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**From:** Ralph de Lautour  
**Sent:** Tuesday, 21 May 2019 11:14 AM  
**To:** Adjudication  
**Cc:** emdowenergy  
**Subject:** HPE CM: New Energy Code of Conduct

**Follow Up Flag:**  
**Flag Status:** Completed  
**Categories:** Submission

To whom it may concern,

As owner/operator of a micro business (sole trader) offering general electrical but predominantly Solar power systems for almost a decade in NSW I approve of the concept of the New Energy tech consumer Code of Conduct, I believe this will benefit consumers who have been wholly let down by the current state of the industry that I believe in, and have supported for over a decade, leaving an existing career to become part of, I USED to have pride in this.

In light of the past decade of mismanagement by regulators in general, but most specifically the Clean Energy Council, I employ you to NOT allow the CEC to be sole administrators of this program as they have consistently and repeatedly ignored ongoing calls from the industry in favour of implementing schemes that at best are ill thought out, [REDACTED] and benefit only the CEC and thier donors/sponsors, many of whom have consistently acted to undermine the industries credibility, frequently in plain sight of the public, let alone our supposed representatives.

As a sole trader, my time is extremely valuable to me and the time taken to write this eats into my working week at a time I can least afford it, so please take this as an indication of how seriously I take this issue. The CEC has been at best, ineffective [REDACTED] and continue to show nothing but contempt for those of us who have invested vast amounts of both time and money to obtain the skills, experience and licencing required to professionally and safely engineer, design and implement such equipment.

The main driver of this [REDACTED] attitude (including high level staffing by former members of companies with extensive lists of unsatisfied customers and I would suggest extensive complaints to your department), is the fact that they hold a monopoly on various government rebates, STC creation and other administrative powers.

This monopoly is not only terrible for the industry, but consumers in general, not only solar clients. Public perception of the solar industry is currently at an all time low and only gets worse. The recent implementation of 'Approved retailers' has only proven to exacerbate this as, has been illustrated time and again by compatriots, this program is only beneficial to the CEC and is remarkably easy for dishonest entrepreneurs to sidestep, defraud and manipulate to their own ends - which leads invariably to unsatisfactory results for consumers.

Please consider the option of including more bodies to ensure this type of practice does not continue. There are several well respected organizations, who have been around for many years, far more capable of approaching this type of administration role.

I respectfully suggest ceasing the CECs monopoly role. They could be useful, and I have no desire to see people lose jobs etc, however, this is far too important to leave in the hands of an unchecked monopoly as has been clearly illustrated time and time again. In my opinion, this would be the worst possible outcome for consumers.

Please let us not waste an opportunity to finally correct mistakes of the past and not compound an already woeful situation.

Happy to be contacted for clarification and for elaboration. I have no desire, financially or otherwise to gain any commercial advantage from this letter. I strongly believe renewable energy is one major branch of a slew of things needed to combat the inevitable disaster of climate change.

Respectfully

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