



PUBLIC DISCLOSURE STATEMENT

LUMO ENERGY

**ORGANISATION CERTIFICATION
FY2024-25**

Australian Government

Climate Active Public Disclosure Statement



An Australian Government Initiative



NAME OF CERTIFIED ENTITY	Lumo Energy
REPORTING PERIOD	Financial year 1 July 2024 – 30 June 2025 Arrears report
DECLARATION	<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> <i>Signature here</i>
	Name of signatory Position of signatory Date



Australian Government

Department of Climate Change, Energy,
the Environment and Water

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Version 10.

1.CERTIFICATION SUMMARY

TOTAL EMISSIONS OFFSET	925 tCO ₂ -e
CARBON OFFSETS USED	100% ACCUs
RENEWABLE ELECTRICITY	100%
CARBON ACCOUNT	Prepared by: Rennie Advisory
TECHNICAL ASSESSMENT	5/12/2025 Rennie Advisory Next technical assessment due: FY 2028 report

Contents

1. Certification summary	3
2. Certification information	4
3. Emissions boundary	6
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	21
Appendix D: Outside emissions boundary	22

2. CERTIFICATION INFORMATION

Description of organisation certification

This organisation certification is for the business operations of Lumo Energy. Lumo energy is registered under 4 ABNs, each representing a jurisdiction where Lumo has historically operated:

- Lumo Energy (SA) Pty Ltd.: ABN 61 114 356 697
- Lumo Energy Australia Pty Ltd.: ABN 69 100 528 327
- Lumo Energy (NSW) Pty Ltd.: ABN 92 121 155 011
- Lumo Energy (Qld) Pty Ltd.: ABN 63 114 356 642

While each Lumo organisation is accredited separately under Climate Active, the submissions have been regrouped into one PDS for simplicity.

Emissions associated with the generation and delivery of energy to customers are outside of the boundary of this certification.

This Public Disclosure Statement includes information for the FY25 reporting period.

Organisation description

Lumo Energy is 100% owned by Snowy Hydro Limited (ABN 17 090 574 431), which manages, and maintains the Snowy Mountains Hydro-electric Scheme. Snowy has been generating renewable energy since 1955 and the Snowy Scheme is one of the largest sources of renewable energy in Australia. Snowy Hydro is also building Snowy 2.0, the largest committed renewable energy project in Australia.

Lumo Energy offers electricity and gas to residential and business customers in South Australia and Victoria and partners. Over the last 16 years Lumo has won 19 Canstar Blue, Roy Morgan and Australian Reader's Digest Awards. Lumo Energy's opt-in Climate Active certified offset gas product is covered under a separate product certification. Electricity products are not covered.

Lumo Energy has partnered with The Salvation Army since 2014 providing much needed funds to the Salvos 'Safer in the Home' program to support those affected by domestic violence.

Lumo mainly operates from its Richmond office at 570 Church St, Cremorne, 3121.

We have five contractor employees working from a leased office space in Wellington, New Zealand (Level 4, 142 Featherston Street, Wellington), and over ten employees working from a leased office space in Broadbeach, Queensland (Level 5, 16 Queensland Avenue, Broadbeach, 4218). The New Zealand contractors are not included in the group's employee headcount; however, Red Energy leases and operates the Wellington premises, so the associated office emissions are included within the emissions boundary.

Customer support services for Lumo Energy are outsourced to a third-party supplier, Teleperformance, based in Mumbai, India. 499 FTE Teleperformance employees directly support Lumo Energy.

An operational control approach has been taken. The following subsidiaries are included within this certification:

Legal entity name	ABN	ACN
Lumo Energy (SA) Pty Ltd	61 114 356 697	114 356 697
Lumo Energy Australia Pty Ltd	69 100 528 327	100 528 327
Lumo Energy (NSW) Pty Ltd	92 121 155 011	121 155 011
Lumo Energy (Qld) Pty Ltd	63 114 356 642	114 356 642

The following entities fall under the Snowy Hydro retail group and are included in Red Energy's organisation as the parent certification:

Legal entity name	ABN	ACN
Red Energy Pty Ltd	60 107 479 372	107 479 372
Direct Connect	20 110 316 973	110 316 973

This report will only include the portion of emissions allocated to Lumo Energy as a child organisation, unless explicitly stated otherwise.

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 relevant and are quantified in the carbon inventory. This may include emissions that are not identified as arising due to the operations of the certified entity, however are **optionally included**.

Non-quantified emissions have been assessed as relevant 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

Excluded emissions are those that have been assessed as not relevant to an organisation's operations and are outside of its emissions boundary or are outside of the scope of the certification. These emissions are not part of the carbon neutral claim. Further detail is available at Appendix D.

Inside emissions boundary**Quantified**

Accommodation and facilities
 Electricity
 ICT services and equipment
 Machinery and vehicles
 Postage, courier and freight
 Office equipment and supplies
 Professional services
 Outsourced customer support services
 Refrigerants
 Stationary energy (gaseous fuels)
 Stationary energy (liquid fuels)
 Transport (land and sea)
 Transport (air)
 Waste
 Water
 Working from home

Non-quantified

Cleaning and chemicals (immaterial size)
 Food (immaterial size)

Outside emission boundary**Excluded**

None.

4.EMISSIONS REDUCTIONS

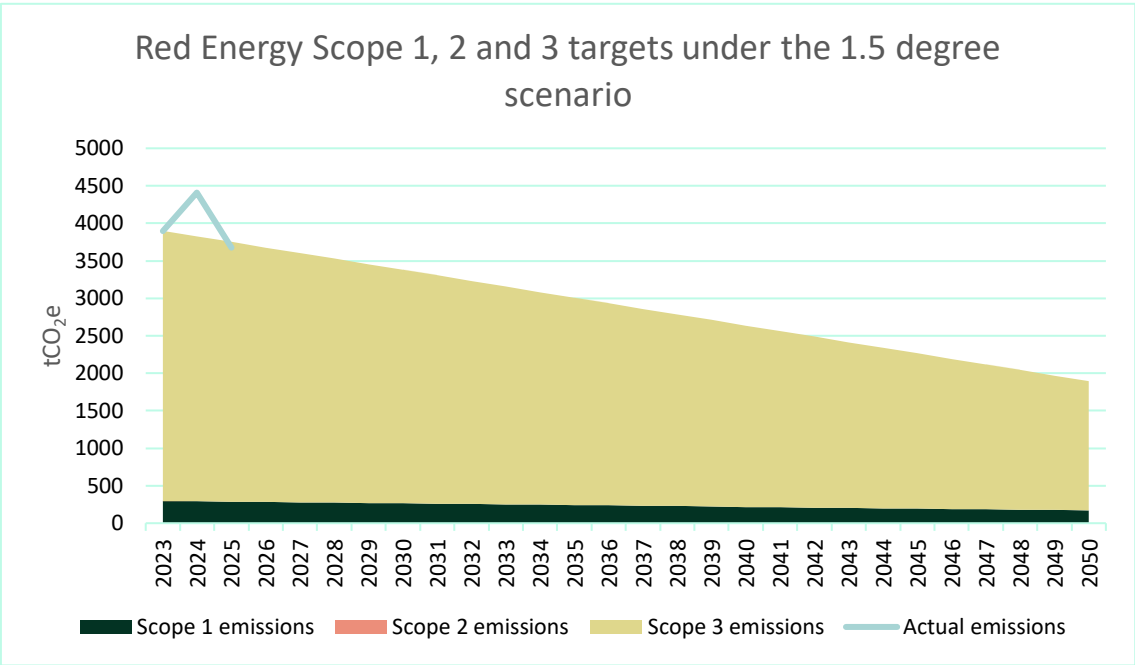
Emissions reduction strategy

As part of this commitment, we remain focused on delivering our long-term target to **reduce scope 1, 2 and 3 emissions by 42% by the end of the fiscal year 2050**, using FY22–23 as our base year. This strategy outlines our specific approaches to meet these targets.

This emissions reduction strategy extends to all certifications covered under the Red Energy parent certification.

In the interest of transparency, we have shown our progress to date. Year-on-year changes in emissions are generally influenced by business activity and growth, travel requirements, procurement patterns and updates in the measurement of emissions. The increase from FY23 to FY24 is due to business growth (more employees, more travel, increase in IT spend etc.), and improved accuracy of emissions measurements.

In FY25, total organisational emissions **decreased by over 16% from FY24**, reflecting reductions across several emission sources. The most notable decreases occurred in transport (land and sea), professional services, ICT services and equipment, and office equipment and supplies, which contributed significantly to the overall reduction in emissions. Importantly, this decrease occurred despite increased product sales and FTE growth during the reporting year, demonstrating that operational efficiencies and improved emissions management had a material impact on overall results.



Emissions reduction actions

The actions below remain ongoing and continue to support emission reductions across Red Energy's operations.

Action item	Commencement date	Expected outcome	Details	FY24 to FY25 progress / contribution
Fleet transition to electric vehicles	Target: 2027	Elimination of scope 1 emissions from fleet.	Committed to replacing the entire vehicle fleet with electric vehicles by 2027.	N/A
Engaging with Red Energy suppliers	Ongoing	3-5% reduction in scope 3 emissions from suppliers	Asking suppliers to collaborate with Red Energy to reduce their carbon footprint.	Contributed to a reduction in supplier-related scope 3 emissions compared with FY24.
Promotion of video conferencing	Ongoing	5-7% reduction in scope 3 emissions from business travel	Promoting video conferencing to minimise travel.	Supported reductions in business travel emissions in FY25.
Flexible working arrangements	Ongoing	2-4% reduction in scope 3 emissions from commuting.	Encouraging flexible working arrangements to reduce employee commuting.	Helped reduce employee commuting emissions consistent with FY24.
Promotion of eComms for customers	Ongoing	1-2% reduction in scope 3 emissions	Encouraging customers to opt for electronic communications to reduce paper usage and associated emissions.	Contributed to reduced paper use and lower associated emissions.

The following initiatives have already been fully implemented and continue to contribute to reducing Red Energy's operational emissions.

Action item	Commencement date	Expected outcome	Details
Purchase of electric and hydrogen vehicles	Already implemented	8-12% reduction in scope 1 emissions	Purchased 5 electric and 2 hydrogen vehicles. Trialling EV chargers at the Bryant & May building.
100% GreenPower commitment (Australian Offices)	Already implemented	100% reduction in scope 2 emissions.	Committing to source 100% of electricity from GreenPower or similar renewable energy options.
LED Lighting at Bryant & May Office	Already implemented	Reduction in energy consumption	Replaced traditional lights with energy-efficient LED lighting at the Bryant & May office.
Paper-light policy	Already implemented	1-2% reduction in scope 3 emissions	Implemented a paper-light policy and encouraged digital work.
Installation of light sensors	Already implemented	Additional reduction in energy consumption	Equipped offices with light sensors for ambient light and auto shut-off meeting room lighting.

5.EMISSIONS SUMMARY

Emissions over time

Emissions since base year			
		Total tCO ₂ -e (without uplift)	Total tCO ₂ -e (with uplift)
Base Year / Year 1:	2022-23	1,232.43	N/A
Year 2:	2023-24	1,236.10	N/A
Year 3:	2024-25	924.51	N/A

Significant changes in emissions

Significant changes in emissions			
Emission source	Previous year emissions (t CO ₂ -e)	Current year emissions (t CO ₂ -e)	Reason for change
Computer and technical services	136.43	153.10	Increase is due to business growth throughout FY2025, with increase in overall FTE's and associated required computers and technical services.
Medium Car: unknown fuel	130.35	144.61	Increase is due to business growth throughout FY2025, and updated figures on employee commuting.

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

N/A.

Emissions summary

The electricity summary is available in Appendix B. Electricity emissions were calculated using a **market-based** approach.

Emission category	Scope 1 emissions (tCO ₂ -e)	Scope 2 emissions (tCO ₂ -e)	Scope 3 emissions (tCO ₂ -e)	Total emissions (t CO ₂ -e)
Accommodation and facilities	0.00	0.00	21.36	21.36
Electricity	0.00	0.17	0.01	0.18
ICT services and equipment	0.00	0.00	225.54	225.54
Office equipment and supplies	0.00	0.00	103.46	103.46
Machinery and vehicles	0.00	0.00	0.00	0.00
Postage, courier and freight	0.00	0.00	1.66	1.66
Professional services	0.00	0.00	76.54	76.54
Outsourced customer support services	0.00	0.00	13.02	13.02
Refrigerants	15.22	0.00	0.00	15.22
Stationary energy (gaseous fuels)	2.03	0.00	0.16	2.19
Transport (air)	0.00	0.00	81.50	81.50
Transport (land and sea)	31.74	0.00	209.40	241.14
Waste	0.00	0.00	3.73	3.73
Water	0.00	0.00	1.22	1.22
Working from home	0.00	0.00	137.75	137.75
Total emissions (tCO₂-e)	48.98	0.17	875.35	924.51
<i>Figures may not sum to total due to rounding.</i>				

*Electricity, water, and waste emissions include emissions from the New Zealand office. The outsourced customer support services emissions include customer support in Mumbai.

Uplift factors

N/A.

6. CARBON OFFSETS

Eligible offsets retirement summary

This certification takes an in-arrears offsetting approach.

Please note, that the quantity used for this reporting period also includes the retail emissions for the Lumo Energy Offset Gas product.

Offsets retired for Climate Active certification

Type of offset unit	Quantity used for this reporting period	Percentage of total units used
Australian Carbon Credit Units (ACCUs)	925	100.00%

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
ERF101492 Inverness Human-Induced Regeneration Project	ACCU	ANREU	26/11/2025	8,333,855,408 - 8,333,858,407	2021-22	3000	2075	0	925	100.00%
Offset Totals:						3000	2075	0	925	100.00%

3000 ERF101492 offsets are used as follows: Red Energy Organisation (Parent) 1455; Red Energy Offset Gas Product) - 486; TrueGreen Electricity Product 0; Lumo Energy organisation - 925; Lumo Energy Offset Gas Product - 56; Direct connect Organisation 78, there are 0 offsets banked for future use.

Co-benefits

Inverness Human-Induced Regeneration Project: This project establishes permanent native forests through assisted regeneration from in-situ seed sources (including rootstock and lignotubers) on land that was cleared of vegetation and where regrowth was suppressed for at least 10 years prior to the project having commenced.

The project has also created and protected habitat for native flora and fauna, provided infrastructure upgrades, and supported feral animal management.

7. RENEWABLE ENERGY CERTIFICATE (REC) SUMMARY

Renewable Energy Certificate (REC) summary

The following RECs have been surrendered to reduce electricity emissions under the market-based reporting method.

1. Large-scale Generation certificates (LGCs)*	N/A
2. Other RECs	N/A

* LGCs in this table only include those surrendered voluntarily (including through PPA arrangements), and does not include those surrendered in relation to the LRET, GreenPower, and jurisdictional renewables.

Project supported by LGC purchase	Project location	Eligible unit type	Registry	Surrender date	Accreditation code	Certificate serial number	Generation year	Fuel source	Quantity (MWh)
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Total LGCs surrendered this report and used in this report									N/A

APPENDIX A: ADDITIONAL INFORMATION

Transaction details

Completed

Transaction approved, all authorised representatives have been notified.

Transaction ID
80569000

Transaction type
Voluntary cancellation

Transferring account
AU-1507: Red Energy Pty Limited
RED ENERGY PTY LIMITED

Acquiring account
AU-1058: Australia Voluntary Cancellation Account
Commonwealth of Australia

Comments
Red Energy Voluntary surrender Nov25

Selected ACCUs

id	Vintage	Location	Serial range start	Serial range end	Category	Quantity
in-Induced eration of a...	2021-22	NSW	8,333,858,408	8,333,858,407	KACCU	3,000
in-Induced eration of a...	2021-22	NSW	8,333,600,666	8,333,600,244	KACCU	678
in-Induced eration of a...	2020-22	NSW	8,331,801,298	8,331,801,614	KACCU	1,217
						Total: 4,895
						1 - 3 of 3 items

Transaction history

Action	Date and time	Authorised representative
Approved	26/11/2025 15:21 pm +11:00	Martin Exelby
Initiated	24/11/2025 9:00:31 am +11:00	David Fenton

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 **market-based** approach.

Market-based approach summary			
Market-based approach	Activity Data (kWh)	Emissions (kg CO ₂ -e)	Renewable percentage of total
Behind the meter consumption of renewable electricity generated	0	0	0%
Total non-grid renewable electricity	0	0	0%
LGC Purchased and retired (kWh) (including PPAs)	0	0	0%
GreenPower	299,258	0	99%
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)	55,153	0	18%
Residual Electricity	-51,290	-47,187	0%
Total renewable electricity (grid + non grid)	354,410	0	117%
Total grid electricity	303,120	0	117%
Total electricity (grid + non grid)	303,120	0	117%
Percentage of residual electricity consumption under operational control	100%		
Residual electricity consumption under operational control	-51,290	-47,187	
Scope 2	-45,158	-41,545	
Scope 3 (includes T&D emissions from consumption under operational control)	-6,133	-5,642	
Residual electricity consumption not under operational control	0	0	
Scope 3	0	0	

Total renewables (grid and non-grid)	116.92%
Mandatory	18.20%
Voluntary	98.73%
Behind the meter	0.00%
Residual scope 2 emissions (t CO₂-e)	-41.55
Residual scope 3 emissions (t CO₂-e)	-5.64
Scope 2 emissions liability (adjusted for already offset carbon neutral electricity) (t CO₂-e)	0.00
Scope 3 emissions liability (adjusted for already offset carbon neutral electricity) (t CO₂-e)	0.00
Total emissions liability (t CO₂-e)	0.00
<i>Figures may not sum to total due to rounding. Renewable percentage can be above 100%</i>	

Location-based approach summary						
Location-based approach	Activity Data (kWh) total	Under operational control			Not under operational control	
Percentage of grid electricity consumption under operational control	100%	(kWh)	Scope 2 Emissions (kgCO ₂ -e)	Scope 3 Emissions (kgCO ₂ -e)	(kWh)	Scope 3 Emissions (kgCO ₂ -e)
ACT	0	0	0	0	0	0
NSW	3,535	3,535	2,333	141	0	0
SA	0	0	0	0	0	0
VIC	295,723	295,723	227,707	26,615	0	0
QLD	3,863	3,863	2,742	386	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)	303,120	303,120	232,782	27,143	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)	303,120					

Residual scope 2 emissions (t CO₂-e)	232.78
Residual scope 3 emissions (t CO₂-e)	27.14
Scope 2 emissions liability (adjusted for already offset carbon neutral electricity) (t CO₂-e)	232.78
Scope 3 emissions liability (adjusted for already offset carbon neutral electricity) (t CO₂-e)	27.14
Total emissions liability	259.92

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
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.		

Climate Active carbon neutral electricity products

Climate Active carbon neutral electricity product used	Electricity claimed from Climate Active electricity products (kWh)	Emissions (kg CO ₂ -e)
N/A	0	0
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.		

APPENDIX C: INSIDE EMISSIONS BOUNDARY

Non-quantified emission sources

The following emissions sources have been assessed as relevant, are captured within the emissions boundary, but are not measured (quantified) in the carbon inventory. 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
Cleaning and chemicals	Immaterial – these are incidental procurements only.
Food	Immaterial – very small amounts of food are procured for one off uses.

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 EMISSIONS BOUNDARY

Excluded emission sources

The below emission sources have been assessed as not relevant to this organisation's operations and are outside of its emissions boundary. These emissions are not part of the carbon neutral claim. Emission sources considered for relevance must be included within the certification boundary if they meet two of the five relevance criteria. Those which only meet one condition of the relevance test can be excluded from the certification boundary.

Emissions tested for relevance are detailed below against each of the following criteria:

1. **Size** The emissions from a particular source are likely to be large relative to the organisation's electricity, stationary energy and fuel emissions.
2. **Influence** The responsible entity has the potential to influence the reduction of emissions from a particular source.
3. **Risk** The emissions from a particular source contribute to the organisation's greenhouse gas risk exposure.
4. **Stakeholders** Key stakeholders deem the emissions from a particular source are relevant.
5. **Outsourcing** The emissions are from outsourced activities previously undertaken within the organisation's boundary, or from outsourced activities typically undertaken within the boundary for comparable organisations.

Excluded emissions sources summary

Emission sources tested for relevance	Size	Influence	Risk	Stakeholders	Outsourcing	Justification
None	-	-	-	-	-	-





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