

New Energy Tech Consumer Code Council

This is a summary of the NETCC Council meeting held on 27 May 2021.

Communiqués of each meeting are produced so that stakeholders can understand the work of the Council and its implementation of the Code. The Council will meet on a six-weekly basis.

NETCC Webpage

The Council will establish its own website for the Code. In the meantime, there is a dedicated NETCC page on the CEC website. This will include information about the Council, key milestones for NETCC progress, consumer information products, final version of the Code following the Competition Tribunal decision.

NETCC Council administration

Council agreed on a quorum for meetings and the maintenance of a Register of Interests for Council members.

Communication

Fact sheets for consumers are being finalised. A scoping exercise is underway regarding NETCC branding, logo, communication style etc.

Complaints & Dispute Resolution

A sample complaint form was endorsed with suggested amendments including improved interactive engagement and consumer friendly language. The form will include appropriate referrals to electrical safety regulators, Ombudsman offices, and other relevant agencies.

Fee principles

There was further discussion about the fee structure for Code membership. It was agreed that a plan for targeted consultation will be developed. Matters discussed included:

- A joining/entry fee plus complaints and appeals fee.
- Fee structure is based on a sliding scale, however there are variables on key metrics such as number of employees/turnover of the business, complaints, number of installations.
- Consideration of ability to pay for immature/developing industries.

Electrical safety requirements

It was agreed that electrical safety offices in different state/territory jurisdictions should be consulted as a stakeholder and included in the development of the stakeholder engagement plan. Referrals and MOUs to be considered with Electrical Safety regulators.

NETCC Administrator

In December 2019 the Council endorsed the Clean Energy Council (CEC) as Code Administrator. It was agreed to implement a formal agreement between the Council and the CEC.