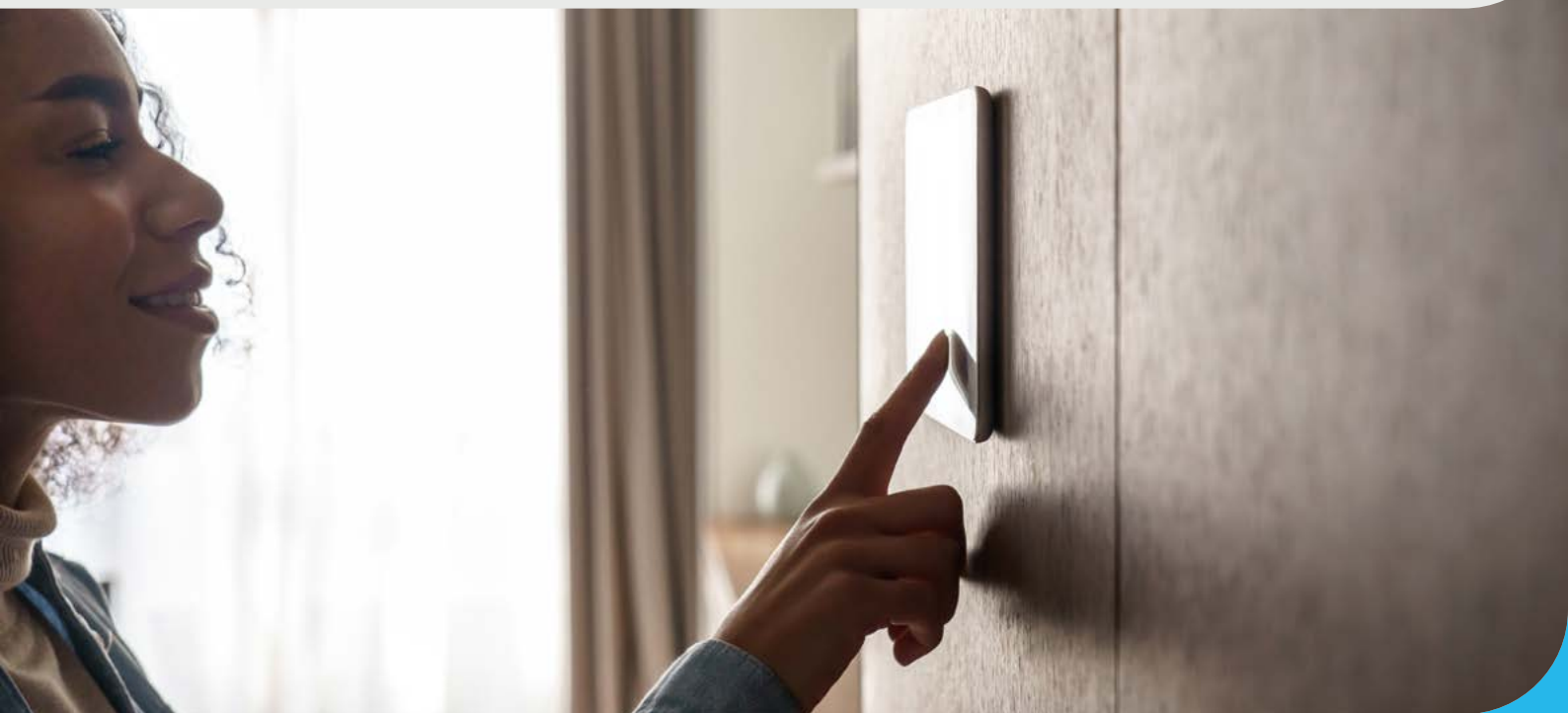




# Compliance Quarterly Report

Financial year – 2025-2026

Quarter 4: 1 April 2026 to 30 June 2026



# NETCC Compliance Report

Financial year – 2025-2026 | Quarter 4: 1 April 2026 to 30 June 2026



## Introduction

The New Energy Tech Consumer Code (NETCC) protects the integrity of the program and consumers through four actions:

- Rejecting applications from Sellers that do not meet the NETCC requirements.
- Investigating complaints against Approved Sellers and sanctioning those found in breach of the NETCC. Suspending, cancelling, and removing Sellers from the program where serious, repeated, or wilful violations of the NETCC are identified.
- Conducting compliance audits of Approved Sellers to assess compliance of their sales activities.
- Supporting Signatories with compliance by providing learning material and advice gathered from observed trends and non-compliance.

This report covers the fourth quarter of the 2025-26 financial year (Q4 FY25-26) and provides insight into the NETCC program trends, including applications, consumer complaints received, audits and compliance actions. It also offers case studies to help Code Signatories stay informed and enable ongoing compliance. All compliance enforcement activities are undertaken to ensure adherence to the Code authorised in September 2020.

**Q4 FY25-26 saw the strongest quarter of applicant growth in the NETCC's history, with 320 new applications received. This marks a 69% increase on Q3 FY25-26 (189) and a 21% increase on the same quarter last year (264).**

This surge reflects strong industry uptake following the launch of the New South Wales Home Energy Saver Program (HESP) on 17 June, which requires retailers participating in either the loan or discount stream to hold New Energy Tech Approved Seller status. The result is a clear signal of the Code's growing role as a trusted consumer protection benchmark.

This quarter marked a record volume of consumer complaints and the level of enforcement action taken against Approved Sellers. A total of 318 complaint cases were received, the highest volume on record, representing a 26.7% increase compared to Q3 FY25-26 and nearly double the volume recorded in Q1 FY25-26.

Compliance actions went up to 24% of closed cases, up from 16% in Q3 FY25-26. Identified non-compliance instances increased by 148.8% (from 41 in Q3 FY25-26 to 102 in Q4 FY25-26), split into 72 Support to Comply (STC) notices and 30 Upheld Breaches. The Administrator attributes this increase in compliance activity to the sales activity occurring under the Cheaper Home Batteries Program.

The NETCC Sales and Installation Agreement template can assist Approved Sellers in complying with key requirements of the Code. The template is designed to provide consumers with comprehensive and compliant Terms and Conditions (T&Cs) of sale and Quoting information consumers to make an informed purchase decision.

The template is licenced to individual purchase holders, and is editable so businesses can tailor it to suit their business needs, and it has been developed in conjunction with a legal consultant.

This information includes, but is not limited to, the quote, schedule of works, payment and finance, system design and performance, T&Cs, complaints handling, special conditions, and additional attachments such as the product information.



# NETCC Compliance Report

Financial year – 2025-2026 | Quarter 4: 1 April 2026 to 30 June 2026



## NETCC application trends

The Administrator received 320 applications from Sellers wishing to become Code signatories in Q4 FY25-26, a 69% increase from the previous quarter (189 in Q3 FY25-26) and the highest quarterly volume recorded to date. This increase was primarily driven by the launch of the New South Wales Home Energy Saver Program on 17 June, which mandates that Sellers participating in either the loan or discount stream must hold NETCC Approved Seller status. Sellers based in NSW contributed 174 applications in Q4 FY25-26, or 54% of the quarterly total, up from an average of around 12–14% in the preceding three quarters.

Victoria and Queensland continued to demonstrate sustained program uptake. Victoria contributed 87 applications this quarter (27% of the total), which is consistent with the previous three quarters. Queensland contributed 35 applications (11%) this quarter which is similar in gross volume to Q3 FY25-26 (39 applications, 21%) following the launch of the Supercharged Solar for Renters Program in December 2025.

The Administrator approved 235 applications and rejected 21 applications during the quarter, demonstrating the continued application of rigorous entry standards while supporting increasing industry participation. At the end of the quarter, 65 applications remain pending.

### Applications Received and Approved

|                           | Q2 FY24-25<br>Oct - Dec<br>2024 | Q3 FY24-25<br>Jan - Mar<br>2025 | Q4 FY24-25<br>Apr - Jun<br>2025 | Q1 FY25-26<br>Jul - Sep<br>2025 | Q2 FY25-26<br>Oct - Dec<br>2025 | Q3 FY25-26<br>Jan - Mar<br>2026 | Q4 FY25-26<br>Apr - Jun<br>2026 |
|---------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|
| New applications received | 91                              | 98                              | 264                             | 224                             | 166                             | 189                             | 320                             |
| Applications approved     | 101                             | 78                              | 139                             | 245                             | 171                             | 126                             | 235                             |

### Key Areas of Standards Uplift

The Administrator supported applicants to meet Code requirements in 170 of the 180 applications closed this quarter (94%), consistent with the levels of support provided in Q3 FY25-26. This high level of support highlights the important role of the application assessment process in identifying and addressing gaps in Sellers' policies, processes, and documentation before they become Approved Sellers. The findings also identify several recurring areas where applicants continue to require guidance, providing useful areas where further education and compliance may be beneficial.

Site design and performance estimate requirements (clause 17a of the code) continued to be the area where applicants most commonly required the Administrator's guidance, supporting 72% of applicants to bring their quotes into compliance. This need for support remains particularly evident in quotes for battery energy storage systems, where site-specific performance estimates are frequently omitted. The Administrator will continue to support applicants in this area to help ensure consumers may assess the expected benefits and value of a proposed system.

Complaints handling requirements were the second most significant area where support was provided, with the Administrator guiding 60% of applicants on at least one complaint-handling requirement. Within this category, clause 54f (requiring complaint handling procedures to include the contact details of the relevant escalation bodies for complaint handling) was the area most commonly requiring support, provided to 52% of applicants. The Administrator will continue working with applicants to ensure consumers are given a clear pathway to escalate unresolved complaints.

Financial disclosure requirements for quotes were another significant area where the Administrator provided uplift support this quarter, guiding 57% of applicants to meet these standards, up from an estimated 44% in Q3 FY25-26. This was driven primarily by clause 10, which requires Sellers to disclose the deposit payable (if any) and to hold their pricing valid for a minimum of ten business days. The Administrator supported 46% of applicants to correctly implement this quoting standard, strengthening consumer protections by ensuring customers have an appropriate window of time to consider an offer, rather than being pressured into a decision by a short pricing window.

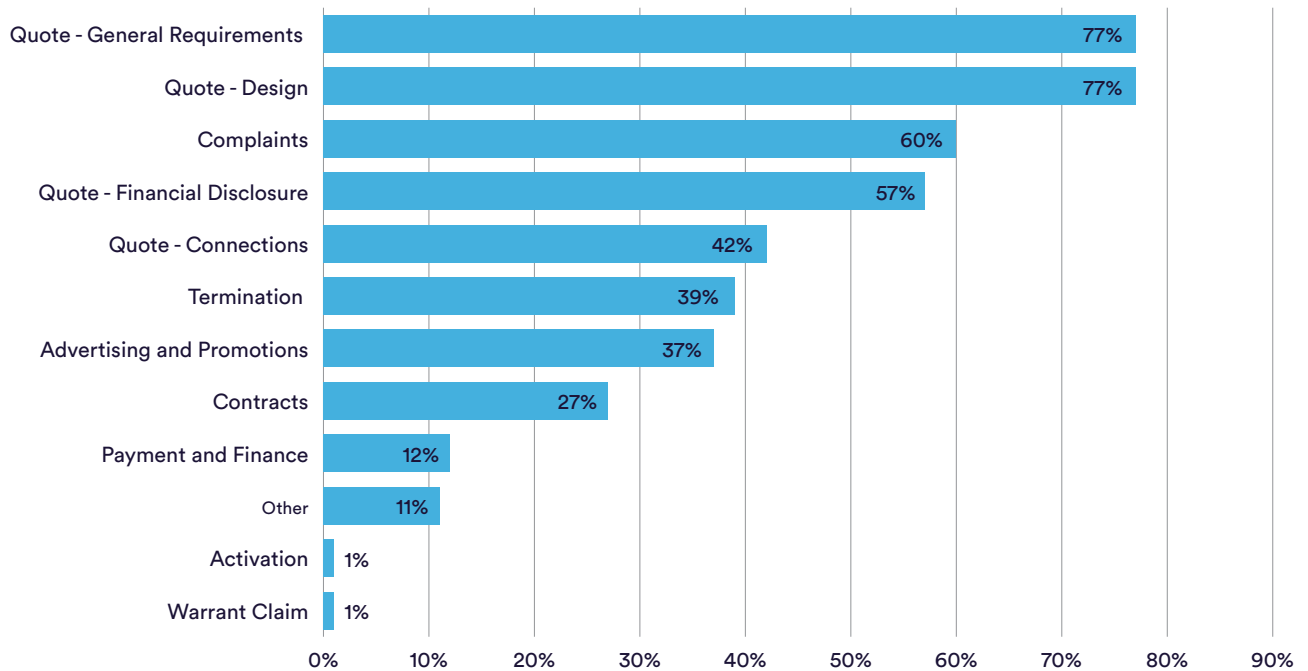


# NETCC Compliance Report

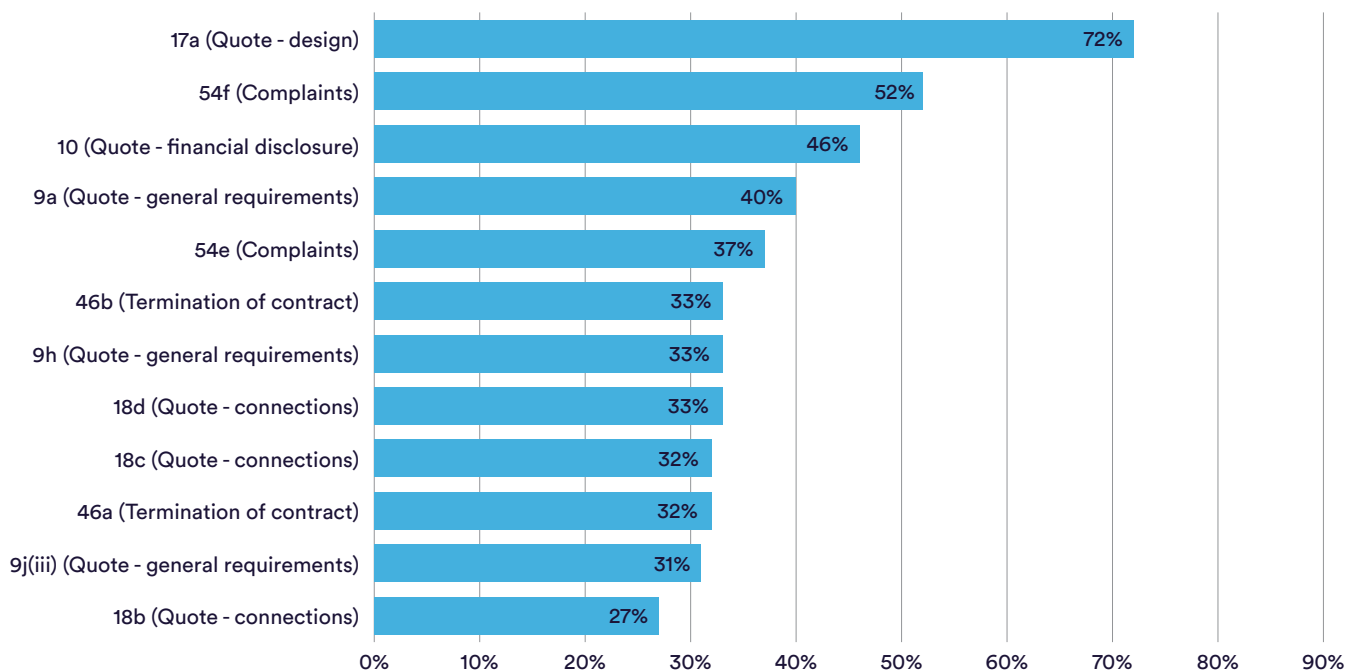
Financial year – 2025-2026 | Quarter 4: 1 April 2026 to 30 June 2026



## Issues identified by Code Section



## Issues identified by Code Clause



# NETCC Compliance Report

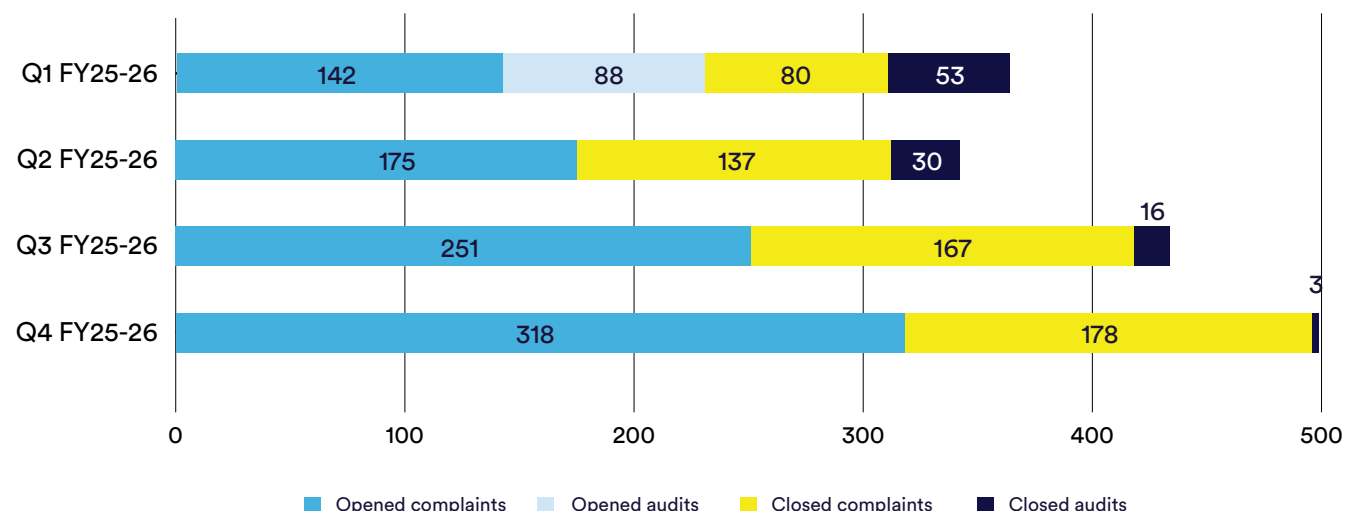
Financial year – 2025-2026 | Quarter 4: 1 April 2026 to 30 June 2026



## NETCC compliance cases opened and closed

This quarter, the Administrator received 318 complaint cases and closed 178 complaint cases. No audit cases were opened this quarter, and 3 audit cases were closed. This is the third consecutive quarter in which the Administrator has not opened any new compliance audit cases.

Due to the increase in complaint volumes observed over FY25-26, the Administrator has prioritised complaint case management to ensure consumers receive timely support in their dealings with Approved Sellers.



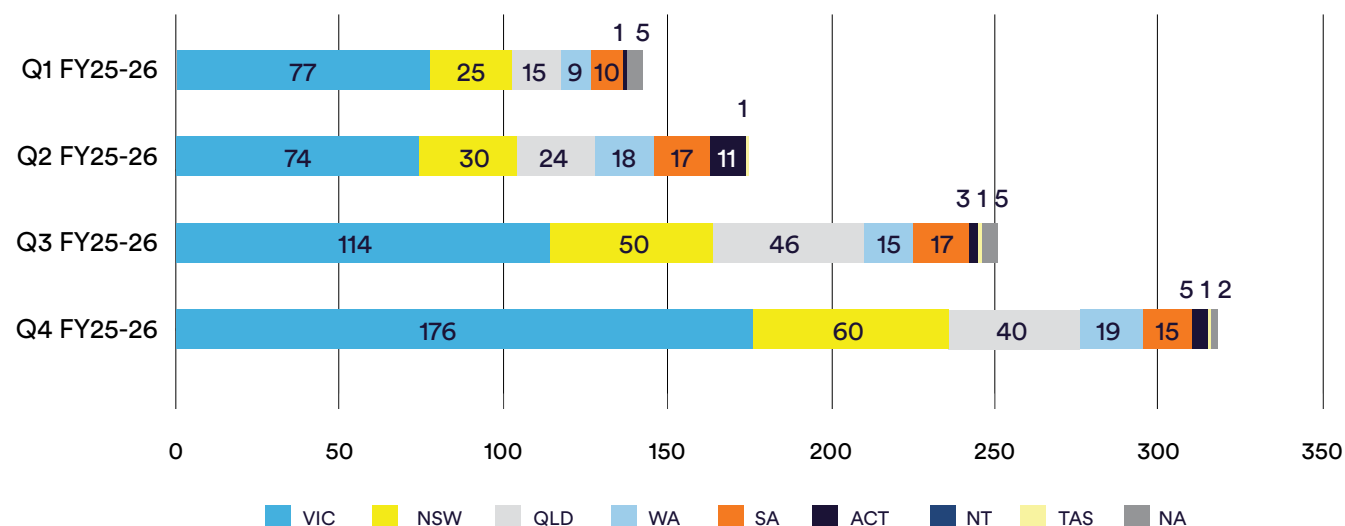
## NETCC complaints received by Origin of Case (state/territory)

55% of complaints received in Q4 FY25-26 originated from Victoria. This represents a notable increase compared to the previous three quarters, which averaged 47% of total complaints originating from Victoria. New South Wales generated 19% of complaints received this quarter, while Queensland made up 13% of all complaints received in Q4 FY25-26.

and more than double the volume recorded in Q1 FY25-26 (142 cases). Year-on-year, complaints opened grew nearly fivefold from Q4 FY24-25 (68 cases).

The Administrator observed a record high of 318 cases received in Q4 FY25-26 (all driven by complaints), representing a 26.7% increase from Q3 FY25-26 (251 cases)

For the third consecutive quarter (Q2–Q4 FY25-26), 0 audit cases were opened, compared to 88 opened in Q1 FY25-26. Audit closures also tapered off to just 3 cases as legacy audit cases were finalised, concentrating the Administrator’s resources almost entirely on reactive complaint processing.



# NETCC Compliance Report

Financial year – 2025-2026 | Quarter 4: 1 April 2026 to 30 June 2026



## Closed complaint case outcomes

This quarter, the Administrator closed 178 complaint-based compliance cases. Of these cases, 2% (3 cases) were closed as the Seller resigned their NETCC Approved Seller status before the investigation was finalised. These unresolved cases are considered when businesses or associated individuals reapply to enter the program. Re-entry into the NETCC is not permitted where applicants cannot demonstrate they have resolved a case that was closed due to resignation.

24% (43 cases) of closed complaint cases resulted in compliance action against Approved Sellers. Compliance action is recorded against the Seller as a Support to Comply (STC) or a breach. Breaches generally require the Sellers to deliver more significant corrective actions to resolve the breach, while an STC acts as a formal warning and does not require extensive remedial actions.

29% (51 cases) of closed complaint cases resulted in no breach found following the Administrator’s investigation, and 19% (34 cases) were closed as out of jurisdiction after the Administrator identified the incident was outside of the NETCC scope.

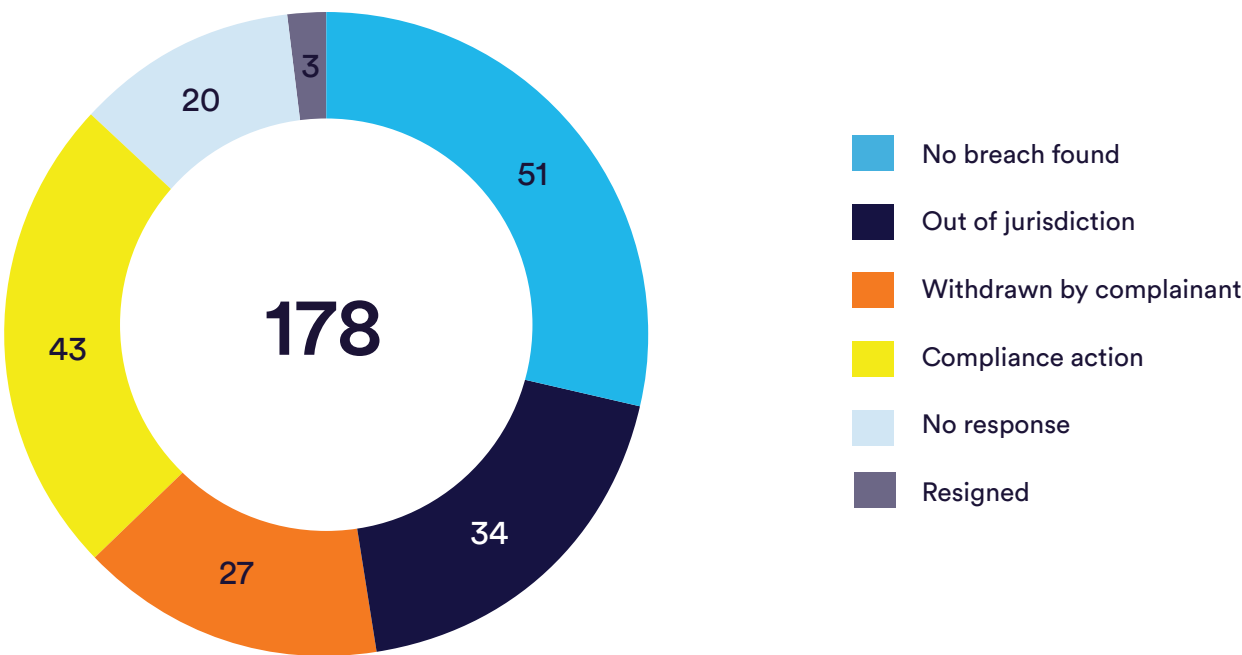
15% (27 cases) of cases were closed after the complainant withdrew their complaint, and 11% (20 cases) of cases were closed following no response. In both of these scenarios, the

Administrator was unable to progress the investigation further due to insufficient evidence and/or details relating to the complaint.

**Compliance actions surged to 24% (43 cases) in Q4 FY25-26, up significantly from 16% (26 cases) in Q3 FY25-26. This marks the highest volume of complaint-driven enforcement actions recorded, indicating a shift toward stricter investigation resolution and actionable findings.**

The Administrator also observed a sharp decrease from 7% (11 cases) in Q3 FY25-26 to under 2% (3 cases) in Q4 FY25-26, suggesting that strict re-entry restrictions continue to disincentivise sellers from attempting to evade investigation by resigning.

## Closed Complaint Cases by Outcomes



# NETCC Compliance Report

Financial year – 2025-2026 | Quarter 4: 1 April 2026 to 30 June 2026



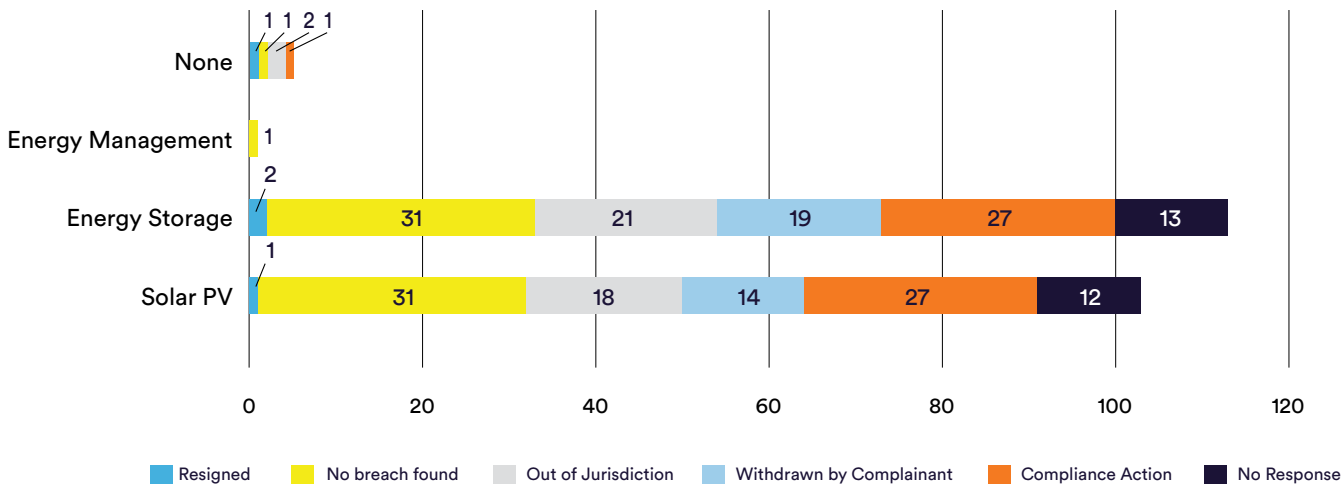
The NETCC regulates conduct for sales activity relating to several New Energy Tech (NET) types, including rooftop solar, battery storage (energy storage), EV chargers, home energy management systems and more.

A complaint case can relate to one or more of these NET types depending on the sale or installation issue the consumer/complainant has raised. Cases categorised as ‘none’, represent investigations related to conduct such as general advertising and marketing practices or a Seller’s failure to cooperate with the Administrator.

Energy Storage edged out Solar PV as the leading source of complaint-related cases closed (113 cases vs. 103 cases). Compliance action was recorded in 27 of 103 closed Solar PV complaint cases and 27 of 113 Energy Storage complaint cases.

Energy Storage accounted for the highest number of out-of-jurisdiction closures (21 cases) and withdrawn cases (19 cases), pointing to ongoing consumer confusion regarding warranty terms, government battery rebates, and commercial dispute boundaries in the battery market.

## NETCC Complaint Outcomes by NET Type



# NETCC Compliance Report

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Complaint cases investigated by the Administrator this quarter were categorised into nine different groups based on the issues alleged by the complainant and are defined by the customer journey stages. Each Closed complaint case can span multiple categories, as observed from the 451 total mapped instances across outcomes.

Pre-sales and contractual categories yield the highest conversion rate from complaints to formal compliance action, as shown by the following rates of compliance action:

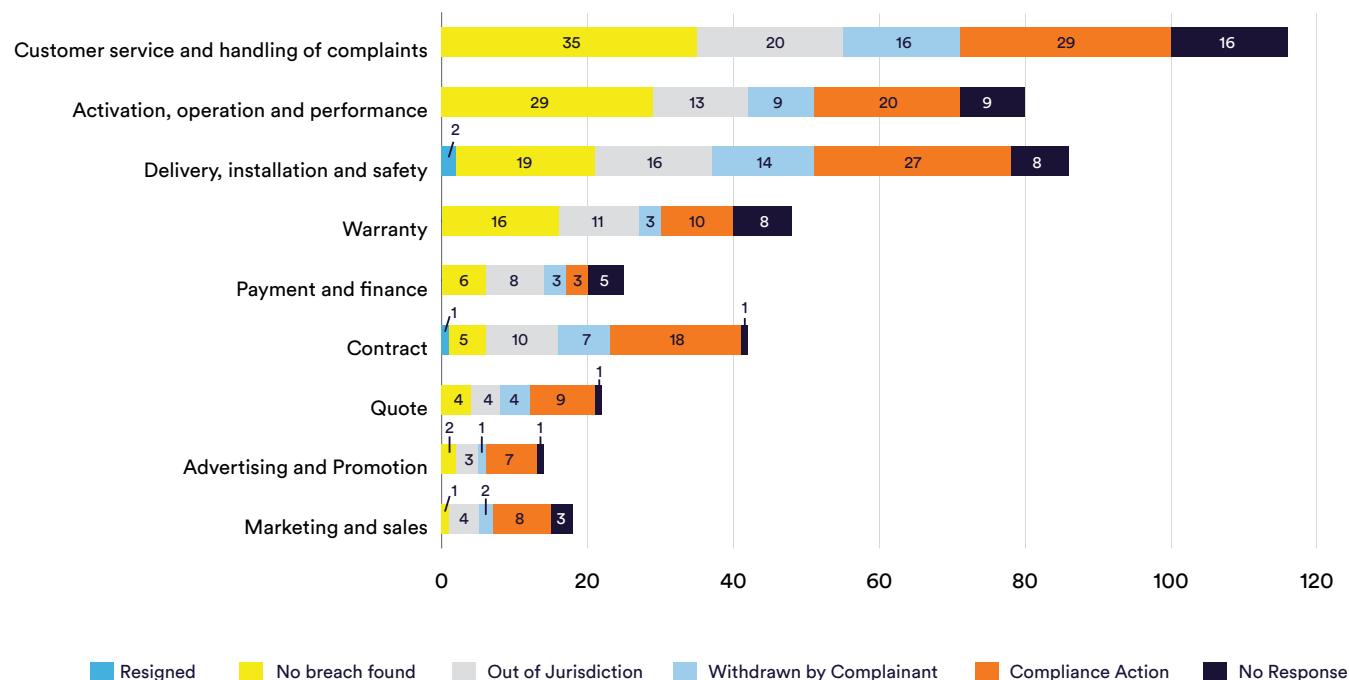
- Advertising & Promotion: 50%
- Marketing & Sales: 44%
- Quote: 41%
- Contract: 43%

Post-sale operational categories represent the largest total volume of reported issues, but exhibit lower enforcement patterns, as shown by the following rates of compliance action:

- Delivery, Installation & Safety: 31%
- Customer Service & Handling of Complaints: 25%

Installation and customer service issues drive the highest volume of consumer complaint categories. Installation cases carry a high enforcement rate due to objective technical non-conformance, whereas customer service disputes often suffer from evidentiary gaps, leading to higher rates of “No Breach” or unresolvable outcomes due to lack of response.

## Closed Complaint Outcomes based on Categories

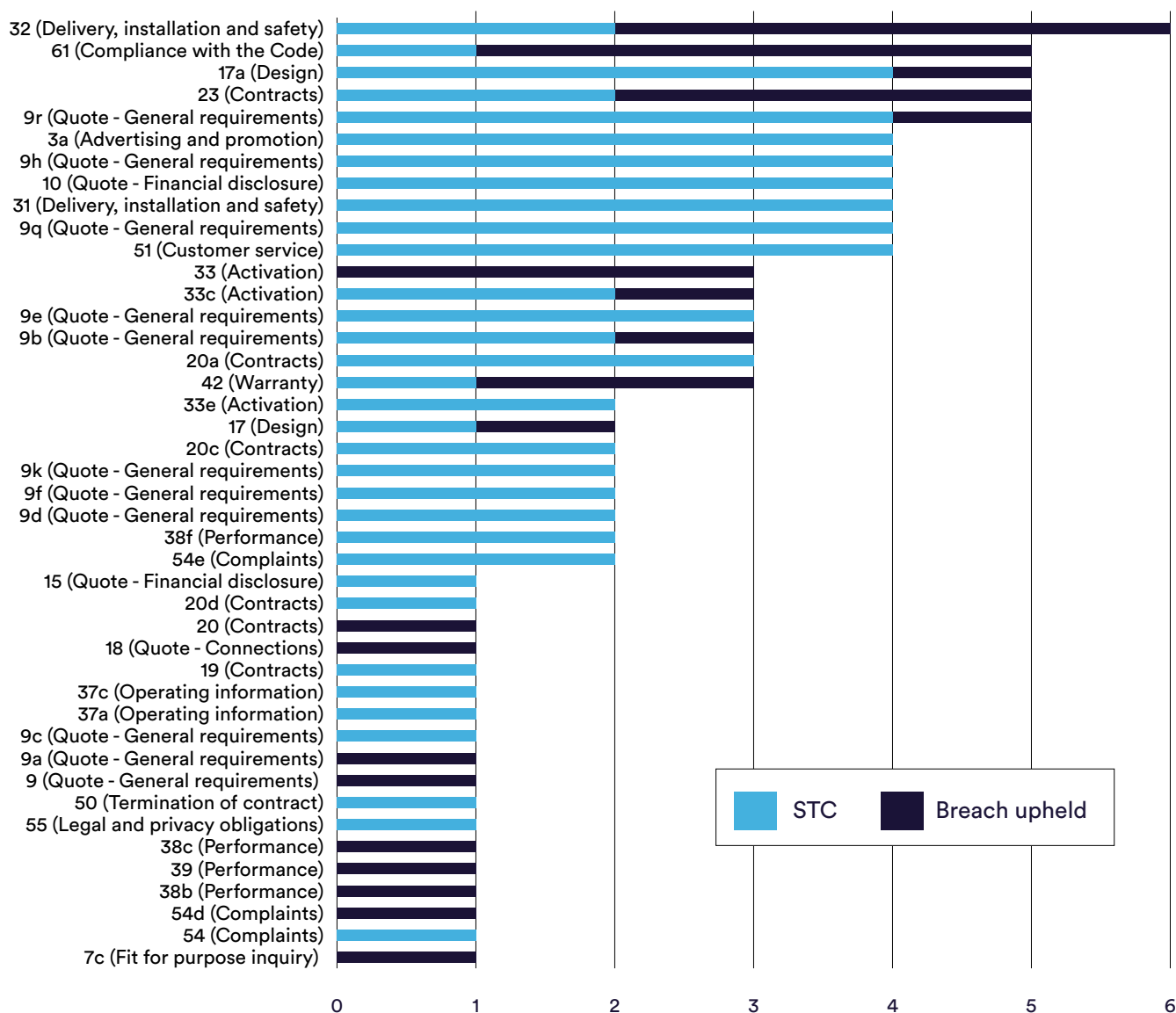


# NETCC Compliance Report

Financial year – 2025-2026 | Quarter 4: 1 April 2026 to 30 June 2026



## Breaches and support to comply (STC) notices issued



For a full description of the clauses, please refer to the New Energy Tech Consumer Code itself:

[New-Energy-Tech-Consumer-Code.pdf](#)

Of the 43 closed complaint cases that resulted in compliance action this quarter, 102 instances of non-compliance were recorded, where a Seller failed to comply with a requirement of the Code. Of the 102 instances, 72 were issued under a Support to Comply (STC) notice, which acts as a formal warning, and 30 were recorded as Breaches Upheld.

All 102 instances of non-compliance with the Code's requirements require the Seller to complete remedial actions, with recorded breaches demanding more substantial actions.

The Administrator found that the most common instances of non-compliance with the Code in Q4 FY25-26 were in relation to:

- Delivery, installation and safety (clause 32): 2 STCs, 4 Breaches Upheld (6 total)
- Compliance with the Code (clause 61): 1 STC, 4 Breaches Upheld (5 total)
- Design (clause 17a): 4 STCs, 1 Breach Upheld (5 total)
- Contracts (clause 23): 2 STCs, 3 Breaches Upheld (5 total)
- Quote – General requirements (clause 9r): 4 STCs, 1 Breach Upheld (5 total)
- Advertising and promotion (clause 3a): 4 STCs (4 total)



# NETCC Compliance Report

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The Administrator continues to observe non-compliance under Clause 32 due to sub-standard installation workmanship, non-conformance with Australian/Energy Networks standards, and the use of installers who are not adequately qualified or competent. Non-compliances are identified via third-party technical reports, consumer documentation, and Seller responses.

Recorded non-compliance instances from complaint cases increased from 41 in Q3 FY25-26 to 102 in Q4 FY25-26 (a 148.8% increase), reflecting both higher closed case volume and more thorough identification of multi-clause non-compliances per investigation.

Upheld breaches grew from 9 in Q3 FY25-26 to 30 in Q4 FY25-26 (accounting for 29.4% of all non-compliances). The sharp rise in Clause 61 (Failure to comply with Code)

and Clause 32 (Delivery, installation and safety) indicates the application of stricter enforcement remedies for severe operational failures and non-responsive Sellers.

While installation quality (Clause 32) remains the single highest non-compliance clause (6 instances), pre-sales and contract clauses (Sections related to quotes, contracts and design) collectively accounted for over 50% of all recorded non-compliances. Sellers frequently fail to maintain required disclosures, cancellation terms, and system design specifications in their customer contract templates.

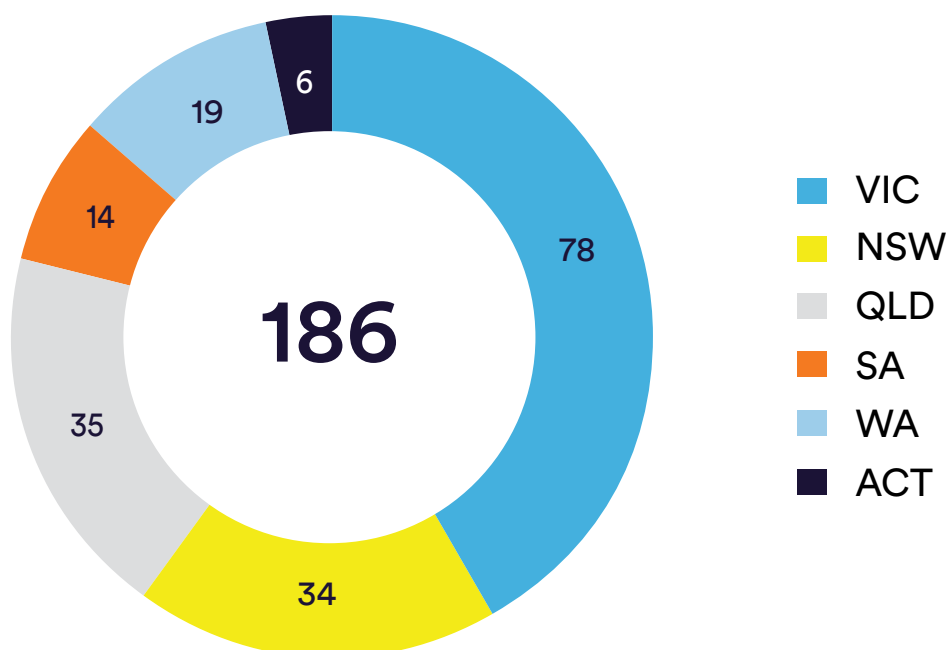
Clause 33 (Activation) saw 8 total non-compliance instances (across clauses 33, 33c, and 33e), highlighting growing post-installation friction points around grid connection timelines and system commissioning.

## Referrals by region

Referrals are made where incidents are outside the NETCC jurisdiction and cannot be investigated. In these situations, the complainant is provided with the contact information for their relevant consumer protection authority, dispute resolution body or regulator, depending on the nature of the issue. The Administrator cannot act as a dispute resolution body and

does not have the jurisdiction to settle commercial, civil, or financial disputes under the Code. More than one instance of referral advice can be provided to a complainant depending on the nature of their matter; therefore, the number of referrals can exceed the number of complaint cases closed for that respective period.

## Referral Notices by State/Territory



# NETCC Compliance Report

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## Referrals by state and territory

Of the 186 referral advice notices provided to consumers:

- 93 were for state or territory consumer protection authorities
- 64 were for state or territory dispute resolution bodies
- 4 were for the state energy ombudsman
- 7 were for Solar Accreditation Australia (SAA)
- 9 were for state electrical safety authorities
- 4 were for the Clean Energy Regulator (CER)
- The highest percentage of referral advice was provided to complainants from Victoria at 42% (78 notices), followed by Queensland at 19% (35 notices) and New South Wales at 18% (34 notices).
- 5 other referral notices were sent to other external bodies, such as the Clean Energy Council's Approved Products program and the Victorian Building and Plumbing Commission.

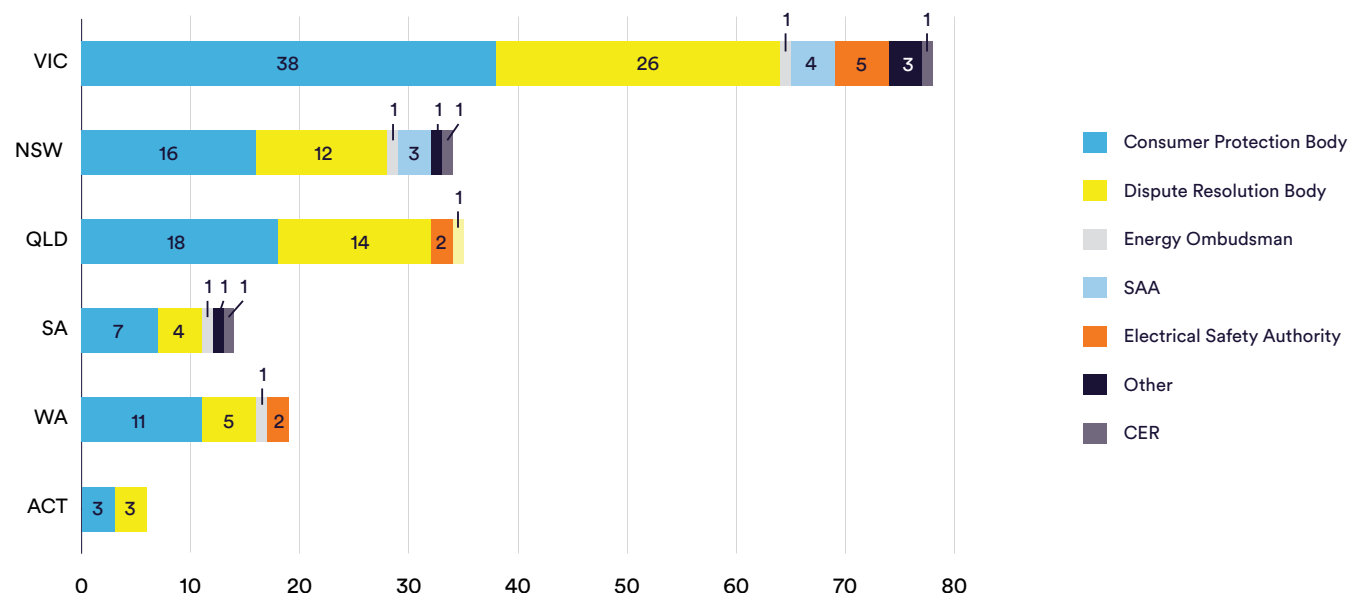
26 to 186 in Q4 FY25-26 (a 14.1% increase). This continues an upward trend tracking alongside record high complaint volumes, reflecting widespread consumer engagement with the NETCC even when matters fall outside the Code's remit.

Referral notices to SAA and the CER are typically issued where the matter is not within NETCC jurisdiction, but there is suspected non-compliant work associated with an SAA Accredited Installer, or there is suspected fraudulent activity related to small-scale technology certificate (STC) claims, which are administered by the CER.

Referral notices for other external bodies refer to bodies such as Solar Victoria and the Victorian Small Business Commission.

Total referral advice notices increased from 163 in Q3 FY25-

## Referral Notices by State/Territory





## Case study: System Design and Performance Estimate Compliance in Quoting

### Key Code Clauses:

- **Clause 3(a)** – Advertising and Promotion (Misleading or deceptive marketing)
- **Clause 9(d), 9(e), 9(h), 9(k), 9(q), 9(r)** – Quote General Requirements
- **Clause 17(a)(i)** – Quote Design (Site-specific installation design and layout)
- **Clause 20(a), 20(c)** – Contracts

## The alleged breaches

A consumer lodged a complaint with the Administrator regarding an Approved Seller's pre-sales conduct and contractual documentation for a residential New Energy Tech (NET) system. Upon opening an investigation, the Code Administrator reviewed the quote and contract documentation and identified several breaches of the Code's requirements:

- **System Design & Layout (Clause 17(a)(i)):** The Seller failed to include a site-specific installation design or proposed layout showing the location of key system components (solar panels, inverter, and battery).
- **General Quoting & Contract Obligations (Clause 9):** The documentation lacked essential pre-sale disclosures required under clause;
  - **Consumer responsibilities and system limitations:**
    - **Clause 9(d):** Information about any consumer responsibilities needed to support the operation of the New Energy Tech, including maintenance and access requirements.
    - **Clause 9(e):** Information about relevant product, system, or service limitations, such as where a battery does not provide back-up functionality.
  - **Installation timing and lifecycle information:**
    - **Clause 9(h):** The expected timeframe for supplying and installing products or systems, or commencing services, including any circumstances outside the Seller's control that may cause delay.
    - **Clause 9(k):** For New Energy Tech products or systems, information about expected service life and end-of-life disposal requirements.

- **Code obligations and consumer information:**

- **Clause 9(q):** A statement that the Seller is bound by the Code.
- **Clause 9(r):** The Administrator-approved Consumer Information Product explaining the benefits of the Code and any other relevant information for customers.

- **Contract (Clauses 20(a) and 20(c)):** The pre-sale documentation failed to include the Seller's obligation to comply with the Code, its complaint process details, or the consumer's right to external dispute resolution.
- **Promotional Claims (Clause 3(a)):** The Seller misleadingly promoted itself as a Clean Energy Council Approved Solar Retailer (ASR) on its website and promotional material.

## NETCC Requirements & System Design Principles

Under **Clause 17** of the NETCC, Approved Sellers must provide consumers with a site-specific installation design or plan prior to contract acceptance. Automated software or generic design templates often generate preliminary layout estimates. However, Approved Sellers are required to review software-produced design and performance information to ensure it accurately reflects site-specific conditions.

A compliant system design must detail:

1. The proposed physical location of all major system components (including PV modules, inverters, and battery units).
2. Any site configuration or positioning limitations (such as shading, roof orientation, structural constraints, or clearance requirements).
3. How the NET will integrate with any existing on-site energy infrastructure.

Relying on unverified, automated output through standard quoting platforms without human technical review creates significant risk of inflated return on investment claims, post-sale design amendments, unexpected installation variations, or system underperformance.

## Compliance Outcome & Breach Determinations

Following an assessment of the evidence provided by both parties, the Administrator finalised the investigation and issued its Outcome Letter:

### Upheld Major Breach

- **Clause 17(a)(i) (Quote - Design):** Upheld as a Major Breach. The Seller failed to provide a compliant, site-specific system design at the quoting stage. The Administrator emphasised that automated software estimates must be reviewed for technical accuracy and tailored to the specific site before an offer is presented to a consumer.

### Downgraded Breaches & Warnings

- **Clauses 3(a), 9(d)–(r), and 20(a)–(c):** While initial non-compliances were identified across general quoting terms, marketing materials, and dispute resolution disclosures, these were addressable via corrective document updates. Because the Seller demonstrated full cooperation during the investigation and agreed to update its core sales documentation, these matters were addressed via targeted remedial actions rather than individual stand-alone major breaches.

### Remedial Actions Taken by the Approved Seller

To address the findings and maintain its Approved Seller status, the Seller was required to execute a formal remedial action plan:

1. **System Design & Software Review Integration:** The Seller overhauled its quoting and sales software workflows to ensure that every quote includes a reviewed, site-specific installation design showing panel layouts, component locations, and integration points with existing tech.
2. **Contract & Quoting Overhaul:** Updated template documentation was submitted to and approved by the Administrator, incorporating all mandatory disclosures under Clauses 3(a), 9, 17, and 20.
3. **Marketing & Branding Rectification:** The Seller removed non-compliant program branding/logos from its website and promotional materials.
4. **Written Assurance:** Management provided formal written undertakings confirming full understanding and ongoing compliance with the NETCC pre-sales, design, and contract requirements.

Upon reviewing the submitted evidence, the Administrator issued a Case Closure Letter confirming that all remedial conditions had been satisfied and the matter was closed.

## Recommendations for Approved Sellers

- **Review Software-Generated Outputs:** Never rely solely on unverified, automated design outputs from quoting software. Qualified staff must review performance projections and physical layouts against actual site conditions before delivering the quote. For example, Accredited Designers can utilise Original Equipment Manufacturer (OEM) solar designer tools to produce more accurate final site-specific solar system designs and performance estimates.
- **Provide Complete Pre-Sale Layouts:** Ensure quotes explicitly show where panels, inverters, and batteries will be located, highlighting any shading or physical site restrictions.
- **Maintain Document Integrity:** Regularly review quote and contract templates against NETCC Technical Guidance documents to ensure all mandatory consumer rights and complaint pathways remain fully disclosed.

# NETCC Compliance Report

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## Compliance actions

Following referrals by the Administrator, the Monitoring and Compliance Panel suspended four Approved Sellers and expelled one during the quarter.

For more information on current NETCC suspension and expulsion findings, please visit [newenergytech.org.au/compliance-activity](https://newenergytech.org.au/compliance-activity).

## Connect with us

### Report a breach

Help us find Approved Sellers who are in breach of the Code and protect the integrity of the program and consumers. You can anonymously report any suspected breaches of the Code via our online Complaint Form. To learn more about the evidential requirements and supporting documentation: [newenergytech.org.au/make-a-complaint](https://newenergytech.org.au/make-a-complaint)

### Feedback

The NETCC team welcomes feedback, including how this report can be more effective for you. Please email us at [compliance@newenergytech.org.au](mailto:compliance@newenergytech.org.au)

## Consumer Information Products

The NETCC website contains various [Consumer Information Products](#) to assist consumers with the installation and use of their New Energy Tech.

These products inform consumers how to research their options before purchasing and can help consumers get the most value from their energy system. These free Consumer Information Products were developed in collaboration with Energy Consumers Australia to explain key information to help consumers make informed purchasing decisions. The guides cover:

- Solar
- Battery Storage
- Home Energy Monitoring
- Going off Grid
- Electric Vehicles
- Virtual Power Plants

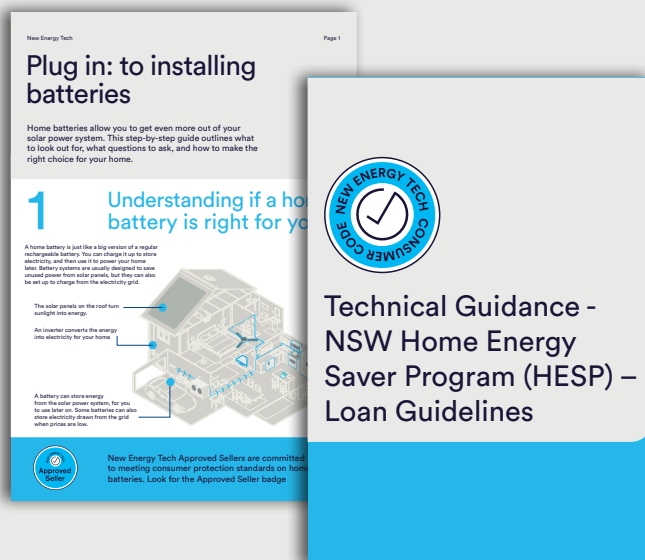
## Sales and Installation Agreement

Eligible Sellers can obtain a free copy of the NETCC Sales and Installation Agreement template if they previously purchased the Sales and Installation Agreement template provided under the Clean Energy Council's Approved Solar Retailer (ASR) program. To confirm eligibility, please contact the NETCC Administrator. Please note that a previous purchase of the template must be for the same entity that you intend to use the NETCC Sales and Installation Agreement template for and will need to be verified by the NETCC Administrator.

## Technical Guidance Documents

The NETCC website contains [NETCC Technical Guidance Documents](#) to help support businesses comply with the Code. We encourage NETCC Sellers to familiarise themselves with these documents to ensure ongoing compliance. The available technical guidance documents are listed below:

- Photovoltaic Systems
- Battery Energy Storage Systems
- Additional or Retrofitted Battery Energy Storage Systems
- New Energy Tech - General
- New Energy Tech (NET) Labelling
- NSW Home Energy Saver Program (HESP) Loans





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