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**From:** Muller, Melissa (DEM) [REDACTED]  
**Sent:** Monday, 22 June 2020 6:09 PM  
**To:** Kolacz, Miriam  
**Cc:** Staltari, Danielle; Atkinson, Natalie (DEM); Oster, Scott (DEM); Butler, Amy (DEM)  
**Subject:** Clean Energy Council – application for revocation of authorisations A91495 and A91496 and substitution of AA1000514 – interested party consultation

Dear Ms Kolacz

Thank you for the opportunity to provide comment in relation to the Clean Energy Council's application for re-authorisation of the *Solar Retailer Code of Conduct* (the Solar Retailer Code), for a period of three years.

I write on behalf of the Clean Energy Transition division (CET) of the Department for Energy and Mining, in support of the application. CET is responsible for the administration of the South Australian government's Home Battery Scheme (HBS). The HBS is supporting the installation of home battery systems on thousands of South Australian homes through the provision of state government subsidies and access to Clean Energy Finance Corporation low interest loans.

Driving good practice and consumer protections are key focus of the HBS. When designing the HBS, the South Australian government considered the CEC Solar Retailer Code of Conduct to be the only existing Code of Conduct in Australia that would meet the HBS consumer protection requirements.

To become a qualified system provider under the HBS, businesses are required to demonstrate CEC Approved Solar Retailer status, or commitment to an acceptable equivalent Code of Conduct that has been authorised by ACCC. The Solar Retailer Code of Conduct ensures that the CEC is able to regulate the sales and marketing practices of the CEC Solar Retailers, which is critical to the HBS.

It is intended that system providers will be subject to the New Energy Tech Consumer Code (NETCC), once Solar Retailer signatories transfer across. The Department for Energy and Mining has written in support of the NETCC which, with its broader focus on energy technologies, is expected to enhance consumer protections under the HBS. However, given the delays in the formalisation of the NETCC, CET is strongly in favour of the CEC's application to for re-authorisation of the Solar Retail Code, until the NETCC comes into effect.

In the event the Solar Retailer Code is not extended, there is a material risk that consumer protections under the HBS will be compromised.

CET has no comments on the amendments sought to the Solar Retailer Code, which are largely administrative in nature.

We trust the above is clear and invite you to contact Ms Melissa Muller, Project Manager, Home Battery Scheme, on [REDACTED] or email [REDACTED] if you would like to discuss in more detail.

Kind Regards

[Natalie Atkinson](#)

A/Executive Director

[Clean Energy Transition](#)

Department for Energy and Mining

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