



Compliance Quarterly Report

Financial year – 2025-2026

Quarter 3: 1 January 2026 to 31 March 2026



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Introduction

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

- Rejecting applications from retailers 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 third quarter of the 2025-26 financial year (Q3 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.

Q3 FY25-26 continued to see high case numbers after the Administrator opened 251 complaint cases. The Administrator anticipates this trend in complaint numbers will continue because of the very significant uptake of the government's federal and state-based battery subsidy schemes and programs.

The Administrator has observed several Approved Sellers employing non-compliant sales tactics whereby Sellers are taking acceptance of offers before supplying consumers with compliant quotes that are required to permit consumers the opportunity to make an informed decision on whether they wish to accept an offer. The Administrator reminds all Approved Sellers that consumers must be provided with a written quote that complies with clauses 9 to 18. The case study contained in this quarter's report examines an investigation conducted by the Administrator to address this sales tactic.

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 so consumers can 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.

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.

NETCC application trends

The Administrator continued to observe strong uptake of the program in Q3 FY25-26. We received 189 applications from retailers wishing to become signatories, a 14% increase from the previous quarter. Applications received this quarter were nearly double the number received in the same quarter last year, demonstrating a sustained upward trend in industry awareness and participation in the program.

The distribution of applications this quarter reflects the growing national profile of the program. Applications from Queensland increased 70% quarter-on-quarter following the launch of the Supercharged Solar for Renters Program in December 2025, with businesses headquartered in the state now representing 11% of Approved Sellers nationally. Victoria remained the primary source of new applications, contributing 44% of the quarterly total, while Western Australia, South Australia and New South Wales each generated approximately 10–11% of new applications. This trend reflects the program's increasing integration into government initiatives and its growing recognition as an industry benchmark for consumer protection and quality assurance.

Overall, the quarter's results demonstrate both the growing reach of the NETCC and the continued importance of robust application assessments in ensuring retailers meet the standards expected of Approved Sellers. As the program continues to grow and become more closely linked to government incentive schemes, maintaining rigorous entry standards and providing targeted guidance to applicants will be critical to preserving the integrity of the program and strengthening consumer trust in the new energy technology market.

Applications Received and Approved

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



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Applications Received and Rejected

The NETCC continued to experience strong growth in Q3 FY25-26, with application volumes increasing 14% quarter-on-quarter to 189 applications. The Administrator approved 126 applications and rejected 10 applications during the quarter, demonstrating the continued application of rigorous entry standards while supporting increasing industry participation.

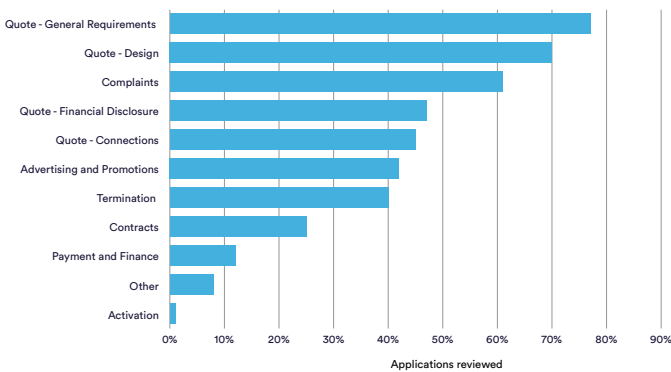
Code Issues Identified in Applications

The Administrator identified compliance issues in 95% of applications reviewed this quarter, demonstrating that most retailers required some level of guidance to meet the standards expected of Approved Sellers.

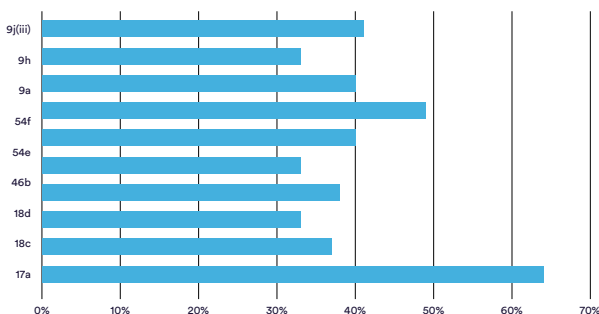
Quoting was a key area where applicants required support. In particular, 77% of applications required guidance to meet the General Requirements in Section 9 of the Code. A most common issue was the omission of a timeframe for supply and installation, which was identified in approximately one-third of applications reviewed.

Site design requirements in quotes were also a significant area requiring improvements. The Administrator identified that 64% of applications reviewed did not include a compliant site design or performance estimate as required under clause 17(a) of the Code. This was particularly evident in quotes for battery energy storage systems, where site-specific performance estimates were omitted. This limits consumers' ability to make informed decisions about the expected benefits, performance and value of the proposed system.

Issues identified by Code Section

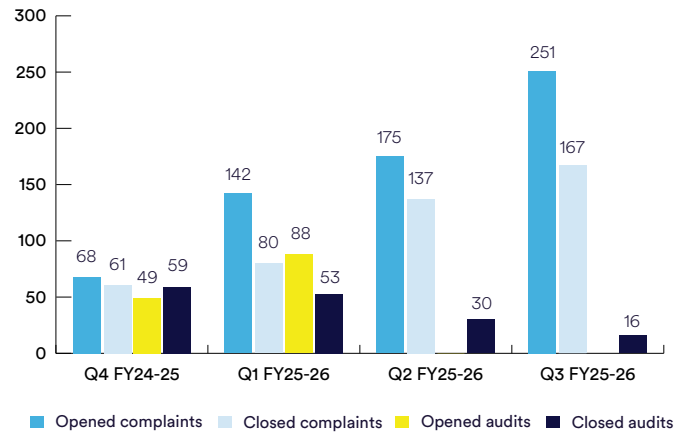


Issues identified by Code Clause



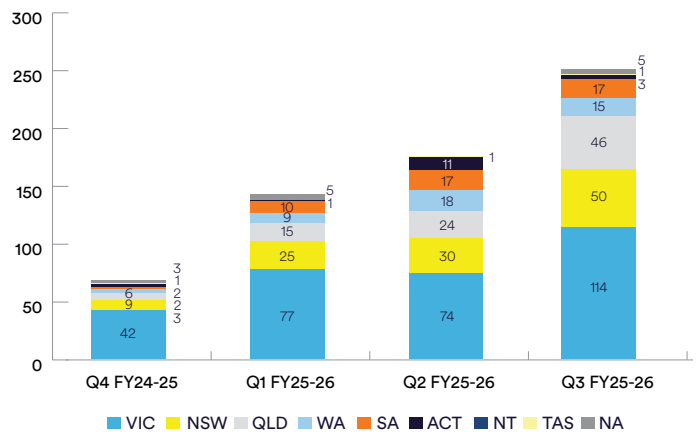
NETCC compliance cases opened and closed

This quarter, the Administrator opened 251 compliance cases and closed 183 cases following a complaint or audit investigation. No audit cases were opened this quarter, and of the 183 closed cases, 167 were complaint investigations.



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

45% of complaints received in Q3 FY25-26 originated from Victoria. This is below the average of the previous three quarters, which saw 53% of all complaints received from Victoria. The Administrator observed a notable increase in complaints originating from Queensland this quarter compared to the previous three quarters, making up 18% of all complaints received in Q3 FY25-26. This reflects the increase in applicants from Queensland.



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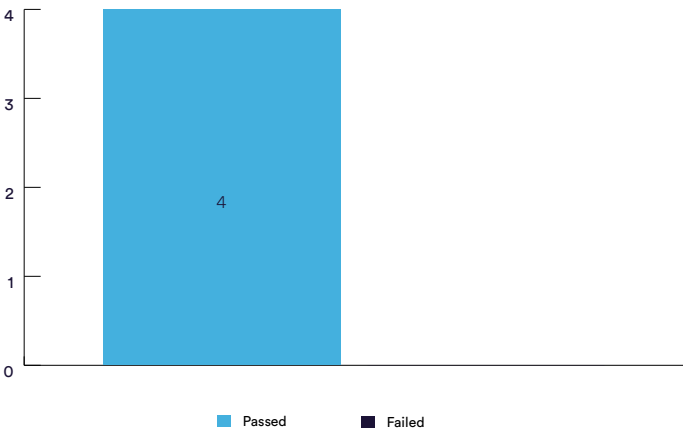
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NETCC compliance audits opened and closed

4 competency audit questionnaires were completed in Q3 FY25-26 to test Approved Sellers by examining their knowledge of the Code. All competency audits undertaken this quarter achieved a 100% pass rate.

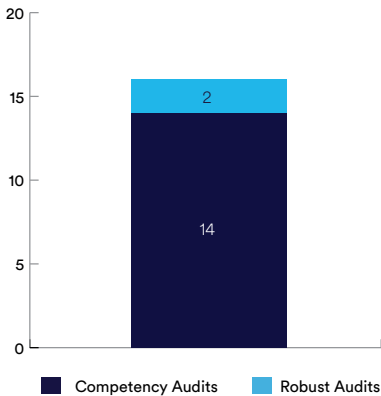
Completed Competency Audits Q3 FY25-26



No audit cases were opened this quarter. Of the 16 audit cases closed this quarter, 14 were cases related to competency audits and 2 were robust audit cases.

Of the 16 closed audit cases in Q3 FY25-26, 100% resulted in compliance action. 88% of the closed audit cases that resulted in compliance action were competency audit cases. This quarter, none of the closed audit cases resulted from Sellers resigning from the program.

Closed Audit Case Outcomes Q3 FY25-26



Competency audit cases are raised where Approved Sellers fail to complete or score 80% in the competency audit questionnaire.

Robust audit cases involve reviews of recent sales activities by examining the compliance of sales quotes and contracts, as well as an audit of online presence, mainly relating to advertisements and promotions.

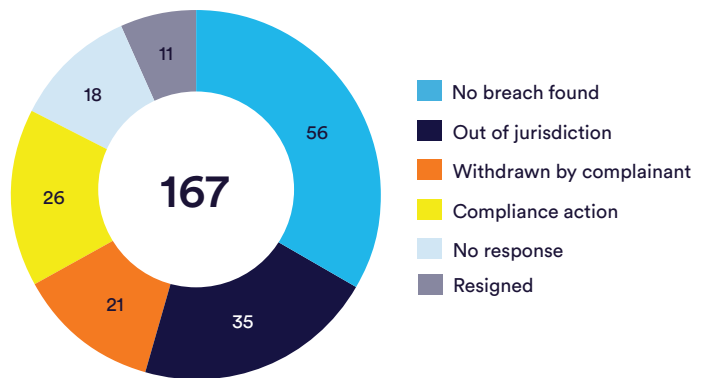
Closed complaint case outcomes

This quarter, the Administrator closed 167 complaint-based compliance cases. Of these cases, 7% 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.

16% 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.

34% of closed complaint cases resulted in no breach found following the Administrator’s investigation, and 21% were closed as out of jurisdiction after the Administrator identified the incident was outside of the NETCC scope.

13% of cases were closed after the complainant withdrew their complaint, and 11% 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.

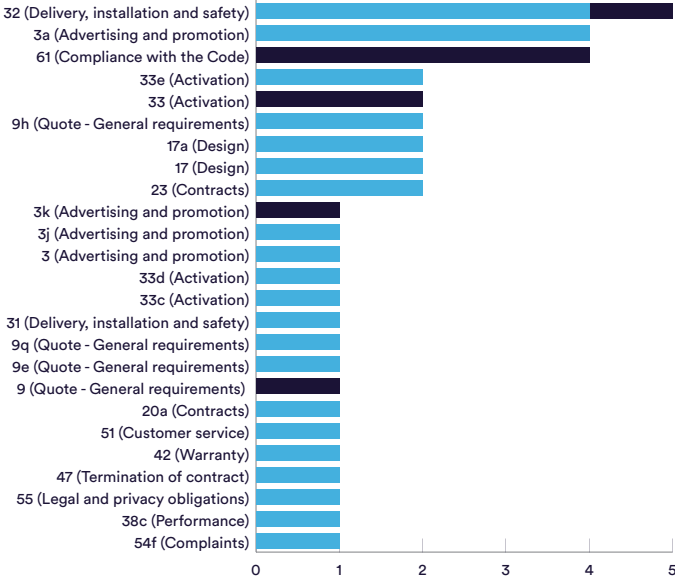


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Breaches and support to comply (STC) notices issued



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 26 closed complaint cases that resulted in compliance action, 41 instances of non-compliance were recorded this quarter, where a Seller failed to comply with a requirement of the Code. Of the 41 instances, 32 were issued under a support to comply notice, which acts as a formal warning, and 9 were recorded as breaches.

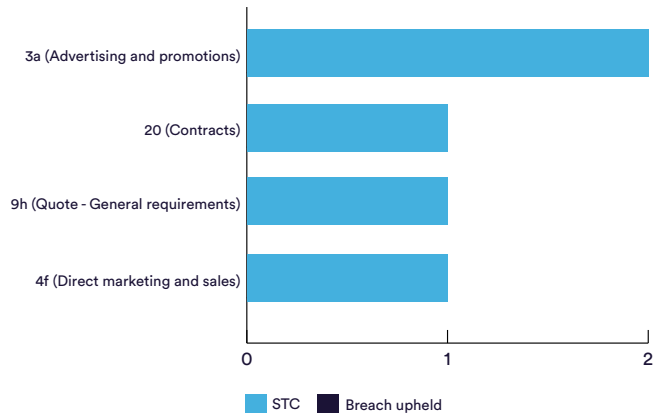
All 41 instances of non-compliance with the Code's requirements require the Seller to complete remedial actions with recorded breaches demanding more substantial actions.

The Administrator found that the most common breach of the Code in Q3 FY25-26 was in relation to:

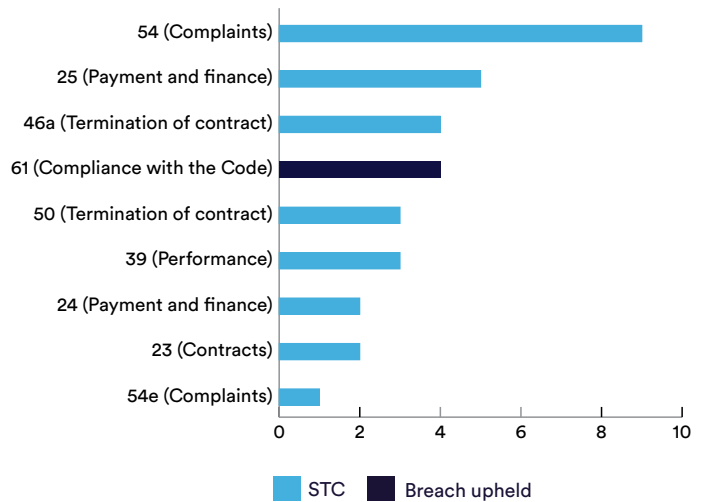
- Delivery, installation and safety (clause 32) – 4 STCs, 1 breach
- Advertising and promotion (clause 3a) – 3 STCs
- Compliance with the Code (clause 61) – 3 breaches

The Administrator has observed various reasons for Sellers not complying with the requirements of clause 32 of the NETCC. This can be due to an installation breaching relevant Australian Standards, manufacturer standards, and Energy Networks standards as well as installations not being carried out in accordance with good industry practice, or by an installer who is not suitably trained, competent and qualified to undertake the

work. These non-conformances can be identified by a variety of means, such as third-party assessment reports, consumer-supplied photos or advice from the manufacturer.



5 instances of non-compliance with the Code were recorded as an STC following the 2 robust audit cases that resulted in compliance action. These audits are designed to investigate pre-sales activities with a focus on the online presence of Sellers and the quotes and contracts they have supplied under recent sales. The audits are designed to proactively monitor the presales activity of NETCC Sellers to educate businesses to better comply with the Code; however, repeated instances of non-compliance will result in breaches upheld. If breaches are upheld, Sellers will be required to undertake appropriate remedial actions to retain their status as a NETCC Approved Seller.



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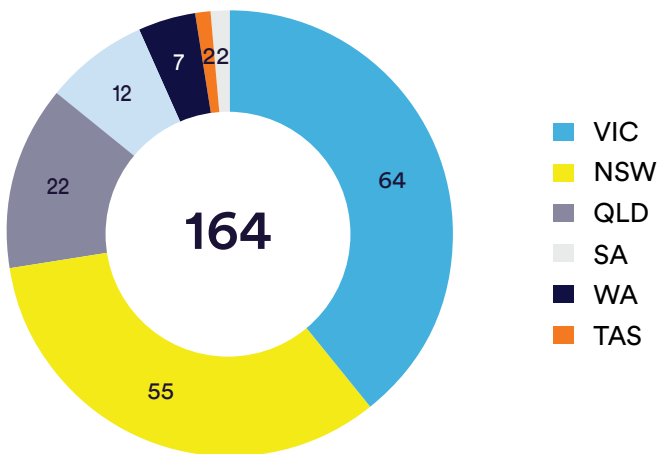


33 instances of non-compliance with the Code were recorded as STCs and breaches following 14 competency audit cases that were finalised under compliance action in Q3 FY25-26. These audit cases were raised in response to the Approved Sellers failing to pass the competency audit questionnaire by scoring less than 80%. Sellers who fail to attempt the questionnaire audit are suspended and expelled if they do not complete the audit within a reasonable timeframe. Most instances of non-compliance with the Code that arise from competency audit cases are due to incorrect questionnaire responses relating to 'Complaints' (complaints handling), 'Contracts' and 'Compliance with the Code' for failure to cooperate or respond to the Code Administrator within given timeframes.

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.

Referral advice was provided for complainants from the following jurisdictions in Q3 FY25-26: Victoria, New South Wales, Queensland, South Australia, Western Australia, Tasmania and the Australian Capital Territory.

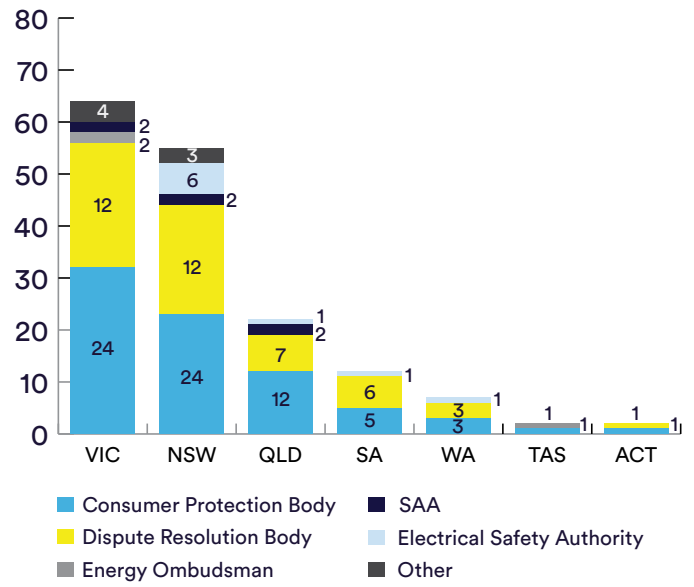


Referrals by state and territory

Of the 164 referral advice notices provided to consumers:

- 77 were for state or territory consumer protection authorities
- 62 were for state or territory dispute resolution bodies
- 3 were for the energy ombudsman
- 6 were for Solar Accreditation Australia

- 9 were for state electrical safety authorities
- 7 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.



The highest percentage of referral advice was provided to complainants from Victoria at 39% followed by New South Wales and Queensland at 34% and 13% (respectively).

Compliance actions

No Approved Sellers were suspended or expelled from the program this quarter.

For more information on current NETCC suspension and expulsion findings, please visit 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

Feedback

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



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Case study – Target timeframe for installation and delivery in the quotation

Quote General Requirements (clause 9h), Delivery, installation and safety (Clause 31) and Termination of Contract (Clause 47).

The breach

It was alleged that an approved seller used high-pressure tactics to close a sale in early September 2025, coercing the consumer to proceed with the offer due to limited stock and promising an installation for mid-October 2025.

The consumer paid a \$712 deposit to accept the offer, but the written contract failed to include the target installation timeframe and conditional disclosures for factors that could cause installation delay.

Stock was delayed due to shipping issues, and communication broke down between the Seller and the consumer after the consumer requested a full refund. The seller refused on the basis that the cooling-off period had expired.

This incident subjected the consumer to financial stress, and delayed them from seeking an opportunity to engage another Seller who could supply them with solar and battery and access to available government rebates and incentives.

NETCC requirements and managing consumer expectations

Clause 9(h) of the NETCC requires Approved Sellers to provide consumers with a written quote that specifies the timeframe for supplying and installing products and systems or commencing services to be provided to the consumer (if there are circumstances that are out of the Seller's control that may cause delay, this must be disclosed).

Clause 31 of the NETCC requires Approved Sellers to arrange delivery and installation of New Energy Tech to the consumer in accordance with the timeframe specified in the contract, unless there is a delay due to one of the circumstances that were identified in the contract as outside the Seller's control.

Clause 47 of the NETCC entitles the consumer to terminate their contract for the supply of New Energy Tech and obtain a full refund if the Seller fails to meet the timeframe specified in the contract for delivery and installation (if applicable), or commencement of service of any New Energy Tech. This does not apply, however, if the delay was because of circumstances that were identified in the contract as outside the Seller's control.

Compliance action

The Administrator found that the consumer's signed contract failed to include a timeframe for the supply and installation of the New Energy Tech. The Seller's contract indicated the target date as "none" and advised that an estimated target date is given only after the contract is signed.

The Administrator acknowledges that there can be delays due to factors outside of the Seller's control, such as supply chain delays and unexpected weather events. However, this needs to be clearly communicated in the contract so that consumers are made aware and expectations are clear.

As the Seller had no history of non-compliance, was cooperative throughout the investigation and processed a full refund after the Code Administrator contacted them regarding the consumer's complaint, the Code Administrator opted to issue a Support to Comply (STC) warning to the Seller for failure to comply with clause 9(h) of the NETCC.

Recommendations

- NETCC Approved Sellers should ensure their quotations include a clear timeframe for the supply and installation of the proposed offer. Any reasonable factors that the Seller considers outside their control and may cause delays must be disclosed with the proposed delivery timeframe.
- When supplying quotes to consumers, Sellers need to ensure the proposed delivery timeframe is proposed in accordance with relevant schedules, installer capacity, supplier timelines and project complexity. It is essential that sales staff or any other employees conducting sales activities understand supply and delivery timeframes.
- Where there are delays due to factors within the Seller's control and the consumer requests a full refund as they do not accept the revised timeframe, a full refund must be processed per clause 47 of the NETCC.
- The Code Administrator has published a series of Technical Guidance documents on best-practice quoting under the NETCC. You can locate these guides [here](#).
- The Administrator also offers a Sales and Installation Agreement template designed to comply with the Code, which can be purchased or obtained free of charge for eligible Sellers.



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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

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





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