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**From:** Neal Nugent <neal\_nugent@hotmail.com>  
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To Whom It May Concern

As the owner of a small family run electrical contracting and solar installation business with an emphasis on customer satisfaction and quality workmanship, I am pleased to hear about a proposed New Energy Tech Consumer Code. I believe this will give customers security and assurance that they are getting the best care when purchasing new energy tech such as solar PV.

I am however concerned that the Clean Energy Council have expressed interest in being the administrators of any such code. The Clean Energy Council have had a monopoly in the solar industry for as long as I've been in the solar industry which is around 6 years. In this time they have failed to uphold the industry standard by allowing bad workmanship and inferior products to be the 'norm' in the industry. They have tried to implement an 'Approved Solar Retailer' program which was supposed to have a higher standard so customers could differentiate between an average company and an industry leading company. In doing this though, they have allowed anyone to become an ASR for a fee and state governments look at this program as a benchmark for quality. I have personally repaired jobs done by ASR's and the workmanship was atrocious. The Clean Energy Council continually fails to listen to the installers who are the heart and soul of the industry and care for their customers and the environment. Although the Clean Energy Council is a 'not for profit' organisation I believe everything they do is to line their own pockets financially.

I would like to see an industry wide code run by an organisation that does not implement new programs just for financial gain. I also believe the monopoly needs to end for the future sake of the industry and whatever peak body does become the administrator needs to be able to listen to what the installers want and do what is right for industry. Unfortunately this is not the Clean Energy Council

Regards

Neal Nugent



**NEAL NUGENT ELECTRICAL**  
*+ Solar*

24 Norton St  
Kyogle 2474  
www.nne.net.au  
neal\_nugent@hotmail.com  
Phone: 0422844458

Grid Connect, Off Grid & Hybrid Solar Systems - Level 2 Service Provider - Air C