



Annual Report 2025



NETCC Annual Report 2025



Foreword

The New Energy Tech Consumer Code entered an important new stage of maturity in 2025. As Australia's clean energy transition accelerates, consumers are increasingly making significant household and small business investments in rooftop solar, battery storage, electric vehicle charging, home energy management systems and other new energy technologies. These technologies are essential to the energy transition, but they must be sold, financed, installed and supported in a way that is fair, transparent and trustworthy. That is the purpose of the NETCC. It provides a practical framework for lifting standards across the market and helping consumers identify businesses that have committed to strong consumer protection obligations.

In 2025, the Code's reach continued to grow substantially. By the end of the year, the number of Approved Sellers had increased to 2,020, with the program passing the milestone of 2,000 Approved Sellers in October. This growth reflects the increasing importance of the NETCC to industry, consumers and government programs seeking to support the safe and responsible uptake of new energy technologies.

Growth, however, is not the only measure of success. A consumer protection code must also be judged by the strength of its governance, the rigour of its approvals process, the effectiveness of its compliance framework, and its capacity to respond to emerging risks. On those measures, 2025 was a significant year. The Administrator processed a record number of applications, continued to support applicants to improve their customer-facing documents and practices, expanded proactive audit activity, and responded to a marked increase in complaints and reports of suspected non-compliance.

The increase in compliance activity is important. It reflects a larger and more visible program, a growing market, and an increasingly engaged consumer base. It also reinforces the continuing need for clear expectations, practical guidance and proportionate enforcement. Where matters fall within the NETCC's jurisdiction, the Code provides a pathway for investigation and remedial action. Where matters fall outside that jurisdiction, it remains important that consumers are referred to the appropriate dispute resolution body, consumer protection regulator, electrical safety authority or other relevant agency. This combination of Code-based compliance action and external referral is central to ensuring that consumers are not left without a pathway for assistance.

In 2025, the Administrator opened 445 complaint cases and closed 329 cases. Of the closed complaint cases, 83 resulted in compliance action, leading to Support to Comply notices, upheld breaches and remedial actions. The audit program also became a more established part of the compliance framework, helping to identify areas where Approved Sellers require further support,

particularly in relation to complaint handling, payment and finance obligations, contracts, quotes and compliance with the Code. These findings are valuable. They show where the industry is improving, but also where more work is required.

The year also highlighted the importance of adapting the Code to a changing market. The increasing use of artificial intelligence in websites, advertising and customer-facing material is one example. AI may assist businesses, particularly smaller businesses, to prepare information more efficiently. However, consumer-facing material must still be accurate, clear, transparent and consistent with the Code. Similarly, the changing regulation of Buy Now Pay Later and other finance arrangements reinforces the need for Approved Sellers to ensure that consumers receive accurate information about payment options and credit arrangements at the right time.

The coming year will be especially important for the NETCC. The Code is progressing through reauthorisation under the *Competition and Consumer Act 2010 (Cth)*, with interim authorisation granted in September 2025 and a final decision expected in 2026. The first independent three-year review has also commenced. These processes provide a valuable opportunity to test how the Code is operating in practice, to consider where it can be strengthened, and to ensure that it continues to meet the needs of consumers, industry and the broader energy transition.

I would like to thank the NETCC Council, the Clean Energy Council as Code Administrator, my fellow members of the Monitoring and Compliance Panel, consumer representatives, industry stakeholders and government partners for their continued commitment to the Code. I also acknowledge the work of Approved Sellers who take their obligations seriously and invest in improving their practices. Their efforts are essential to building trust in the new energy technology market.

The energy transition will only succeed if consumers have confidence in the technologies they are adopting and the businesses they are dealing with. The NETCC has an important role to play in building that confidence. As the market continues to grow and evolve, the Code must remain practical, credible and responsive. The work undertaken in 2025 provides a strong foundation for that next stage.



Penelope Crossley

Chair, NETCC Monitoring and Compliance Panel



Program administration

Since launching in February 2023, the New Energy Tech Consumer Code (NETCC) has become an important safeguard for consumers navigating Australia's new energy tech market. In 2025, the program entered a new phase—marked by strong growth, broader recognition, and increasing operational maturity—supported in part by its inclusion in several state-based incentive programs.

By the end of 2025, the number of Approved Sellers had reached 2,020. This growth was matched by continued investment in the administration team, ensuring the program could keep pace with demand while maintaining rigorous standards for entry and ongoing compliance.

Key milestones

- 2025 marked the highest level of activity since the Code's inception. In October, the program surpassed 2,000 Approved Sellers nationwide, with application volumes reaching record highs and signalling strong industry engagement.
- A total of 726 new applications were processed during 2025. While nearly all new applications required further work to meet Code requirements (97%), the program's consultative assessment approach supported applicants to achieve compliance, resulting in an overall approval rate of 84%. This approach balances accessibility with the integrity of the NETCC as a trusted consumer protection framework.
- We continued to work closely with the Australian Competition and Consumer Commission on re-authorising the Code under the *Competition and Consumer Act 2010 (Cth)*. Interim authorisation was granted on 11 September 2025, with a final decision expected in mid-2026.
- The NETCC was integrated into three additional government incentive programs during the year—extending its reach and helping ensure more Australians are protected by consistent standards when adopting new energy technologies.
- Work progressed on a new standardised NETCC Sales and Installation Agreement, due for release in 2026. This will provide Approved Sellers and applicants with access to a low-cost, legally vetted contract aligned with Code requirements.

- In March 2025, we started formally tracking user activity on the NETCC website. Throughout the year, engagement increased steadily across all major pages, reflecting growing interest in the NETCC, and new energy tech. For example:

- Website users – 4,569 in March to 6,487 in December.
- Sessions on 'Find an Approved Seller' page, in March was 3,776 users to 5,799 in December.
- Sessions on the 'Consumer Guides' page, in March was 253 users, increasing to 604 users in December.

We will continue to track website traffic, and in 2026 we are investing in and strengthening our digital presence through targeted search optimisation and enhanced website content, ensuring the NETCC continues to provide meaningful support, information, and value to consumers and Approved Sellers.

Looking ahead

The NETCC is now entering a defining stage. At the end of 2025, the program commenced its first independent three-year review, led by PATHMAKER and Grid Consulting.

This review will take a close look at how the Code is operating in practice, and the difference it is making for consumers and the market. Its findings will help shape the direction of the NETCC ensuring it continues to deliver on its mission and evolve alongside Australia's rapidly changing energy landscape.



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“ This is a really significant milestone for BatteryIQ and I’m genuinely grateful for how thorough and constructive the entire process has been. Your feedback throughout the assessment made our documentation and customer-facing materials meaningfully better. The amendments weren’t just hoops to jump through - they pushed us to be clearer and more rigorous, which is exactly the standard we want to hold ourselves to.

Approved Seller - Battery IQ

NETCC applications

The assessment of applications is a rigorous process designed to ensure that businesses seeking to become NET Approved Sellers are genuinely capable of meeting the standards of the Code. We take the time needed with each applicant to guide, educate and help uplift their documentation and processes. While some applications are ultimately not approved, in most cases it is not a matter of saying “no” but rather “not yet”.

This proactive approach helps provide certainty to residential consumers and small businesses that they can trust the new energy sector and make good purchasing decisions in their best interests – at every stage of the journey.

Year in review

In 2025, the NETCC continued its strong growth trajectory, with the number of Approved Sellers increasing from 1,687 to 2,020, an uplift of 333 businesses (20%). This growth was driven by steady application volumes and retention (85%), reflecting ongoing commitment from participating businesses.

84% of applications were approved to become NET Approved Sellers. Those that were not approved (16%) include applications that could not demonstrate an ability or willingness to comply with the Code’s standards, withdrew or ceased communication during the process. Where an application is rejected, it is typically because several issues are identified – such as an existing civil claim, multiple Code inconsistencies, and difficulties contacting the applicant to discuss the issues found. Resignations from the program fell from 230 to 167, improving stability and reducing churn pressure. Key reasons for resignation remained the same from 2024:

- a. they ceased trading,
- b. they did not have access to financial incentive programs in their state of operation, and/or
- c. businesses not settling their annual fee invoices within payment timeframes.

Overall, the NETCC is growing year on year with ongoing interest from retailers applying to be a NET Approved Seller, and Approved Sellers maintaining their Approved Seller status.

2024-2025 comparative data

	2024	2025
NET Approved Sellers	1687	2020
New applications	461	726
Unsuccessful applications	49	71
Application approval rate	89%	84%
New Approved Sellers	412	610
Renewals	1302	1441
Resignations	230	167
Approved Seller retention rate	90%	85%

*Stats taken as at 31 December 2024 and 2025 respectively.

NETCC state growth

In October 2025, the NETCC reached a significant milestone of over 2,000 Approved Sellers across Australia. This means that over 2,000 Approved Sellers are helping build consumer trust and maintain good standards in new energy tech, ensuring that customers receive safe, quality and reliable products and services.

A surge in new energy tech activity has been a major driver of this year’s growth. Government incentive programs have recognised the need to support consumers with their new energy tech investments. These programs have accelerated both the sale and installation of new energy tech across Australia.

In 2025, a number of these programs included a requirement that, for consumers to access the incentive or rebate, the business they engaged with must be a NETCC Approved Seller, further expanding the national reach of the program and the level of consumer protections within these states.

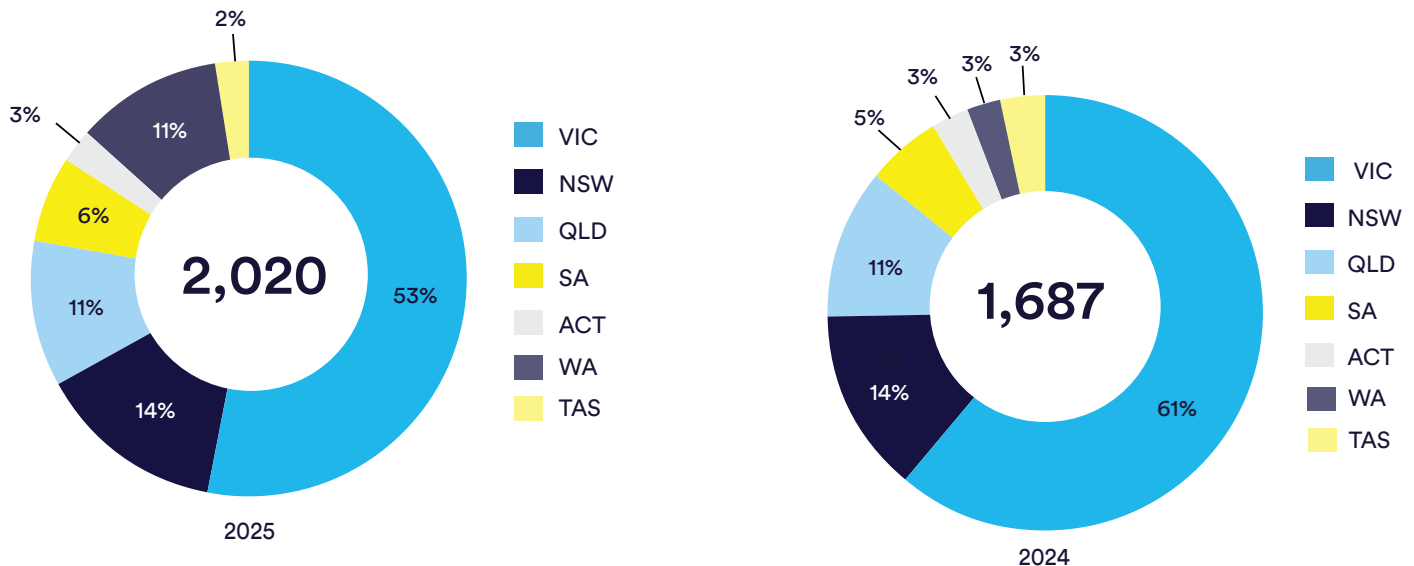
For example:

- In Western Australia, the Residential Battery Program launched in June 2025, with Approved Seller numbers rising by over 420% year-on-year.
- In South Australia, the July 2025 launch of the Powering Business Grant helped generate a 42% increase in Approved Sellers year-on-year.
- In Queensland, the Supercharged Solar for Renters Program was announced in December 2025. While the full impact is expected to be reflected in 2026 reporting, new monthly applications increased from 6 to 14 between November and December.



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Approved Sellers by state (headquartered) 2025 and 2024



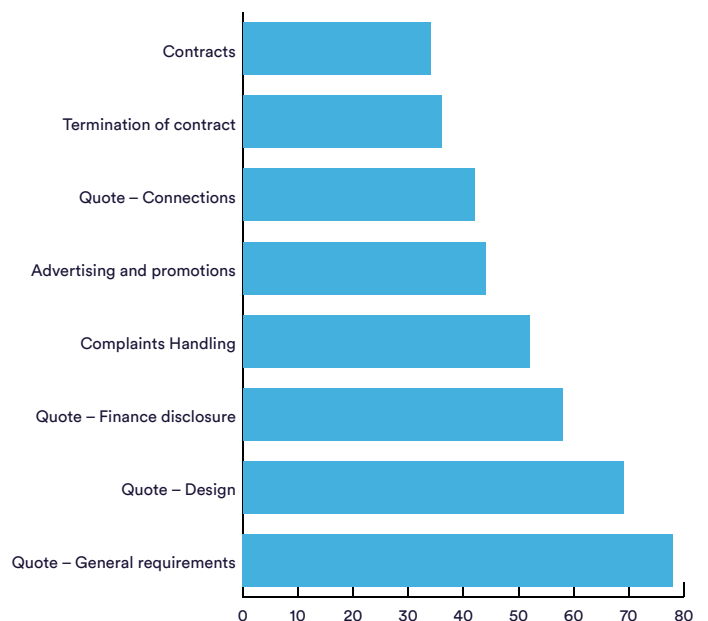
Application spotlight

Our robust approvals process continues to play a critical role in lifting standards across the sector. Of the 726 new applications received from retailers seeking Approved Seller status, 97% of applications assessed required support to strengthen their advertising, quoting, and customer facing practices to meet NETCC standards.

In 2025, retailers needed the most help to address their quoting practices, complaint handling processes and advertising and promotional material, with many retailers needing guidance to ensure their claims were clear, accurate and not misleading (example, Case Study 1).

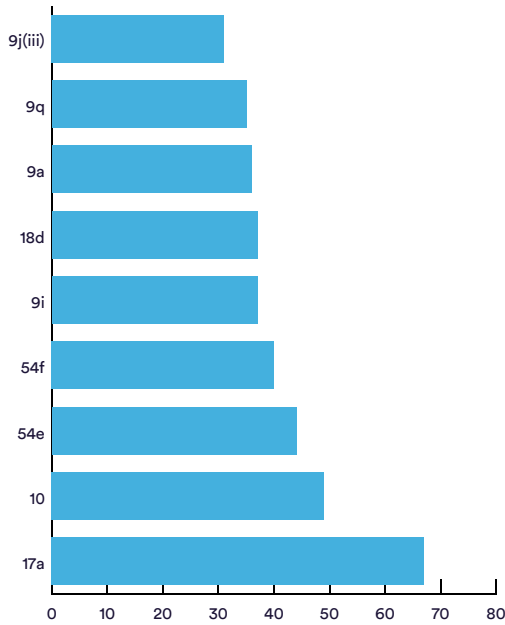
Around one-third of quotes were missing key business information (clause 9a) or did not specify a clear timeframe for the supply and installation of the new energy tech (clause 9h). We also observed that the minimum pricing validity period of 10 business days was frequently overlooked, with almost 50% of applications not yet meeting this requirement.

2025 application issues data: issues identified by Code section





**2025 application issues data:
issues identified by Code clause**



Drilling down into specific clauses of the Code, most applicants (67%) required support with clause 17a- system design and performance estimates.

In many cases, issues found related to incomplete or missing information within the quote relating to battery systems. While retailers may be familiar with the requirements for a solar site design, we identified there to be less clarity around how these obligations translate when quoting for a battery system. We will continue to support retailers in understanding, and complying with the Code requirements, including directing them to our Technical Guidance documents: [Additional or Retrofitted Battery Energy Storage Systems](#) and [Battery Energy Storage Systems](#) which provide practical advice to help ensure compliance with the Code.

These findings highlight where retailers most often need practical assistance, reinforcing the value of the NETCC’s approval process in helping businesses strengthen their practices and customer facing material. By identifying these gaps early, we can guide retailers towards clearer and more accurate information, helping consumers to make informed decisions.

<p>Case Study 1</p>	<p>An emerging trend we have observed through the approvals process is the increasing use of Artificial Intelligence (AI) to generate website and advertising content. In 2025, 44% of applications required assistance with their website and promotional material, with AI-generated content contributing to this figure.</p> <p>When used well, AI tools can streamline business processes and provide valuable support- particularly for small businesses and sole traders with limited resources. However, we are seeing a growing number of cases where AI-generated content is unclear, making it overly complex and inconsistent with the Codes requirements. This often results in additional time spent working with applicants to interpret the content and ensure it is accurate, transparent and consumer friendly.</p>
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For example – AI generated content on an applicant’s website

If you buy now you may get tax deductions and purchase grants for the initial cost you can use immediately, courtesy of the federal government. Other benefits may be available from your local government and energy suppliers.

AI-generated content must meet all Code obligations and present information in a way that is easy for consumers to understand, avoids unnecessary complexity, and accurately reflects the product or service being offered.

We will continue to monitor this trend and support retailers in using AI responsibly, making sure AI-assisted content remains compliant and accessible for consumers.

Upholding compliance

Overview of compliance process

Approved Sellers are expected to act with transparency, ensure accountability, and conduct their business ethically to build and retain consumer trust. They are responsible for ensuring their sales activity is compliant with the Code.

Once the CEC as Code Administrator receives a complaint, a case is initiated to investigate any suspected non-compliance with the Code and cases are prioritised based on risk rating.

An Approved Seller's compliance history is always considered as part of a case investigation to ensure outcomes against Approved Sellers are fair and proportionate.

In any case where the CEC establishes non-compliance, one of **two kinds of enforcement** may be issued:

- **Support to Comply (STC)** – A formal warning is recorded against the Approved Seller in the form of an STC notice. This is generally issued where the Code Administrator has confirmed a breach of the NETCC, but the case is low to medium priority and the Seller does not have a history of non-compliance. This provides the Seller a learning opportunity and support from the CEC to avoid further non-compliance.
- **Breach** – A breach outcome is generally issued where a medium to high risk case investigation finds a breach of the Code has occurred and the Seller has a history of non-compliance. Breaches generally require greater remedial actions when compared with STCs.

Cases resulting in enforcement action generally require one or more **remedial actions** for the case to be finalised.

Complaint cases overview

The Administrator observed a significant scaling of compliance activity in 2025 when compared to 2024. The total number of complaint cases opened more than doubled (from 206 to 445). The fourth quarter of 2025 represents a critical period of increased compliance investigations for the Administrator. Despite closing a record 58 cases in October and 44 in December, the sheer volume of incoming complaints—175 in the final three months alone—suggests an increasing trend in reporting or a widening scope of non-compliance issues within the industry.

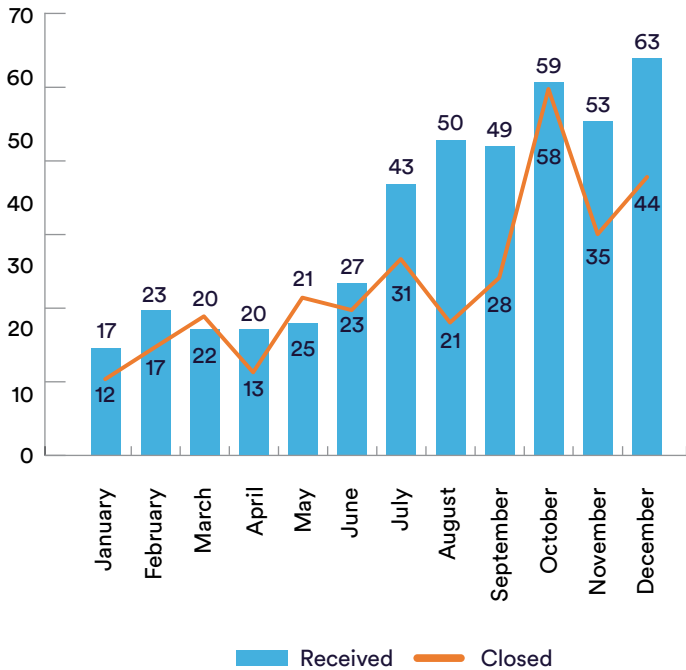
In 2025, 445 complaint cases were initiated following a complaint or report of suspected non-compliance against an Approved Seller. Throughout the year, the volume of monthly complaints significantly exceeded the previous year's levels, averaging approximately 37 complaints per month. Unlike the downward trend observed in late 2024, the second half of 2025 saw a substantial surge in activity, peaking in December with 63 cases opened—nearly four times the monthly average of the prior year.

Regional distribution of complaints remained consistent with previous reporting periods and the volume of Code Signatories in each jurisdiction.

- **Victoria (VIC)** continued to represent the highest volume of activity, accounting for **53%** of all complaints received (237 cases). This reflects the share of Victorian-based Approved Sellers at 61%.
- **New South Wales (NSW)** and **Queensland (QLD)** followed, contributing **17%** and **12%** respectively.
- The remaining states and territories accounted for approximately **18%** of total cases.

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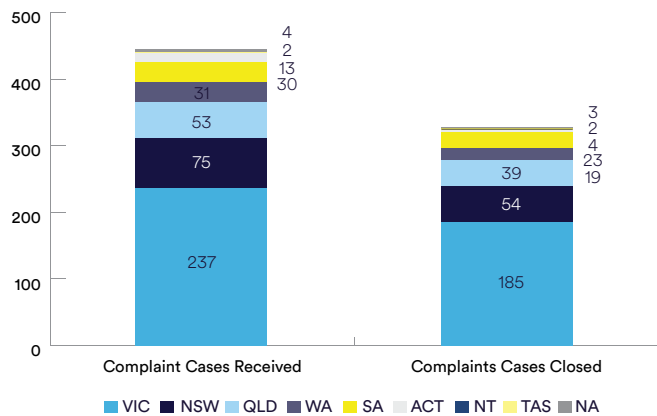
Number of complaints received and closed per month
1 January 2025 - 31 December 2025



- **Medium priority** cases constituted the bulk of the workload, representing **59%** of all opened cases (261) and **54%** of closures (178).
- **High priority** cases saw a marked increase in the latter half of the year, particularly in July and August. A total of 121 high-priority cases were opened, with a resolution rate of **78%** (95 cases closed).
- **Low priority** cases remained the most stable metric, with 63 opened and 56 closed.

Priority rating	Complaint Cases Opened	Complaint Cases Closed
High	121	95
Medium	261	178
Low	63	56
Total	445	329

Complaint cases received and closed in 2025 by complainant region

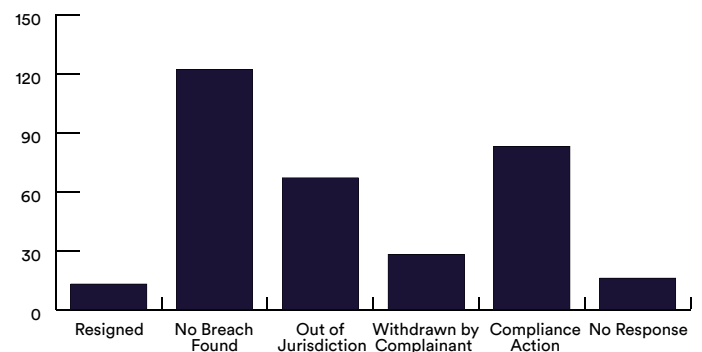


Of the 445 cases initiated in 2025, the Administrator closed 329 cases by the end of December, leaving a backlog of 116 cases carried over into 2026. This represents a clearance rate of approximately 74%. Each case was assigned a risk rating based on potential consumer detriment to ensure a prioritised approach for conducting investigations:

Of the 329 complaint cases closed in 2025, the Administrator issued 274 instances of referral advice to the complainants to escalate their matter to an external authority. Of all the complaint cases closed, 83 cases resulted in compliance action, leading to non-conformances issued under 140 STC notices and 77 breaches upheld against Approved Sellers. This led to Approved Sellers completing 168 remedial actions to address identified non-compliance.

Further information relating to this data is provided in the following sections.

Complaint case outcomes
1 January 2025 - 31 December 2025



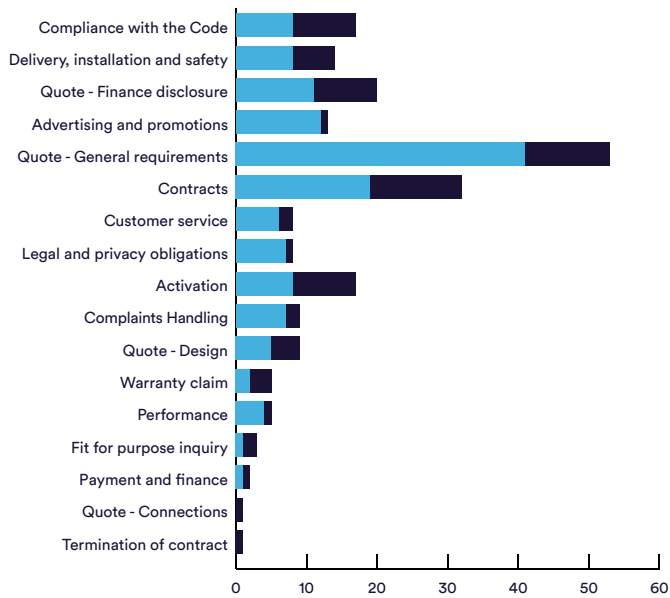
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Breaches resulting from complaint cases

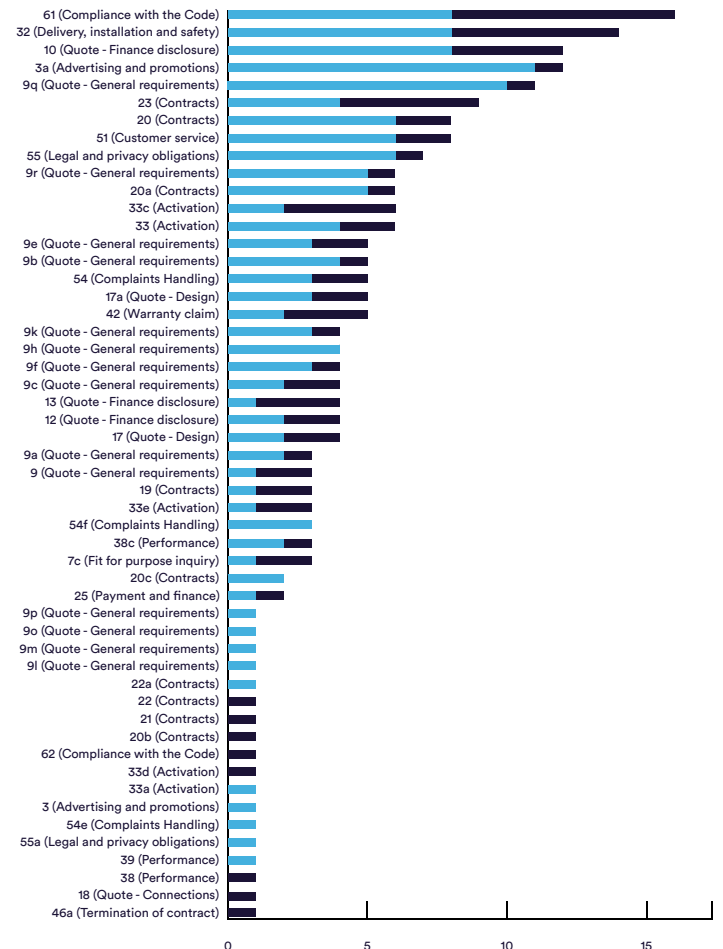
Following the investigation of 329 complaint cases, 83 resulted in compliance action, under which 217 instances of non-conformance with the Code were identified and resulted in:

- 77 Breaches being upheld against Approved Sellers.
- 140 Support to Comply notices being issued.

Code sections breached following the investigation of complaint cases 2025



Code clauses breached following the investigation of complaint cases 2025



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Most commonly breached clauses

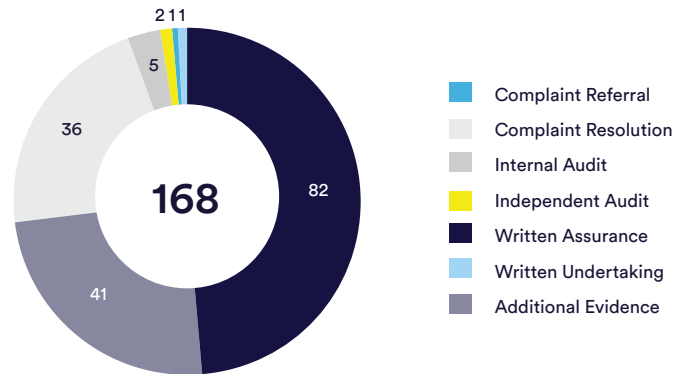
We encourage all NET Approved Sellers to reflect on how they are upholding the Code's requirements for strong consumer protection, and we provide regular information, in the form of e-newsletter and quarterly compliance reports, to Approved Sellers to help them meet the Code's standards. Here are the most commonly breached clauses and the expectation.

<p>61 - Compliance with the Code</p>	<p>Approved Sellers must comply with the Code as amended from time to time and are responsible for all actions governed by the Code, whether taken by their employees, contractors, agents, representatives or any other individuals or businesses acting on their behalf. This includes third parties engaged to undertake direct marketing for them or who are engaged to install products and systems or deliver services to consumers.</p> <p>Approved Sellers must ensure they meet their obligations as set out in sections A27 to A30 of the Code. In particular, Approved Sellers must co-operate with the Administrator and Panel in the exercise of their powers and responsibilities under the Code.</p>
<p>32 - Delivery, installation and safety</p>	<p>The Code requires Approved Sellers to install new energy tech in accordance with all applicable safety standards, manufacturer's specifications, relevant Australian Standards, Energy Network standards and good industry practice, using an installer that is trained, competent and where applicable, holds any required qualification or certification to undertake the work.</p> <p>As such, Approved Sellers must ensure they have appropriate systems and processes in place to ensure they can monitor and verify the quality of their installation work to comply with clause 32.</p> <p>Under clause 62 of the Code, Approved Sellers are responsible for all actions taken by their employees, contractors, agents, representatives or any other individuals or businesses acting on their behalf.</p> <p>That is, Approved Sellers cannot pass on their obligation to comply with clause 32 to a third party that has been commissioned to conduct the delivery and installation of new energy tech.</p>
<p>10 - Quote – financial disclosure</p>	<p>Any quote supplied by an Approved Seller must specify the deposit payable (if any) and the total price of all offered new energy tech including any taxes that apply. Approved Sellers must specify the period of time the pricing is valid for (which will be at least 10 business days).</p> <p>Consumers cannot be expected to enter into agreements for new energy tech without clear and transparent financial disclosures.</p>

<p>3a - Advertising and promotion</p>	<p>All marketing material produced by Approved Sellers cannot include any false or misleading claims about the Seller or their new energy tech.</p> <p>Approved Sellers must ensure all relevant incentive schemes (government and non-government) are honestly and accurately represented.</p> <p>Any information used for advertising or promotional purposes pertaining to programs such as the WA Residential Battery Scheme or Victoria's Solar Homes Program must be accurate and consistent with the current advice offered by the program operators.</p>
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Closed complaint case remedial actions

Remedial actions completed by Signatories for complaint cases



In 2025, 168 requests for remedial actions were issued following investigations of 83 complaint cases that resulted in compliance action. This shows a distribution of 2 remedial actions per case that resulted in compliance action in 2025 and highlights an escalation in enforcement action compared to the distribution ratio of 1.8 remedial actions per complaint case that resulted in compliance action in 2024 (118 remedial actions/ 64 cases).

The distribution of requested remedial actions in 2025 highlights a continued reliance on formal documentation, though the diversity of enforcement tools has expanded:

- Written assurance:** Remaining the most common enforcement tool, the Administrator issued 82 requests for written assurance, accounting for **49%** of the 168 total remedial actions. This aligns closely with the 51% reported in 2024, maintaining its status as the primary method for confirming an Approved Seller's commitment to future compliance. This is the most common remedial action issued to Approved Sellers, as the Administrator applies a support to comply approach where the Seller does not have a history of non-compliance, and has cooperated with the Administrator's investigation.

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- Additional evidence and complaint resolution:** Requests for documented information were issued to obtain proof of rectification and were required in 41 instances (**24%**), while proof of direct complaint resolutions was required in 36 instances (**21%**). These actions ensure that the specific consumer detriment identified during the investigation has been tangibly addressed.
- Audits and undertakings:** More intensive interventions, such as internal audits (5) and independent audits (2), were employed to address systemic failures. An internal audit request requires the Seller who breached the Code to review their systems, processes, and procedures with the aim of identifying and implementing any appropriate mitigations to avoid future breaches. Similarly, an independent audit also requires the Seller to arrange a review; however, it must be completed by an external auditor and at the Seller's own cost.

Overall, the data shows an increased focus on evidentiary standards. The 41 requests for additional evidence represent a critical oversight mechanism, requiring the Approved Seller to provide verifiable proof that the consumer's complaint has been fully addressed and resolved, rather than relying solely on verbal or informal confirmations.

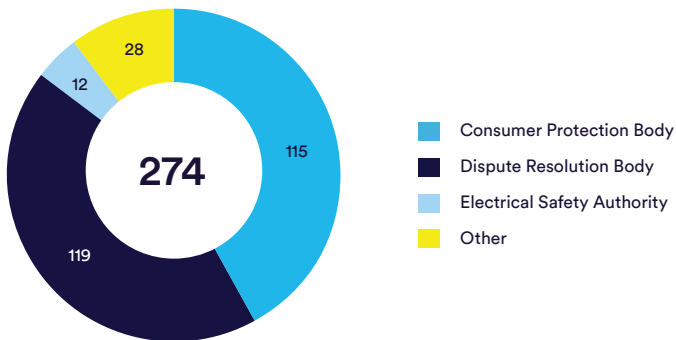
As the Code Administrator, the CEC is not a dispute resolution body and does not have the jurisdiction under the Code to arbitrate commercial, civil or financial disputes.

In 2025, the Administrator provided 274 instances of referral advice to complainants, a significant increase from the 167 instances recorded in 2024. Referrals are made where incidents are outside NETCC jurisdiction and cannot be investigated.

Of the 274 referral advice notices provided to consumers in 2025, the majority remained centred on dispute resolution and consumer protection:

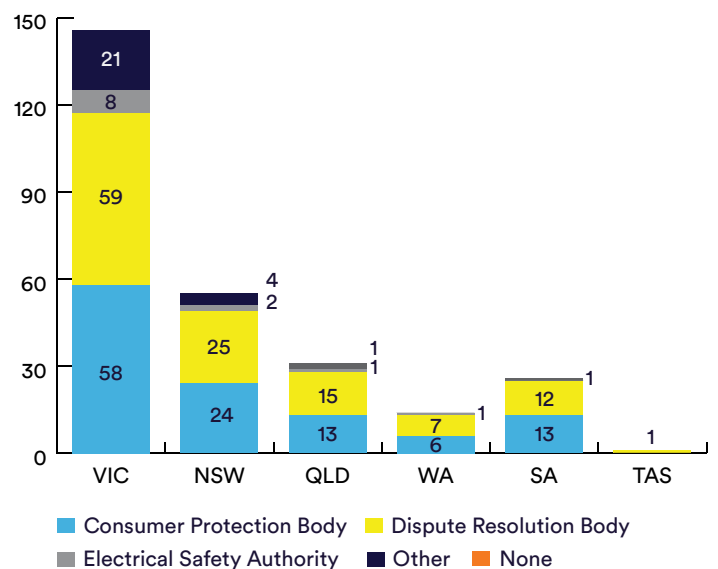
- Dispute resolution bodies:** These accounted for **43%** of all referrals (119 instances), such as the civil and administrative tribunals of the relevant state or territory.
- Consumer protection bodies:** Referrals to state or territory consumer protection authorities followed closely, representing **42%** of total advice (115 instances).
- Other regulatory bodies:** 28 referrals (**10%**) were made to other entities, while 12 referrals (**4%**) were directed to state or territory electrical safety authorities. Other entities include entities such as Solar Accreditation Australia, Solar Victoria and the Clean Energy Regulator.

Closed complaint case referrals



Referral advice is provided to complainants where incidents are outside NETCC jurisdiction and cannot be investigated. The complainant can use the referral advice to contact their relevant consumer protection authority, dispute resolution body or regulator, depending on the nature of the issue. The Administrator regularly provides referral advice for complaints that are outside of the NETCC's jurisdiction while concurrently investigating other aspects of the consumer's complaints that are within jurisdiction to investigate.

Complaint case referral notices by state / territory 2025



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The regional distribution of referrals closely mirrors the overall complaint volume, with **Victoria (VIC)** representing **53%** of all referral activity.

- **Victoria (VIC)** recorded 146 referrals, split almost evenly between Consumer Protection (58) and Dispute Resolution (59) bodies.
- **New South Wales (NSW)** and **Queensland (QLD)** combined for 86 referrals, maintaining a consistent demand for external escalation in the eastern states.
- **South Australia (SA)** showed a unique profile where referrals to Consumer Protection (13) and Dispute Resolution (12) were significantly higher relative to its total complaint volume compared to other smaller jurisdictions.

The data reflects a maturing regulatory environment where 43% of referrals were in response to dispute issues, slightly lower than the 58% recorded in 2024. This suggests that while the total volume of referrals has grown by 64%, the nature of these complaints is becoming more diversified.

The high volume of referrals in Victoria, particularly in the “Other” category (21 instances), may indicate a higher complexity of cases in that region requiring multi-agency involvement. Despite the increase in external escalations, the Administrator’s dual approach—referring out-of-jurisdiction matters while investigating Code-specific breaches—ensures that consumers are not left without a pathway for resolution, even when their primary grievance falls outside the Code Administrator’s direct authority.

Compliance audit cases overview

The Administrator commenced compliance audits in 2024, to proactively raise protection standards for consumers of new energy tech products system and services. The NETCC audits program is conducted through three methods; however, the majority are conducted by two primary methods. One is a Competency Audit which tests Approved Sellers’ compliance with the Code by engaging them to complete a multiple-choice questionnaire based on the Code’s requirements and the other is a Robust Audit which investigates recent sales activity of select Approved Sellers.

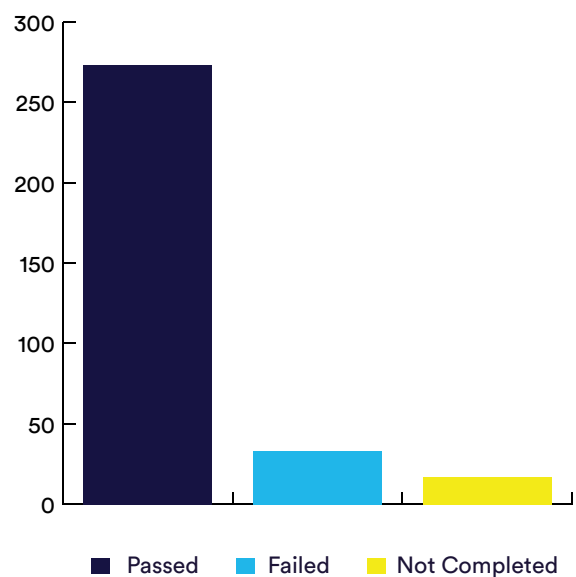
Failure to pass or complete a Competency Audit automatically results in a Competency Audit case being generated. Approved Sellers are selected for the Competency Audit via random sampling and must complete it within the timeframe provided. Failure to score 80% or higher results in education-based compliance action that is issued as a Support to Comply notice.

Robust audits are designed to investigate Approved Sellers at the Administrator’s discretion with a focus on companies that have a history of non-compliance. The Administrator assesses copies of recent sales documents against key requirements. Documents cover items such as quotes, contracts and installation commissioning documents. Robust Audits also examine the online presence of businesses to ensure all advertising and marketing conduct is compliant.

The Code Administrator may also conduct an urgent audit to examine specific aspects of a Seller’s sales activity by requesting information relating to an area of concern about the Seller’s conduct based on suspected reports of non-compliance supplied to the Code Administrator. These audit cases are referred to as ‘Internal Referral’ audits and are conducted on an urgent ad hoc basis.

Audits are mandatory and any failure to cooperate with the Administrator’s requests result in suspension or expulsion from the NETCC program.

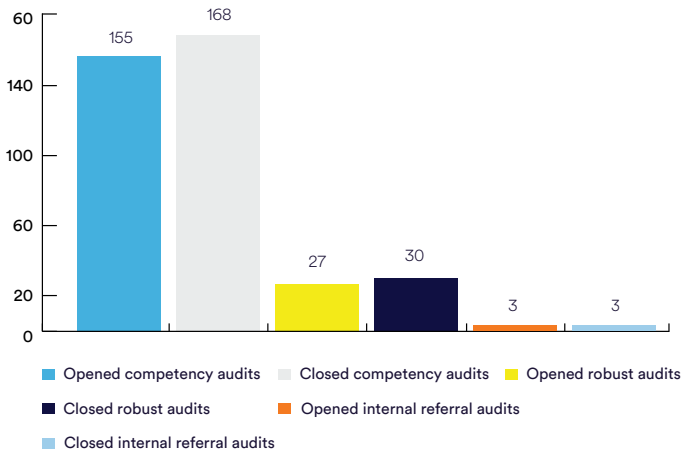
Completed competency audit questionnaire



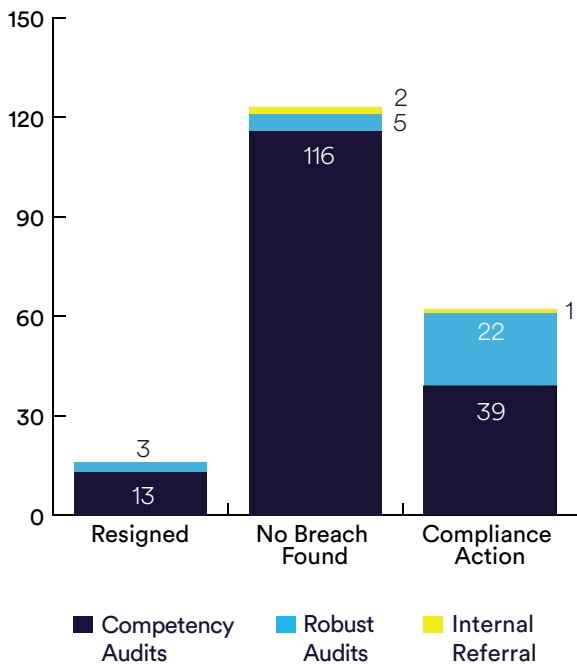
323 Approved Sellers were requested to complete the competency audit questionnaires during 2025. Out of the 323 competency questionnaires requested, 273 Approved Sellers passed the audit, 33 failed the audit, and 17 did not complete the audit.

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Audits cases opened and closed in 2025



Audits case outcomes 2025

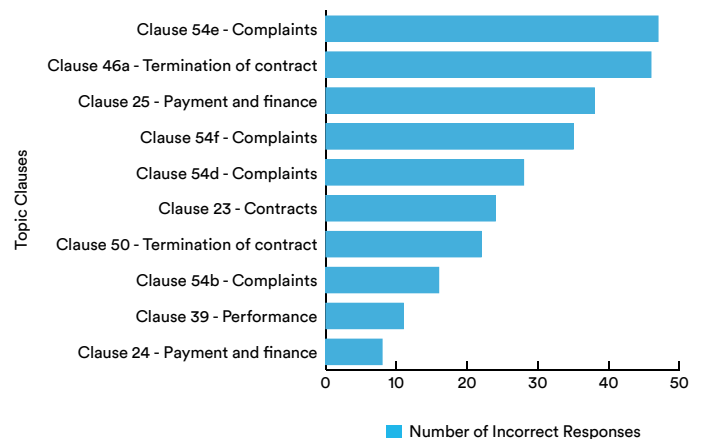


185 total audit cases were opened in 2025, 84% of which were for competency audits. 155 competency audit cases were opened due to the Approved Sellers either failing the competency audit or not responding. If the Approved Seller completed and passed a competency audit following commencement of an audit case, then the Signatory was recorded to have passed the audit.

201 audit cases were closed following the Administrator's investigation. This figure is greater than the 185 total audit cases opened in 2025, as open audit cases from 2024 were finalised in 2025. Below is a breakdown of closed audit cases:

- 84% of closed audits were competency audits
- 15% of closed audits were robust audits
- 1% were internal referral audits
- 13 sellers resigned during a competency audit case
- 3 sellers resigned during a robust audit case
- 61% of all audits resulted in no breach of the Code being identified
- 31% of all audit cases resulted in compliance action
 - 39 (23%) of all competency audit cases resulted in compliance action
 - 22 (73%) of all robust audit cases resulted in compliance action
 - 1 (33%) of all internal referral audit cases resulted in compliance action

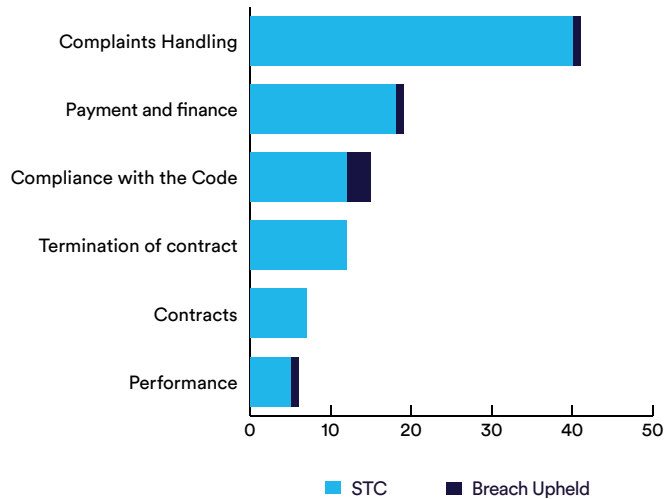
Number of incorrect responses to competency audit questionnaire topics 2025



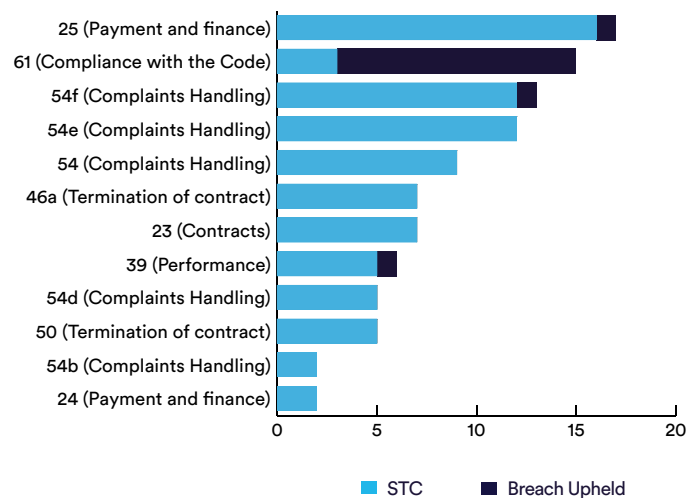
Questions relating to complaint handling (clause 54e), termination of contract (clause 46a), and payment and finance (clause 25) requirements were the most incorrectly answered questions from the 306 Approved Sellers that completed the competency audits questionnaire in 2025.

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Code sections breached from competency audit cases 2025

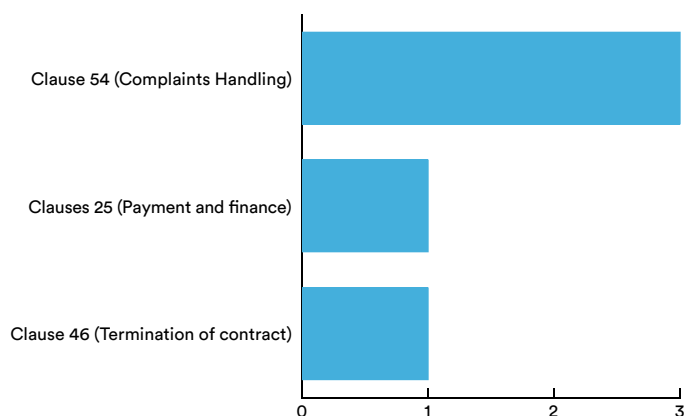


Code Clauses breached from competency audit cases 2025



Clauses 54, 25 and 61 were the most commonly breached clauses of the Code following an investigation of a competency audit case. This was consistent with the most breached sections covering Complaints Handling, Payment and Finance and Compliance with the Code.

Code clauses breached from internal referral audit cases 2025



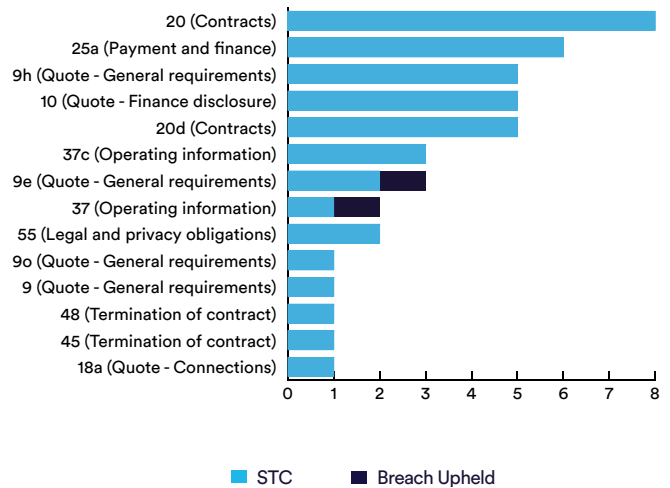
Only one internal referral audit case resulted in compliance action. This case resulted in the Approved Seller failing to demonstrate compliance with 3 clauses of the Code, which was enforced under an STC.

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Code sections breached from robust audit cases 2025



Code sections breached from robust audit cases 2025



The most common recorded breached clauses for robust audit cases were;

- Clause 20, which includes various details that must be included in any contract offered by an Approved Seller.
- Clause 25a relates to the Approved Sellers' obligation to ensure any third-party finance provider they engaged to facilitate a sale was licensed under the National Consumer Credit Protection Act and regulated by the National Credit Code. If not, the finance provider must have previously been approved by the Code Administrator as a deferred payment provider.
- Clause 9h requires Approved Sellers to include within their quote details with a timeframe for the supply and installation of the new energy tech.

These breaches were identified during the Administrator's checks of the Approved Sellers' sales documentation.

If remedial actions were required for audit causes, this will either be in the form of written assurance following the issue of an STC or a request for additional information to ensure compliance prior to case closure.

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Suspensions

One compliance investigation resulted in an Approved Seller's temporary suspension from the NETCC program in 2025. Sellers that are suspended are not permitted to promote themselves as Approved Sellers, use the NETCC Approved Seller brand mark, or utilise any of the benefits of being approved until remedial action imposed by the Code Administrator has been satisfactorily completed.

Company Name	Company	Reason	Code Section	Breach Level	Start Date	End Date	Action
Solution Solar Pty Ltd	Solution Solar	Failing to submit relevant documentation for connection to the Energy Network and for reconfiguration of the meter.	Activation	Major	5 Feb 2025	1 Mar 2025	Signatory underwent an internal audit and implemented amendments to its business procedures to prevent similar breaches reoccurring. Signatory also submitted a written undertaking to comply with NETCC investigations.
		Failing to cooperate with the Code Administrator's investigation.	Compliance with the Code	Major			

Expulsions

Four Sellers were expelled from the NETCC program in 2025.

Company Name	Company	Reason	Code Section	Breach Level	Start Date
1 Solar Australia Pty Ltd	Solar Power Nation	Failing to issue a compliant contract that meets the requirements of the NETCC	Quote – general requirements	Major	15-Dec-25
			Quote – financial disclosure	Major	
			Contracts	Major	
		Failing to obtain documented consent for a variation to the system design	Contracts	Minor	
		Failing to install a system that is compliant with relevant Australian Standards and good industry practice	Delivery, installation and safety	Major	
		Failing to cooperate with the Code Administrator and complete the requested remedial actions.	Compliance with the Code	Major	
Aus-Brite Solar Pty Ltd	Aus-Brite Solar	Failing to rectify an unagreed variation to their system design.	Contracts	Major	6-May-25
		Failing to cooperate with the Code Administrator and complete outstanding remedial actions.	Compliance with the Code	Major	
JT Solar Pty Ltd	Aussie Hybrid Solar	Non-compliance with key Code provisions regarding quotes, contracts and consumer disclosures.	Quote – general requirements	Major	22-Apr-25
			Quote – financial disclosure	Major	
		Improper delegation of sales responsibilities to a third party without documented arrangements.	Quote – design	Major	
			Quote – connections	Minor	
		Misuse of a government rebate and loan scheme through the submission of potentially misleading documentation.	Compliance with the Code	Major	
Inadequate handling of a legitimate consumer complaint.					
United Solar Group Pty Ltd	United Solar Energy	Failing to cooperate with the Code Administrator's investigation.	Compliance with the Code	Major	15-Apr-25



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Approved consumer credit contracts

The NETCC finance delegate did not receive any applications for the use of unregulated consumer credit contracts in 2025.

This is likely to be due to regulatory reforms introduced in June 2025, which brought Buy Now Pay Later providers under the National Credit Act and the National Credit Code. These reforms require providers to meet responsible lending obligations; joining the Australian Finance Complaints Authority and implementing appropriate processes and mechanisms for addressing consumer complaints.

In light of these changes, we are working more closely with Approved Sellers and low-cost credit providers to ensure consumers receive the information they require under the Code, at the right time.

Exemption to the Code

There have been no exemptions from the Code in 2025.

About the NETCC

Launched in February 2023, the New Energy Tech Consumer Code (NETCC) seeks to raise consumer protection standards in Australia for purchases of new energy tech, including rooftop solar, battery storage, EV chargers, home energy management systems and more.

The NETCC is a voluntary code of conduct that was designed by peak industry and consumer bodies to build on and strengthen existing mandatory consumer protection regulations defined by the Australian Competition and Consumer Commission (ACCC).

Retailers can apply to the program, demonstrate they meet the NETCC requirements, and become New Energy Tech Approved Sellers, showing customers they are established businesses committed to consumer protection standards, including fair and honest quotes, ethical sales practices and after-sales customer service.

To ensure the NETCC program continues to respond to the needs of industry and consumers, the program is overseen by a number of organisations.

The NETCC Council

Oversight by representatives from peak industry and consumer bodies.

The Code Monitoring and Compliance Panel (the Panel)

Industry and consumer representatives responsible for overseeing the monitoring of compliance and enforcement of the Code.

Administrator

The Clean Energy Council (CEC) has been appointed by the NETCC Council as the Administrator and Steward of the NETCC program. As the Administrator, the CEC is responsible for the day-to-day operations of the NETCC program.

The Finance Delegate

Hamilton Locke have been appointed by the Administrator to help ensure deferred payment options offered by Approved Sellers meet the requirements of the NETCC.

Find out more about us here:

www.newenergytech.org.au/about-the-netcc/



NETCC Annual Report 2025

NETCC Council and Panel

The NETCC Council continues to drive the direction of the Code supported by the broad experience of its member organisations across industry and consumer bodies. While there have been changes in the appointed representatives of these members, the diverse and strong experience of the individuals continues.

Key actions of the NETCC Council in 2025 include:

- Held four meetings, including a joint meeting with the Code Monitoring and Compliance Panel to discuss the wins, opportunities and priorities for 2025-2026.
- Assessed the annual fee review, determining that there would be no fee increase for 2025.
- Agreed to the development and IT uplift required to support the sale of the Sales and Installation Agreement template.
- Contributed to the ACCC re-authorisation NETCC submission.

The Code Monitoring and Compliance Panel provided oversight of the compliance and enforcement of the Code by the Administrator. They were integral in the review of the code that was conducted in 2024, identifying administrative gaps and solutions which the review seeks to address. There was one change to representation within the Panel.

Chair	Prof. Penelope Crossley
Justice and Equity Centre	Craig Memery
Ausgrid	Alida Jansen van Vuuren
The Energy Project	Patrick Greene

Independent Chair: Clare Petre	
Industry interests	Consumer interests
Australian Energy Council Ben Barnes	Energy Consumers Australia Lotte Wolff
Clean Energy Council Con Hristodoulidis	Consumer Action Law Centre Appointment to be confirmed
Energy Efficiency Council Rachael Wilkinson	Solar Citizens Genevieve Kelly
Energy Networks Australia Dor Son Tan	Renew Dean Lombard

