



Australian Competition & Consumer Commission
ATT: Danielle Staltari
23 Marcus Clarke Street
CANBERRA ACT 2601

By email: adjudication@accc.gov.au

Dear Ms Staltari

Thank you for the opportunity to provide feedback to the Australian Competition & Consumer Commission's public consultation on the Clean Energy Council's (CEC) request to re-authorise the Solar Retailer Code.

The Department of Planning, Industry and Environment (the Department) has several public facing programs, such as the Empowering Homes Program, which are dependent on the interaction between solar retailers and consumers. These programs provide incentives to increase the uptake of new energy technology which is provided by the solar retailer industry.

These programs need to ensure high levels of quality and customer protections are maintained during the interaction between the solar retailer and consumer. The CEC's Solar Retailer Code provides a level of assurance that good practices will be adhered to, as well as an agreed method to address any breaches of these protections.

While the Department supports the efforts to reach agreement on the New Energy Tech Consumer Code (NETCC), we consider an extension of the existing regime is an important mitigant to maintain oversight and quality in the industry in the interim.

Therefore, the NSW Government supports the CEC's application to reauthorise the Solar Retailer Code.

If you have any further questions, please contact Mr Scott Nicholson, Manager, Clean Energy Programs at the Department of Planning, Industry and Environment on [REDACTED] or at [REDACTED]

Yours sincerely

A grey rectangular box redacting the signature of Arianwyn Lowe.

Arianwyn Lowe
A/Executive Director
Energy Consumers and Programs
Energy, Climate Change and Sustainability

8 July 2020