

New Energy Tech Consumer Code Council

This is a summary of the NETCC Council meeting held on **30 September 2021**.

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

NETCC fee consultation

Council reviewed the results of 90 responses from industry stakeholders to a survey about proposed NETCC fee principles and structure. The CEC will now develop a pricing strategy proposal for Council's consideration.

Complaints about new energy tech products and services

Council discussed the issue of complaints handling for consumers of new energy tech products and services. Council noted that there has been discussion about Energy Ombudsmen around Australia extending their jurisdiction to cover complaints about new energy tech, but that there are some issues to be resolved, eg energy ombudsman schemes are state based, and national retailers of new energy tech might need to join multiple schemes. Council agreed to monitor developments in this area.

NETCC branding

The CEC provided a brief update about NETCC branding and logo. Council confirmed its agreement for the naming convention for Code signatories to be "NETCC approved seller".

Council governance

Council continued the discussion about the governance structure of the NETCC Council and how best to formalise the Administrator and Steward roles. The CEC will develop a proposal for further consideration by Council.

Council governance

Council briefly discussed the Integrity Review of the Rooftop Solar PV Sector and its impact on the NETCC. The CEC has had discussions with the Clean Energy Regulator (CER) about how the review could impact on the Approved Solar Retailer (ASR) program and the NETCC in the future.

Next Meeting: 11 November 2021, 3pm