



What Approved Sellers need to change

The updated NETCC starts on 1 December 2026. Use this guide to work out what you need to change in your business, systems and processes. Check each item against how you do things now, and update your documents, training and controls where needed.

Understand what's changing

A summary of six key changes being introduced to the NETCC on 1 December 2026

1. Site-specific plan and estimate

For every configured or installed system, the quote needs a plan tied to the actual site and a performance estimate based on site conditions, not a generic layout or brochure figure. (CI 17)

2. Design fees and cancellation rights

If you charge for a custom plan, design or estimate, state the fee and whether it's refundable. If the plan is part of an initial contract, tell the customer about their 10-business-day cancellation right and record the date you delivered it. (CI 18–19, 46)

3. Sign before installation

The contract and all variations, including design changes, must be signed before installation starts. Build a clear hold point into scheduling and site mobilisation. (CI 25)

4. Advertising rules now cover quotes and contracts

Advertising standards now reach statements in quotes and agreements. Check performance, savings, payback and product claims are supportable, balanced and not misleading. (CI 3)

5. Fees and refunds must be explicit

Identify non-refundable fees and reasonable incurred expenses in the quote or contract. Do not assume deductions are available unless they are clearly disclosed and the relevant termination provision applies. (CI 18–19, 37, 46–49)

6. More supply-chain accountability

Code responsibility extends across installers, designers, manufacturers and service providers acting on your behalf. Update partner terms, training and compliance checks. (CI 63)

Before you book the install:

Do not release an install job until the current contract design and every variation are signed and stored.

Put the changes into practice

A checklist for your sales, design and installation teams.



Before the customer signs

Sales team

- Use site-specific drawings and performance estimates where configuration or installation is included.
- State assumptions, limitations and seasonal or operational variation in performance estimates.
- Itemise design fees, non-refundable amounts and relevant cancellation rights.
- Name the relevant suppliers and provide contact details for products, installation and services.

Designers and installers

- Confirm the plan reflects the actual roof, equipment locations, switchboard, network constraints and existing new energy tech.
- Give the retailer accurate equipment, configuration and performance inputs before the quote is finalised.
- Flag likely variations early and document any change to scope, equipment or layout.
- For strata sites, confirm written Owners Corporation consent is obtained and recorded.

Before installation starts

1 Verify

Final contract and every variation are signed.

2 Match

Installer work pack matches the signed design, equipment and site plan.

3 Hold

If anything changes, stop and obtain a signed variation before proceeding.

Installers, don't forget:

A verbal approval on site for a variation is not enough. Send the variation back through the Approved Seller workflow and wait for signatures.

At handover and after the job is completed

Explaining expected system output

Provide system ratings, commissioning date and equipment location; an itemised equipment list with model descriptions and serial numbers; operating instructions; and manufacturer documents.

Records to keep post-installation

Keep signed contracts, variations, plans, estimates and customer records as well as relevant business and training records for at least five years (CI A21(e)).