the clean energy transition

Agenda I Day 1 Thursday, 3 December

08:30 Registration and welcome coffee

09:00 Opening remarks from Chair



Scott Dwyer
Associate Professor and Research Director at the Institute for Sustainable Futures (ISF)
University of Technology Sydney (UTS)

Setting the scene: Retail model under pressure

09:10 **Responding to the pressure cooker of customers, costs and retail realities**



Andrea Bernard
Managing Director - Retail
ENGIE Australia & New Zealand

09:40 **Identifying what customers now expect from energy retailers in a more complex and dynamic energy environment**



Wendy Guy
General Manager, External Affairs
Energy and Water Ombudsman (Victoria) (EWOV)

10:10 Panel Discussion: **How can stronger retailer-network relationships create better customer and commercial outcomes?**



Jenniy Gregory
Program Leader
RACE for 2030



Jacob Mahoney
Chief Commercial Officer
Flow Power



Stephen England-Hall
Chief Revenue Officer
Genesis Energy



Andrew Bills
Chief Executive Officer
SA Power Networks



Andrea Bernard
Managing Director - Retail
ENGIE Australia & New Zealand



Peter Jackowski
General Manager, Delivery & Operations - Consumer & Innovation
SEC Victoria

10:50 Morning tea

Navigating the new rules of energy retail

11:30 **How should retailers respond to the AEMC's evolving retail rules?**



Andrew Lewis
Executive General Manager - Consumer, Markets & Analytics
AEMC

12:00 **From rules to outcomes: navigating the AER's evolving compliance expectations**



Lynne Gallagher
Board Member
Australian Energy Regulator (AER)

12:30 **Exploring how consumers respond to energy pricing structures, affordability pressures, and retail engagement**



Ashley Bradshaw
Executive Manager Analysis & Advocacy
Energy Consumers Australia

13:00 Lunch

Register today!

Book as a group and save up to 25%

Building retail capability for a changing market

14:10 **Building adaptable digital and data foundations to keep pace with continuous change**



Evan Giosis
Chief Technology Officer
GloBird Energy

14:40 **Understanding how pricing design intersects with consumer protection, balancing affordability, transparency, and fairness**



Louisa Kinnear
Chief Executive Officer
Australian Energy Council (AEC)

15:10 Afternoon tea

Redefining retail leadership in the next phase of the transition

15:50 Panel Discussion: **How can retailers move from energy sellers to trusted transition enablers?**



Jess Hunt
NEM Regulatory Expert
Jess Hunt Consulting



Todd Pemberton
General Manager Retail
Pacific Blue Australia



Brett Murphy
Program Manager - Retail Energy & VPP
Tesla



Stephen England-Hall
Chief Revenue Officer
Genesis Energy



Chris Zondanos
General Manager of Consumer Sales
Origin



Channa Perera
General Manager - Retail Product & Services
Brave Energy Systems

16:30 **Beyond the meter: What embedded networks reveal about the future of energy retailing**



Adrian Merrick
Chief Executive Officer
Energy Locals

17:00 **Powering communities: how local energy projects are reshaping the energy transition**



John Buchelin
Pilot Operations Manager for Wollongong Zero-Emission Suburb Pilot
Rewiring Australia

17:30 Closing remarks

17:40 Close of day one and networking drinks

18:30 Conference Dinner



Agenda I Day 2 Friday, 4 December

08:30 Registration and welcome coffee

09:00 Opening remarks from the Chair



Roger Marshall
Director of Energy Transition
The Energy Charter

Building the intelligent energy retailer

09:10 **The future retail question: do we still need retailers?**



Tim Nelson
General Manager - Markets
Snowy Hydro

09:40 Panel Discussion: **How technology and AI are redefining the energy retailer**



Luke Blincoe
Chief Executive Officer
Supa Energy



David Perry
Co-Founder & Chief Technology Officer
BOOM! Power



Liam Howarth
Head of Sales
Flo Energy



Paulo Gottgtroy
Head of Decision Science & Analytics
Mercury Energy



Evan Giosis
Chief Technology Officer
GloBird Energy

10:20 **Introducing a new CRM without tears: data, adoption and value beyond go-live**

Terence Alvares is an operations, experience and transformation expert with significant energy experience. His last role involved stabilising customer operations following a significant billing incident at a major water utility.



Terence Alvares
Principal Consultant
Operations Optimisation Advisory

10:50 Morning tea

Rebuilding trust through clearer transition narratives

11:30 **Changing the conversation: rebuilding trust in energy retail**



Phil Blythe
Technology Strategist

12:00 **From home batteries to flexible power: unlocking value for customers and the energy system**



Con Hristodoulidis
Executive General Manager - Policy
Clean Energy Council

12:30 **One home, one energy system: the next generation of home energy management**



Berlin Raj
Co-Founder and Chief Executive Officer
TOTEX Energy

13:00 Lunch

14:10 **Putting customers in control: The wholesale energy retail model**



Emily Rubin
Chief Growth Officer
Amber Electric

14:40 **Turning home battery reform into a retailer growth opportunity**



Brett Murphy
Program Manager - Retail Energy & VPP
Tesla

15:10 Afternoon tea

Scaling customer-led innovation in next-generation retail

15:40 **Revamping retail performance to protect margins and retain customers**



Lisa Chiba
General Manager of Product & Commercial
AGL

16:10 **Sharing solar across sites: what C&I customers expect from the next generation of retail**



Steve Hoy
Chief Executive Officer
Enosi

Proving what works in the next generation of retail

16:40 Panel Discussion: **What are the most exciting innovations happening in energy retail?**

Moderator:



Paulo Gottgtroy
Head of Decision Science & Analytics
Mercury Energy



Will Barbour
Chief Customer Officer
Aurora Energy

Panellists:



Berlin Raj
Co-Founder & Chief Executive Officer
TOTEX Energy



Luke Blincoe
Chief Executive Officer
Supa Energy

17:20 Closing Remarks

17:30 End of conference



> “Fantastic for this to be 100% focused on retail energy rather than blended with generation.”
>
> Past attendee, **Red Energy**

Register today!

Book as a group and save up to 25%

Registration:

2 Day Standard Package

Main conference only

3-4 December

Full access to the main conference sessions

All networking sessions

Regular price $3,095



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> "I find that it offers great insight into current topics"
>
> Lara Pasinati, Yurika





> "Great! Good to focus on a range of retail topics"
>
> Bridget Ward, Mercury Energy