



PUBLIC DISCLOSURE STATEMENT

**PACIFIC BLUE RETAIL PTY LTD
(TRADING AS PACIFIC BLUE RETAIL)**

**PRODUCT CERTIFICATION
CY2024**

Australian Government
Climate Active
Public Disclosure Statement



An Australian Government Initiative



NAME OF CERTIFIED ENTITY	Pacific Blue Retail Pty Ltd (trading as Pacific Blue Retail)
REPORTING PERIOD	Calendar year 1 January 2024 – 31 December 2024 arrears report
DECLARATION	<p><i>To the best of my knowledge, the information provided in this public disclosure statement is true and correct and meets the requirements of the Climate Active Carbon Neutral Standard.</i></p> <p><i>Signature here</i></p>  <p>Todd Pemberton General Manager Retail Date 23/03/2026</p>



Australian Government
**Department of Climate Change, Energy,
the Environment and Water**

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Version 9.1.



1. CERTIFICATION SUMMARY

TOTAL EMISSIONS OFFSET	29,019 tCO ₂ -e
CARBON OFFSETS USED	100% CERs
RENEWABLE ELECTRICITY	N/A
CARBON ACCOUNT	Prepared by: EnergyLink Services
TECHNICAL ASSESSMENT	30/05/2025 EnergyLink Services Next technical assessment due: CY2027

Contents

1. Certification summary.....	3
2. Certification information.....	4
3. Emissions boundary.....	5
4. Emissions reductions	8
5. Emissions summary	11
6. Carbon offsets.....	13
7. Renewable Energy Certificate (REC) summary	15
Appendix A: Additional information	16
Appendix B: Electricity summary.....	17
Appendix C: Inside emissions boundary	20
Appendix D: Outside emission boundary	21

2. CERTIFICATION INFORMATION

Description of product certification

This product certification is for electricity sold to residential and small business customers through the Pacific Blue Retail brand ¹. During CY24, carbon-neutral electricity plans were variously offered to residential and/or small business customers in Victoria, South Australia, New South Wales, and Queensland, including:

- Blue First
- Blue Home
- Blue Business
- BUPA Blue Employees Offer
- Tennis Blue
- Solar Smart
- Supercharge
- PowerPlay

In CY24, the availability of carbon-neutral electricity plans was expanded from Victoria-only to include New South Wales, South Australia, and Queensland. This year also marked the first time carbon-neutral electricity plans were made available to small business customers.

Pacific Blue Retail carbon neutral products consist of:

- Functional unit 1 MWh of electricity sold by Pacific Blue Retail.
- Offered as: full coverage product.
- Life cycle: cradle-to-grave.

The responsible entity for this product certification is Pacific Blue Retail Pty Ltd (trading as Pacific Blue Retail) ABN 43 155 908 839. This Public Disclosure Statement includes information for the CY2024 reporting period.

Description of business

Pacific Blue Retail Pty Ltd is an electricity and gas retail company, selling energy products to customers under the Pacific Blue Retail and Tango Energy brands. Climate Active certified carbon neutral products are exclusively available through its Pacific Blue Retail brand.

¹ When Pacific Blue Retail is used in this document, it refers exclusively to the business operated under the Pacific Blue Retail brand, and excludes the business operated by Pacific Blue Retail Pty Ltd under the Tango Energy brand.

3. EMISSIONS BOUNDARY

Inside the emissions boundary

All emission sources listed in the emissions boundary are part of the carbon neutral claim.

Quantified emissions have been assessed as 'attributable processes' of a product or service. These attributable processes are services, materials and energy flows that become the product or service, make the product or service and carry the product or service through its life cycle. These attributable emissions have been quantified in the carbon inventory.

Non-quantified emissions have been assessed as attributable and are captured within the emissions boundary, but are not measured (quantified) in the carbon inventory. All material emissions are accounted for through an uplift factor. Further detail is available at Appendix C.

Outside the emissions boundary

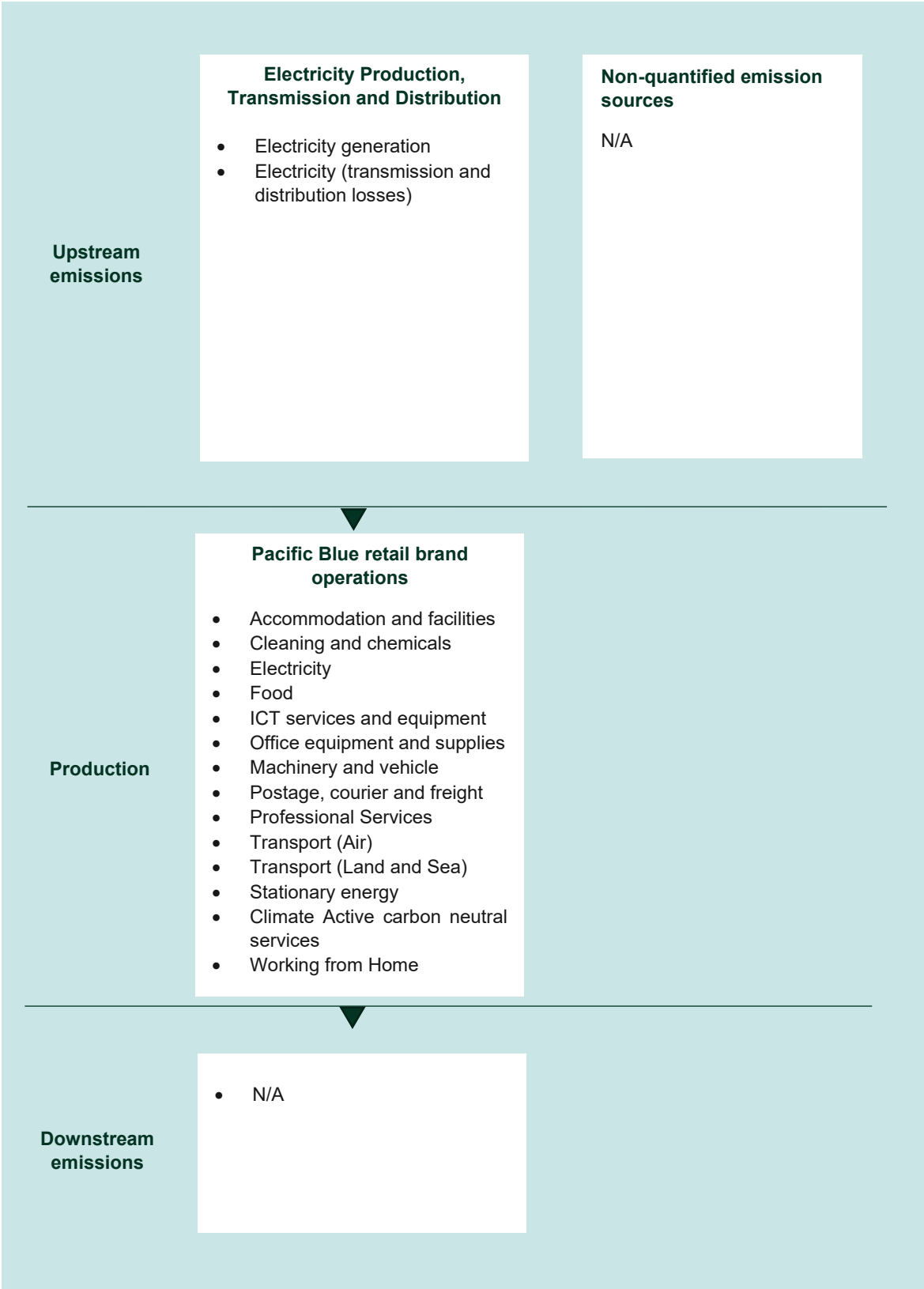
Non-attributable emissions have been assessed as not attributable to a product or service. They can be **optionally included** in the emissions boundary and therefore have been offset, or they can be listed as outside of the emissions boundary (and are therefore not part of the carbon neutral claim). Further detail is available at Appendix D.

Inside emissions boundary		Outside emission boundary
<p><u>Quantified</u></p> <p>Accommodation and facilities</p> <p>Cleaning and chemicals</p> <p>Electricity</p> <p>Food</p> <p>ICT services and equipment</p> <p>Machinery and vehicles</p> <p>Postage, courier and freight</p> <p>Professional services</p> <p>Transport (air)</p> <p>Transport (land and sea)</p> <p>Office equipment and supplies</p> <p>Climate Active carbon neutral services</p> <p>Working from home</p>	<p><u>Non-quantified</u></p> <p>N/A</p>	<p><u>Non-attributable</u></p> <p>N/A</p>
	<p><u>Optionally included</u></p> <p>N/A</p>	



Product process diagram

The boundary of this certification is Cradle-to-grave.



4. EMISSIONS REDUCTIONS

Emissions reduction strategy

Pacific Blue Retail Pty Ltd is a subsidiary of Pacific Blue Australia, a purpose-driven organisation striving to "inspire and empower a clean energy future", with a mission to "leave the world a better place." For over 30 years, Pacific Blue Australia has developed and operated a fleet of renewable energy generation assets, playing a key role in Australia's transition to a low carbon economy without ever owning or operating fossil fuel generation.

Investment in clean energy generation

Since 1992, Pacific Blue Australia has owned and operated renewable generation assets. By 2028, Pacific Blue Australia intends to increase its installed capacity to 1.3 GW, which would significantly expand its contribution to Australia's renewable energy transition. In FY23-24 Pacific Blue Australia's generation fleet avoided up to 1.2 million tonnes of CO₂-e emissions when compared to non-renewable energy generation.² As Pacific Blue Australia intends to double its renewable generation assets over the next five years, it aspires to have its contribution to emissions reductions grow substantially.

Helping customers meet their climate ambitions

Pacific Blue Retail operates with the same commitment to supporting a sustainable future. In 2023, we launched the Pacific Blue Retail brand to offer cleaner and more innovative energy solutions to Australian households and small businesses. A key focus is to reduce customer emissions, our primary source of Scope 3 emissions, through the following four strategic objectives and priorities:

1. Increase customer adoption of cleaner energy plans

By 2028, we aim to increase the number of residential and small business customers held by Pacific Blue Retail Pty Ltd and specifically increase the percentage of customers on Pacific Blue Retail's cleaner electricity plans. We intend to increase the percentage of customers on Pacific Blue Retail's plans from 0.75% in 2023 to 24% by 2028. All Pacific Blue Retail branded residential and small business electricity plans are either Climate Active or GreenPower certified. By growing the number of customers on these plans, we aim to reduce the environmental impact of consumer energy emissions through purchasing certified carbon offset certificates or by sourcing GreenPower electricity.

² Pacific Blue Australia's renewable energy production in FY 23-24 was 1638.4 GWh. That translates to approx. 1.2 million tCO₂eq being displaced due to renewable energy generation.

2. Empower customers to reduce energy usage

We will launch customer education programs that aim to reduce the average energy consumption of Pacific Blue Retail's residential customers by 3% by 2035, using 2023 as our baseline year. This initiative will help address scope 3 emissions by providing energy-saving tips, bill tracking tools, and personalised campaigns. By empowering customers to lower their energy usage, we reduce overall demand and contribute to a more energy-efficient future.

3. Launch time-shifting energy products

By 2028, we will launch energy products designed to incentivise customers to use electricity during grid off-peak periods. These products are designed to influence consumption behaviour by offering lower pricing during off peak periods to drive high-usage activities away from grid peak demand times. This approach will help customers lower their energy costs while contributing to a more balanced and efficient electricity grid.

4. Launch EV charging plans

We aim to support EV ownership by introducing electric vehicle (EV) electricity plans by 2030. These EV plans will provide lower pricing during off peak periods. This will empower EV owners to reliably manage their energy needs.

Note: Almost all emissions associated with the Pacific Blue Retail brand's electricity products come from the grid electricity used by our customers. As such, the emissions intensity per functional unit (tCO₂e/ MWh of electricity sold by the Pacific Blue Retail brand) will mostly depend on the average emission factor of the electricity grid.

Optimising business operations

Although the Pacific Blue Retail operational emissions make up less than 0.1 percent of our total emissions, we remain committed to reducing business operations emissions per employee by 10% by 2030, based on a 2023 baseline year.

This reduction will be achieved by the following:

Scope 2 emissions:

- Ensuring office spaces occupied are equipped with LED lighting, managing HVAC temperature set points and prioritising natural ventilation where available.
- Continuing to offset energy usage in our Melbourne and Geelong offices with the purchase of Large-scale Generation Certificates (LGCs) through the GreenPower program.

Scope 3 emissions:

- Encourage customers to adopt electronic billing.
- Encouraging staff to take less emissions intensive modes of transport when commuting.
- Using video conferencing, where practical, to reduce air travel requirements.
- Managing waste effectively to increase the quantity of waste diverted for recycling.

Emissions reduction actions (Customer focused)

Pacific Blue Retail implemented key initiatives throughout calendar year 2024 to drive emissions reduction and promote sustainable energy use.

Key Highlights:

1. **Growth in Pacific Blue Plan Adoption**

The percentage of residential and small business customers under the Pacific Blue Retail brand increased to 5.7% as of 31 December 2024, up from a baseline of 0.75% as of 31 December 2023. This reflects our efforts to promote uptake of products that are certified carbon neutral by Climate Active.

2. **App Enhancements for Customer Insights**

In CY2024, we deployed major upgrades to our mobile app to enhance customer access to detailed information on their energy usage and expenditure. These improvements provide increased transparency and empower customers to manage their energy consumption and related costs more effectively.

3. **Supercharge (Time-shifting and EV) Plan Pilot**

The Supercharge EV plan, launched in October 2024, is designed to support cost effective EV and home storage battery charging – with free energy usage between the hours of 10 am to 3 pm and lower-cost rates between 9 pm and 10 am. Additionally, Customers who are able shift their high usage activities into these free or lower-cost times periods will also benefit from this plan.

5. EMISSIONS SUMMARY

Emissions over time

Emissions since base year			
		Total tCO ₂ -e	Emissions intensity of the functional unit
Base year/ year 1:	2021	0	0
Year 1:	2022	0	0
Year 2:	2023	2,191.18	0.8608
Year 3:	2024	29,018.14	0.6402

Significant changes in emissions

Significant changes in emissions			
Attributable process	Previous year emissions (t CO ₂ -e)	Current year emissions (t CO ₂ -e)	Reason for change
Electricity (location-based method, scope 2)	2,011.04	25,837.59	The increase in electricity sold is due to higher sales of carbon neutral products.
Electricity (location-based method, scope 3)	178.19	3,142.19	The increase in electricity sold is due to higher sales of carbon neutral products.

Use of Climate Active carbon neutral products, services, buildings or precincts

Certified brand name	Product/Service/Building/Precinct used
EnergyLink Services	Climate Active Consulting Services

Emissions summary

Emission source	tCO ₂ -e
Cleaning and chemicals	0.07
Electricity (customer sales)	28,978.49
Electricity (Pacific Blue's operational use)	1.29
Food	0.10
ICT services and equipment	11.34
Machinery and vehicles	0.11
Office equipment and supplies	0.34
Postage, courier and freight	1.38
Professional services	18.66
Stationary energy (gaseous fuels)	0.00
Stationary energy (liquid fuels)	0.00
Stationary energy (solid fuels)	0.00
Transport (air)	4.31
Transport (land and sea)	2.03
Working from home	0.02
Attributable emissions (tCO₂-e)	29,018.14

Product / Service offset liability	
Emissions intensity per functional unit	0.6402 tCO ₂ -e /MWh
Emissions intensity per functional unit including uplift factors	N/A
Number of functional units covered by the certification	45,330.07 MWh
Total emissions (tCO₂-e) to be offset	29,019

6. CARBON OFFSETS

Eligible offsets retirement summary

Offsets retired for Climate Active certification

Type of offset unit	Quantity used for this reporting period	Percentage of total units used
Certified Emissions Reductions (CERs)	29,019	100%

Project name	Type of offset unit	Registry	Date retired	Serial number	Vintage	Total quantity retired	Quantity used in previous reporting periods	Quantity banked for future reporting periods	Quantity used for this reporting period	Percentage of total used this reporting period
Chacayes Hydroelectric Project, Chile	CER	CDM registry	6/10/2021	CL-5-18916985-2-2-0-6848 - CL-5-18936984-2-2-0-6848	CP2	20,000	2,192	0	17,808	61.37%
Chacayes Hydroelectric Project, Chile	CER	CDM registry	22/08/2025	CL-5-42008383-2-2-0-6848 - CL-5-42028382-2-2-0-6848	CP2	20,000	0	8,789	11,211	38.63%
Offset Totals:						40,000	0	8,789	29,019	100.00%

Co-benefits

Chacayes Hydroelectric Project, Chile

Pacific Blue Retail has purchased 100% of its carbon credits from Pacific Hydro Chile's Chacayes Hydroelectric Project. This award-winning project contributes over half a million MWh of electricity per annum to the primary Chilean electricity grid. Because of this hydroelectric plant, and the many other renewable energy projects developed and operated by Pacific Hydro Chile, the Chilean electricity grid has become less reliant on fossil fuels. The hydroelectric plant is responsible for reducing over 350,000 tonnes CO₂-e of greenhouse gas emissions per annum.

By supporting this project, Pacific Blue Retail is supporting the work of Pacific Hydro Chile and their mission of "powering a cleaner world" Pacific Hydro Chile is committed to supporting the communities where it operates. This includes assisting and donating to causes close to the communities, such as native reforestation and education for neighbouring schools. Pacific Hydro Chile's renewable energy projects also support the local economy, creating new jobs for the surrounding communities. This is certified through their Local Employment Promotion program in Chacayes.

This purchasing agreement between Pacific Blue Retail and Pacific Hydro Chile solidifies that together, organisations from around the world can accelerate the shared mission of "powering a cleaner world".

7. RENEWABLE ENERGY CERTIFICATE (REC) SUMMARY

Renewable Energy Certificate (REC) Summary

N/A.

APPENDIX A: ADDITIONAL INFORMATION

N/A.

APPENDIX B: ELECTRICITY SUMMARY

There are two international best-practice methods for calculating electricity emissions – the location-based method and the market-based method. Reporting electricity emissions under both methods is called dual reporting.

Dual reporting of electricity emissions is useful, as it provides different perspectives of the emissions associated with a business's electricity usage.

Location-based method

The location-based method provides a picture of a business's electricity emissions in the context of its location, and the emissions intensity of the electricity grid it relies on. It reflects the average emissions intensity of the electricity grid in the location (State) in which energy consumption occurs. The location-based method does not allow for any claims of renewable electricity from grid-imported electricity usage.

Market-based method

The market-based method provides a picture of a business's electricity emissions in the context of its renewable energy investments. It reflects the emissions intensity of different electricity products, markets and investments. It uses a residual mix factor (RMF) to allow for unique claims on the zero emissions attribute of renewables without double-counting.

For this certification, electricity emissions have been set by using the **location-based approach**.

Market-based approach summary			
Market-based approach	Activity Data (kWh)	Emissions (kgCO ₂ -e)	Renewable percentage of total
Behind the meter consumption of electricity generated	0	0	0%
Total non-grid electricity	0	0	0%
LGC Purchased and retired (kWh) (including PPAs)	0	0	0%
GreenPower	1,495	0	0%
Climate Active precinct/building (voluntary renewables)	0	0	0%
Precinct/Building (LRET)	0	0	0%
Precinct/Building jurisdictional renewables (LGCS surrendered)	0	0	0%
Electricity products (voluntary renewables)	0	0	0%
Electricity products (LRET)	0	0	0%
Electricity products jurisdictional renewables (LGCs surrendered)	0	0	0%
Jurisdictional renewables (LGCs surrendered)	0	0	0%
Jurisdictional renewables (LRET) (applied to ACT grid electricity)	0	0	0%
Large Scale Renewable Energy Target (applied to grid electricity only)	8,377,274	0	18%
Residual Electricity	36,952,801	33,627,049	0%
Total renewable electricity (grid + non grid)	8,378,769	0	18%
Total grid electricity	45,331,570	33,627,049	18%
Total electricity (grid + non grid)	45,331,570	33,627,049	18%
Percentage of residual electricity consumption under operational control	100%		
Residual electricity consumption under operational control	36,952,801	33,627,049	
Scope 2	32,892,053	29,931,769	
Scope 3 (includes T&D emissions from consumption under operational control)	4,060,747	3,695,280	
Residual electricity consumption not under operational control	0	0	
Scope 3	0	0	

Total renewables (grid and non-grid)	18.48%
Mandatory	18.48%
Voluntary	0.00%
Behind the meter	0.00%
Residual scope 2 emissions (t CO₂-e)	29,931.77
Residual scope 3 emissions (t CO₂-e)	3,695.28
Scope 2 emissions liability (adjusted for already offset carbon neutral electricity) (t CO₂-e)	29,931.77
Scope 3 emissions liability (adjusted for already offset carbon neutral electricity) (t CO₂-e)	3,695.28
Total emissions liability (t CO₂-e)	33,627.05

Figures may not sum due to rounding. Renewable percentage can be above 100%

Location-based approach summary						
Location-based approach	Activity Data (kWh) total	Under operational control			Not under operational control	
		(kWh)	Scope 2 Emissions (kgCO ₂ -e)	Scope 3 Emissions (kgCO ₂ -e)	(kWh)	Scope 3 Emissions (kgCO ₂ -e)
Percentage of grid electricity consumption under operational control	100%					
ACT	0	0	0	0	0	0
NSW	21,985,698	21,985,698	14,950,274	1,099,285	0	0
SA	13,613,903	13,613,903	3,403,476	1,089,112	0	0
VIC	6,324,996	6,324,996	4,996,747	442,750	0	0
QLD	3,406,974	3,406,974	2,487,091	511,046	0	0
NT	0	0	0	0	0	0
WA	0	0	0	0	0	0
TAS	0	0	0	0	0	0
Grid electricity (scope 2 and 3)	45,331,570	45,331,570	25,837,588	3,142,193	0	0
ACT	0	0	0	0		
NSW	0	0	0	0		
SA	0	0	0	0		
VIC	0	0	0	0		
QLD	0	0	0	0		
NT	0	0	0	0		
WA	0	0	0	0		
TAS	0	0	0	0		
Non-grid electricity (behind the meter)	0	0	0	0		
Total electricity (grid + non grid)	45,331,570					

Residual scope 2 emissions (t CO ₂ -e)	25,837.59
Residual scope 3 emissions (t CO ₂ -e)	3,142.19
Scope 2 emissions liability (adjusted for already offset carbon neutral electricity) (t CO ₂ -e)	25,837.59
Scope 3 emissions liability (adjusted for already offset carbon neutral electricity) (t CO ₂ -e)	3,142.19
Total emissions liability	28,979.78

Operations in Climate Active buildings and precincts

Operations in Climate Active buildings and precincts	Electricity consumed in Climate Active certified building/precinct (kWh)	Emissions (kg CO ₂ -e)
N/A	0	0
<i>Climate Active carbon neutral electricity is not renewable electricity. These electricity emissions have been offset by another Climate Active member through their building or precinct certification. This electricity consumption is also included in the market based and location-based summary tables. Any electricity that has been sourced as renewable electricity by the building/precinct under the market-based method is outlined as such in the market based summary table.</i>		

Climate Active carbon neutral electricity products

Climate Active carbon neutral product used	Electricity claimed from Climate Active electricity products (kWh)	Emissions (kg CO ₂ -e)
N/A	0	0
<i>Climate Active carbon neutral electricity is not renewable electricity. These electricity emissions have been offset by another Climate Active member through their electricity product certification. This electricity consumption is also included in the market based and location-based summary tables. Any electricity that has been sourced as renewable electricity by the electricity product under the market-based method is outlined as such in the market based summary table.</i>		

APPENDIX C: INSIDE EMISSIONS BOUNDARY

Non-quantified emission sources

The following emissions sources have been assessed as attributable, are captured within the emissions boundary, but are not measured (quantified) in the carbon inventory. These emissions are accounted for through an uplift factor. They have been non-quantified due to one of the following reasons:

1. **Immaterial** <1% for individual items and no more than 5% collectively
2. **Cost effective** Quantification is not cost effective relative to the size of the emission but uplift applied.
3. **Data unavailable** Data is unavailable but uplift applied. A data management plan must be put in place to provide data within 5 years.
4. **Maintenance** Initial emissions non-quantified but repairs and replacements quantified.

Relevant non-quantified emission sources	Justification reason
N/A	-

Excluded emission sources

Attributable emissions sources can be excluded from the carbon inventory but still considered as part of the emissions boundary if they meet **all three of the below criteria**. An uplift factor may not necessarily be applied.

1. A data gap exists because primary or secondary data cannot be collected (**no actual data**).
2. Extrapolated and proxy data cannot be determined to fill the data gap (**no projected data**).
3. An estimation determines the emissions from the process to be **immaterial**).

Emissions Source	No actual data	No projected data	Immaterial
N/A	-	-	-

Data management plan for non-quantified sources

There are no non-quantified sources in the emission boundary that require a data management plan.

APPENDIX D: OUTSIDE EMISSION BOUNDARY

Non-attributable emissions have been assessed as not attributable to a product or service (do not carry, make or become the product/service) and are therefore not part of the carbon neutral claim. To be deemed attributable, an emission must meet two of the five relevance criteria. Emissions which only meet one condition of the relevance test can be assessed as non-attributable and therefore are outside the carbon neutral claim. Non-attributable emissions are detailed below.

1. **Size** The emissions from a particular source are likely to be large relative to other attributable emissions.
2. **Influence** The responsible entity could influence emissions reduction from a particular source.
3. **Risk** The emissions from a particular source contribute to the responsible entity's greenhouse gas risk exposure.
4. **Stakeholders** The emissions from a particular source are deemed relevant by key stakeholders.
5. **Outsourcing** The emissions are from outsourced activities that were previously undertaken by the responsible entity or from outsourced activities that are typically undertaken within the boundary for comparable products or services.

N/A – no non-attributable sources identified for this product in this reporting period.



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