



Australian Competition and Consumer Commission
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Melbourne Vic 3000
Attention: Miriam Kolacz, Senior Analyst, Adjudication

By email: adjudication@accc.gov.au

14 September 2020

Reauthorisation of the Solar Retailer Code of Conduct

I refer to your email dated 7 September 2020 seeking views on specific changes that the Clean Energy Council (CEC) is proposing to make to the Solar Retailer Code of Conduct.


The ACT Civil and Administrative Tribunal (ACAT) is the jurisdictional energy ombudsman for the ACT and also has jurisdiction to hear and resolve applications under the Australian Consumer Law.

The ACAT Energy & Water does not have any direct responsibilities in relation to the Solar Retailer Code of Conduct. However, on occasions, it becomes involved in complaints about solar installations in cases where a customer, an electricity utility and a solar retailer are in dispute.

In relation to the five changes proposed by the CEC in response to the Commission's Draft Determination, we note that the CEC has now accepted the Commission's proposals in respect of four changes: B Appeals mechanisms; C Exclusion period; D OAIC provisions; and E Supporting documentation. This appears to resolve these issues on a satisfactory basis.

In relation to the first change, A Duration of the authorisation, the CEC continues to press for a three year authorisation rather than the two year authorisation proposed by the Commission. The ACAT Energy & Water is inclined to support the preference of the CEC for three years, in particular because of the potential for delays in the development and implementation of the NETCC.

Yours sincerely



Graeme Neate AM
President

ENERGY & WATER

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