



consumer
action
law centre

OUR VISION:

a just marketplace,
where people have power
and business plays fair

OUR PURPOSE:

To make life easier for people experiencing vulnerability and disadvantage in Australia

Issues reported to Consumer Action about solar

- Failed installations or grid connection.
- Inappropriate or unaffordable finance being offered to purchase solar systems.
- Misleading and high-pressure sales tactics in the context of unsolicited door to door and phone sales.
- Product faults or poor performance.
- Business closures.
- Poorly structured and highly problematic Solar Power Purchase Agreements.

SUNNY SIDE UP:
Strengthening the
**Consumer Protection
Regime for Solar Panels
in Victoria**

The harm caused by these issues with solar

- Confusion and loss of trust in the industry.
- Compounded difficulty paying bills.
- Expensive and convoluted efforts to resolve disputes.
- No benefit for significant investment where issues are not resolved.
- Environmental benefits are not realised.



Power Transformed

Unlocking effective competition and trust in the transforming energy market



July 2016

What industry and regulators should do to counter these issues

- Don't over promise. Clarify household's assumptions.
- Make sure products are fit for purpose.
- Focus on the retailer fulfilling obligations where issues arise.
- Ban or do not take part in unsolicited sales.
- Don't work with unlicensed lenders, close loop holes in the rules around licensing.
- Improve access to external dispute resolution.
- Introduce an industry-funded default or last resort compensation scheme.
- Opt in instead of opt out periods following off premises sales.



Door-to-door sales and consumer harm in Victoria



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November 2017