



4th annual

ENERGY RETAIL EXCELLENCE 2026

**Australia's only dedicated
energy retail conference**

Showcasing innovation, sharing
ideas, and making meaningful
connections

**2-4 December 2026
Sydney | Australia**

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 Gotttroy
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!

Register on or before 25 September and save up to \$500!

www.energyretailexcellence.com.au

Partners:



Organised by:



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 | 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**



Catherine Wolthuizen

Ombudsman and Chief Executive

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



Andrew Bills

Chief Executive Officer

SA Power Networks



Andrea Bernard

Managing Director - Retail

ENGIE Australia & New Zealand



Stephen England-Hall

Chief Revenue Officer

Genesis Energy

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

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



Stephen England-Hall

Chief Revenue Officer

Genesis Energy



Chris Zondanos

General Manager of

Consumer Sales

Origin



Brett Murphy

Program Manager -

Retail Energy & VPP

Tesla

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

Register today!

Register on or before **25 September**
and **save up to \$500!**



Agenda | Day 2 🕒 Friday, 4 December

08:30 Registration and welcome coffee

09:00 Opening remarks from the Chair

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 Gotttroy
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 Optimiser 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 **One home, one energy system: the next generation of home energy management**



Berlin Raj
Co-Founder and Chief Executive Officer
[TOTEX Energy](#)

12:30 **Putting customers in control: The wholesale energy retail model**



Emily Rubin
Chief Growth Officer
[Amber Electric](#)

13:00 Lunch

Proving what works in the next generation of retail

14:10 **Turning home battery reform into a retailer growth opportunity**



Brett Murphy
Program Manager - Retail Energy & VPP
[Tesla](#)

14:40 **Revamping retail performance to protect margins and retain customers**

15:10 Afternoon tea

Proving what works in the next generation of retail

14:50 **Sharing solar across sites: what C&I customers expect from the next generation of retail**

15:20 Panel Discussion: **What are the most exciting innovations happening in energy retail?**

Moderator:



Paulo Gotttroy
Head of Decision Science & Analytics
[Mercury Energy](#)



Will Barbour
Chief Customer Officer
[Aurora Energy](#)



Luke Blincoe
Chief Executive Officer
[Supa Energy](#)

Panellists:



Arron Wood
Chief Executive Officer
[Yurringa Energy](#)



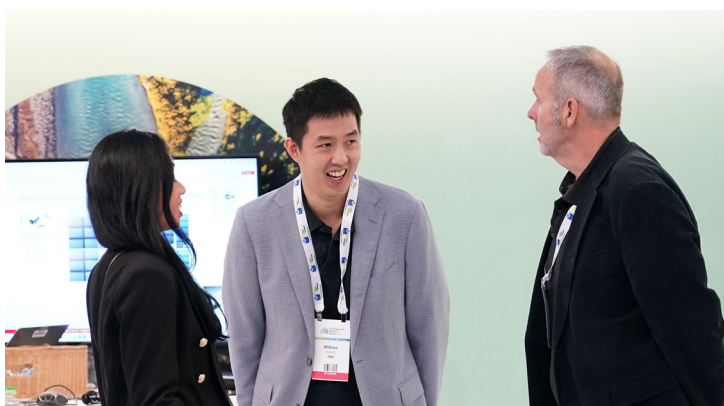
Berlin Raj
Co-Founder & Chief Executive Officer
[TOTEX Energy](#)

16:00 Closing Remarks

16:10 End of conference

Register today!

Register on or before **25 September**
and **save up to \$500!**



“ Fantastic for this to be 100% focused on retail energy rather than blended with generation.”

Past attendee, [Red Energy](#)

Pre-Conference Masterclass

Wednesday, 2 December

Trust Masterclass: Rebuilding trust in energy retail: communications, reputation and customer engagement in the messy middle

This full-day masterclass will equip energy retailers with practical communications, trust-building and reputation strategies for a market where customers are frustrated, policy expectations are shifting and the promise of the energy transition feels harder to explain. Participants will learn how to sharpen their core narrative, make complex messages easier to understand and build the internal and external alignment needed to communicate with credibility through the messy middle of the transition.

- Define a clearer and more credible retail story that connects customer value, affordability, fairness and energy transition realities
- Translate complex pricing, policy and product messages into language that customers, regulators, advocates and frontline teams can understand and trust
- Anticipate reputational risks, strengthen stakeholder alignment and respond more effectively when trust is under pressure

This masterclass is designed for senior leaders and teams working across customer strategy, marketing, communications, corporate affairs, policy, regulation, product, pricing, customer experience and stakeholder engagement. It will be especially valuable for those responsible for explaining retail value, managing customer trust, responding to public scrutiny or shaping how their organisation communicates through market and transition complexity.

Registration:

3 Day Standard Package Main conference & pre-conference masterclass	2 Day Standard Package Main conference only	Pre-conference Masterclass only
2-4 December	3-4 December	2 December
Full access to the main conference sessions Pre-conference masterclass All networking sessions	Full access to the main conference sessions All networking sessions	
Register on before 25 September \$3,595 (SAVE \$500) Regular price \$4,095	Register on before 25 September \$2,595 (SAVE \$500) Regular price \$3,095	Register on before 25 September \$1,895 (SAVE \$200) Regular price \$2,095

Dinner
3 December
\$220

REGISTER TODAY!
Register on or before **25 September**
and **save up to \$500!**

Contact:

Tashi Gazzard

✉ tashig@questevents.com.au ☎ +61 418 884 713



Skyla Boer

✉ skylab@questevents.com.au ☎ +61 450 778 591

