

# NEW ENERGY TECH CONSUMER COUNCIL

This is a summary of the NETCC Council meeting held on **21 April 2022**.

Communiqués of each meeting are produced so that stakeholders can be informed about the work of the Council and its implementation of the Code.

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## Program Development Updates

The CEC provided an update on NETCC program development.

- All forms relating to key NETCC processes have been drafted and are currently being built into the NETCC website and Approved Seller portal.
- The processes and procedures for the assessment of NETCC applications and the handling of complaints against Approved Sellers have also been drafted.
- Engagement with key government stakeholders is to take place from May 2022. With the Chair's assistance, the CEC will inform the relevant government departments of the key objectives of the NETCC program, details of the program's launch, and the transition plan for Approved Solar Retailers.

## Dispute Resolution

Council met with Janine Young, Energy & Water Ombudsman NSW to discuss the issue of complaints and enquiries related to new energy tech services.

Janine provided an overview of the harmonised, jurisdiction expansion project being undertaken by EWON, Energy and Water Ombudsman South Australia (EWOSA), Energy and Water Ombudsman Queensland (EWOQ) and Energy and Water Ombudsman Victoria (EWOV). This project seeks to ensure that the ombudsman schemes remain relevant and effective as more new energy products and services enter the energy market.

Janine advised that the jurisdiction expansion project involves extensive collaboration with consumer affairs and fair trading bodies to capture and harmonise data about complaints relating to new energy tech products and services.

Council confirmed its support for independent dispute resolution for consumers of new energy tech products and services. As the NETCC is a voluntary code of conduct that is not able to offer dispute resolution services, Council agreed on the importance of reiterating to key stakeholders that the program cannot be the sole consumer protection measure surrounding new energy tech purchases. It was suggested that regulation may be a more effective measure.

Council offered its support for the harmonised, jurisdiction expansion project.

## Pricing

Council discussed the CEC's proposed NETCC fee structure and cost recovery model. This was informed by the results of a NETCC fee consultation survey that was issued to Approved Solar

Retailers in 2021, as well as the previously agreed Council principles of *fair and proportionate, agile and flexible, financially sustainable, and scalable*.

The proposed fee structure is to ensure that Approved Solar Retailers do not experience fee shock or a pricing barrier to their transition to the NETCC program, and that the fee structure is not a barrier to entry for new applicants for Code signatory status.

Council agreed that the fee structure adequately reflects the pricing principles, that the tiered structure appropriately caters for diversified entities, and that the annual fee amounts are fair and proportionate. It was noted that the NETCC fee structure is to be reviewed on an annual basis, and can be adjusted in accordance with the first year of data from the program.

Council also discussed cost recovery for the CEC in its investment in the NETCC program as Administrator and Steward.

Next Meeting: 2 June 2022, 3pm