

# BUYING SOLAR



**ADVICE FOR PURCHASING  
A NEW SOLAR SYSTEM**



visit [cleanenergycouncil.org.au](https://www.cleanenergycouncil.org.au)



# INTRODUCTION



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**COUNCIL**

Congratulations on your decision to join the rooftop solar revolution!

Australia is a world leader in the installation of rooftop solar, with millions of Australian households taking advantage of our wonderful weather to generate their own electricity.

But deciding to install a rooftop solar system is a major decision for any household. It is therefore extremely important to do your homework and learn about the installation process before taking the plunge.

This guide is designed to give you all the information you need to make an informed decision about purchasing a new rooftop solar system. Whether it's understanding how solar works, engaging a solar retailer or learning about the installation process, the guide will answer any questions you have about rooftop solar.

I hope that you will find this guide useful and that it will help you decide to join the millions of Australians who have reduced their electricity bills and greenhouse gas emissions while making a significant contribution to Australia's transition to a clean energy future.

## ABOUT THE CLEAN ENERGY COUNCIL

### THE CLEAN ENERGY COUNCIL IS THE PEAK BODY FOR THE CLEAN ENERGY INDUSTRY IN AUSTRALIA

We are a not-for-profit organisation committed to accelerating the transformation of Australia's energy system to one that is smarter and cleaner. We have a strong focus on raising standards and maintaining integrity within the industry so consumers can buy with confidence and proudly contribute to Australia's clean energy revolution.

There are several ways a company or an individual can be associated with the Clean Energy Council, through membership or as part of one of our compliance programs.

### APPROVED SOLAR RETAILER



The Clean Energy Council Solar Retailer Code of Conduct is a way for solar businesses to show their commitment to responsible sales and marketing activities and solar industry best practice by becoming a Clean Energy Council Approved Solar Retailer. The Code of Conduct is authorised by the Australian Competition and Consumer Commission.

### SOLAR ACCREDITATION



Clean Energy Council Accreditation recognises individual electricians who have undertaken the necessary training to design and install solar, batteries and other renewable energy systems.

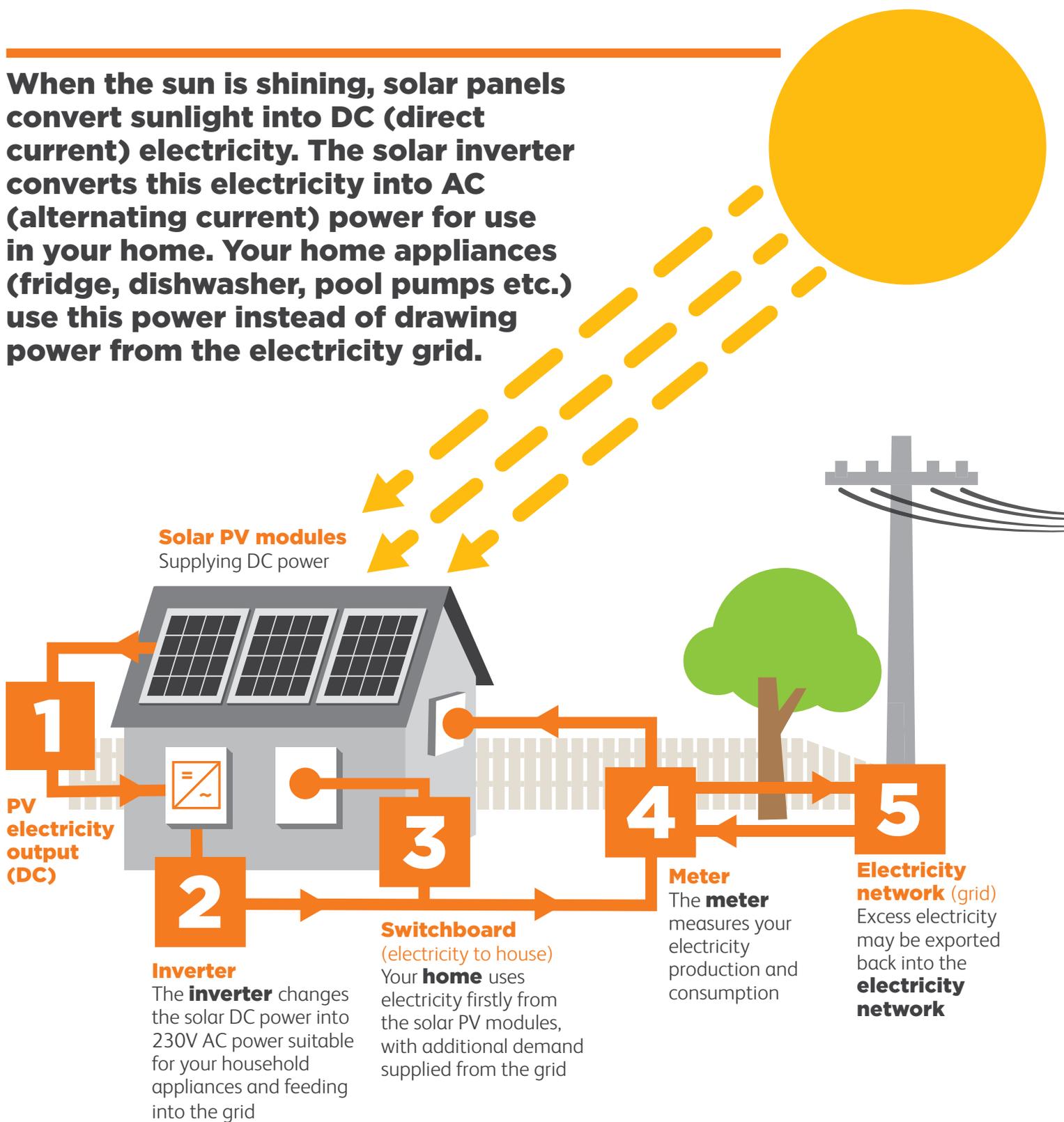
### MEMBERSHIP

Clean Energy Council members receive a range of exclusive benefits, including invitations and discounts to attend events and opportunities to participate in policy-setting forums.

It is important to note, that while Clean Energy Council Members are expected to uphold a Member Code of Conduct, membership with the Clean Energy Council is not associated with any consumer guarantees or compliance programs.

# UNDERSTANDING SOLAR

When the sun is shining, solar panels convert sunlight into DC (direct current) electricity. The solar inverter converts this electricity into AC (alternating current) power for use in your home. Your home appliances (fridge, dishwasher, pool pumps etc.) use this power instead of drawing power from the electricity grid.





## The most common form of solar installed in Australia is grid-connected solar

Solar systems are most effective when they are well positioned (north-facing is optimal, but not essential) and exposed to enough sunlight without obstruction by shade caused from trees, power lines or other structures.

Depending on the amount of available sunlight, a grid-connected solar system will operate in one of the following ways.

### **DURING DAYLIGHT HOURS, THE SOLAR SYSTEM IS PRODUCING MORE ENERGY THAN THE HOUSEHOLD IS CONSUMING/USING**

In this scenario, household appliances will be powered by the solar system. The excess solar generated by the system is fed back (exported) into the electricity grid.

If you are feeding excess electricity generated by the solar system back into the grid, your energy retailer may pay you through a feed-in tariff (see page 5 for more information on feed-in tariffs).

### **DURING DAYLIGHT HOURS, THE SOLAR SYSTEM IS PRODUCING LESS ENERGY THAN THE HOUSEHOLD IS CONSUMING/USING**

In this scenario, the solar system will power household appliances equal to the amount of power being generated. Additional power required will be drawn directly from the electricity grid.

Solar generation, consumption and export is tracked and recorded through a smart meter, providing the data for electricity billing.

## OTHER TYPES OF SOLAR SYSTEMS

### **GRID-CONNECT WITH BATTERY BACK-UP**

With solar customers in many states now receiving a low price for electricity sold back to the grid, battery back-up systems can be a viable alternative as they use the electricity stored during the day to run your house at night. They may also have the capability to supply power during power outages.

### **STAND-ALONE SOLAR SYSTEMS**

Stand-alone systems are not connected to the electricity grid and typically are installed in remote areas where there is limited connection to the grid or areas of low electricity demand. Unlike grid-connected solar systems, these systems must have batteries or backup generation to provide supply at night. In many cases, they will also include a diesel or petrol generator to supplement energy supply.

# UNDERSTANDING YOUR ENERGY CONSUMPTION



**TO DETERMINE IF AN INVESTMENT IN SOLAR IS RIGHT FOR YOU, IT'S IMPORTANT TO UNDERSTAND YOUR ENERGY USAGE. YOUR ELECTRICITY RETAILER WILL BE ABLE TO HELP YOU WITH THIS INFORMATION.**

**UNDERSTANDING HOW MUCH SOLAR POWER YOU WILL BE ABLE TO USE THROUGHOUT THE DAY WILL HELP YOU SELECT AN APPROPRIATELY SIZED SYSTEM AND ENSURE YOU ARE GETTING A RETURN ON YOUR INVESTMENT.**

Your electricity retailer should outline your average daily usage in kilowatt hours (kWh) on your electricity bill. It is important to have this value and your electricity bill in front of you when making first contact with a solar retailer so you can work together to design a system that will ensure you maximise the benefits of your new rooftop solar system.

Keep in mind that your electricity usage will change between seasons, so you may want to look at a bill from different times of the year to compare.

The most benefit to be gained from solar is through “self-consumption” – that is, consuming the power your solar system generates instead of drawing power from the grid.

If you (or your family) are not home during the day, you can still make the most of your system by altering or tweaking the way you consume energy or by running appliances during peak daylight hours.

Similarly, self-consumption is still viable in the morning and afternoon where panels are installed east- or west-facing. These systems will benefit from generation as the sun rises in the morning and sets in the afternoon.



### A BIT MORE ON FEED-IN TARIFFS

Any excess power you generate may be sent back to the grid, for which you may be paid a feed-in tariff by your electricity retailer.

Feed-in tariffs differ from state to state and from retailer to retailer. In some states, the government regulates a minimum rate, while in others it is up to you to negotiate a deal with your electricity retailer.

There may also be changes to your standard electricity rates or charges after the installation of a solar system.

Consider speaking with your electricity retailer to discuss any changes that may apply from installing solar. You may also want to shop around to find out which electricity retailers offer better rates and/or tariffs for solar customers.

## THE RIGHT SOLAR SYSTEM FOR YOU

### HOW WELL DO YOU KNOW YOUR ROOF?

Despite what some advertising may tell you, there is no “one size fits all” solution for solar. And the cheapest system is often not the best option. Every home is different, and the requirements can vary significantly depending on your circumstances.

The orientation (degree to north) of your roof, pitch (slope or angle), available space, amount of shade and even the type of roof (tile, tin, concrete etc.) will impact how you benefit from solar, or even if solar is an option for you.

For example, the available roof space on your property may only allow for a small system. This may impact the solar system’s ability to generate excess solar power. In this case, you will be more reliant on consuming the electricity you generate rather than exporting it to the grid. Speak with your solar retailer about designing a solar system for maximum self-consumption.

If the available roof space on your property allows for a larger solar system, you may generate excess solar power and benefit from a feed-in tariff.

You might also be considering a battery (now or in the future) so the excess solar generated can be stored for later use.

For more information on battery installations, visit the Clean Energy Council website [cleanenergycouncil.org.au/consumers](https://cleanenergycouncil.org.au/consumers)

# CHOOSING A SOLAR RETAILER



**WHEN CHOOSING A SOLAR OR STORAGE RETAILER AND/OR INSTALLER, IT PAYS TO DO A LITTLE RESEARCH. THE CLEAN ENERGY COUNCIL RECOMMENDS CHOOSING AN APPROVED SOLAR RETAILER WHO HAS SIGNED ON TO THE SOLAR RETAILER CODE OF CONDUCT AND USES DESIGNERS AND INSTALLERS WHO ARE ACCREDITED BY THE CLEAN ENERGY COUNCIL.**

We also recommend seeking multiple quotes for comparison and reading product reviews online before making your decision.

The Clean Energy Council Approved Solar Retailer program is a way for businesses that sell solar and storage to show their commitment to responsible sales and marketing activities and industry best practice.

Authorised by the Australian Competition and Consumer Commission (ACCC), the program aims to lift the bar higher than the minimum requirements set by government and regulations and bring about a better standard of service within the solar industry.

The Clean Energy Council has developed an online tool to help you find an Approved Solar Retailer in your area. Please visit [cleanenergycouncil.org.au/consumers/buying-solar/find-an-approved-solar-retailer](https://cleanenergycouncil.org.au/consumers/buying-solar/find-an-approved-solar-retailer)

## QUESTIONS TO ASK YOUR SOLAR RETAILER

- 1 Are you a Clean Energy Council Approved Solar Retailer?**
- 2 Are your installers accredited by the Clean Energy Council?**
- 3 What are the warranty terms for each product or component (i.e. inverter, panels)?**
- 4 Do you provide an additional warranty on the installation, workmanship or operation of the system?**
- 5 Will you provide a site-specific design and performance estimate?**
- 6 If installation plans or design need to change on the day of install, do I have an option to cancel?**

# WHAT CAN I EXPECT FROM AN APPROVED SOLAR RETAILER?



## SOLAR RETAILER CODE OF CONDUCT

As signatories to the Solar Retailer Code of Conduct, consumers can be confident that their Approved Solar Retailer will conduct business in a professional and ethical manner.

The terms of the code detail specific requirements which must be adhered to throughout the installation process. This includes a transparent sales process, a site-specific design and performance estimate, installation by a Clean Energy Council Accredited Installer and best practice warranty terms.

If you choose an Approved Solar Retailer and something goes wrong or you experience any issues, the Clean Energy Council can support you.

A copy of the code is available on the Clean Energy Council website. Please visit [cleanenergycouncil.org.au/consumers/buying-solar/choosing-a-retailer-or-installer](https://cleanenergycouncil.org.au/consumers/buying-solar/choosing-a-retailer-or-installer)

## APPROVED PRODUCTS

Approved Solar Retailers are required to only sell and install Clean Energy Council approved products.

Through its Product Assurance program, the Clean Energy Council verifies and tests solar and storage products that are eligible to be installed in Australia, based on their compliance with Australian and international standards.

The Clean Energy Council works in collaboration with government, electrical safety regulators, certifiers, network providers and product manufacturers to ensure that only approved products are installed in the Australian market.

The Clean Energy Council maintains listings of products that are eligible to be installed, based on their compliance with Australian and international standards. Our approved product lists cover inverters, PV modules (solar panels) and batteries. To check whether a product is on the Clean Energy Council Approved Products list, please visit

[cleanenergycouncil.org.au/industry/products](https://cleanenergycouncil.org.au/industry/products)

In conjunction with the Approved Product lists, the Clean Energy Council also runs a testing and compliance program. This encompasses proactive internal audits of the database of approved products and their relevant certifications and targeted product testing.

### A NOTE ON "TIER 1" PANELS

"Tier 1" is a term often used to promote solar panels; however, it does not reflect product quality or performance. The tier rankings are used by Bloomberg New Energy Finance Corporation to rank solar panel manufacturers in terms of their bankability or financial stability.

## ACCREDITED INSTALLERS

Accreditation with the Clean Energy Council recognises individual electricians who have undertaken the necessary training to design and install solar, batteries and other renewable energy systems. Accredited Installers aim to work to industry best practice standards, producing systems that are safe, reliable and meet customer expectations.

Clean Energy Council Accredited Installers must adhere to the relevant Australian standards when designing and installing systems.

If you choose an Accredited Installer and require assistance during any part of the installation process, the Clean Energy Council can support you.

We have developed an online tool to help you find an Accredited Installer in your area. You can also search by name, making it easier to identify whether your installer is accredited. Please visit [cleanenergycouncil.org.au/consumers/buying-solar/find-an-installer](https://cleanenergycouncil.org.au/consumers/buying-solar/find-an-installer)

# QUOTES AND CONTRACTS

**THE CLEAN ENERGY COUNCIL ALWAYS ENCOURAGES YOU TO GET MULTIPLE QUOTES FROM DIFFERENT RETAILERS, SO YOU HAVE A GOOD BASIS FOR COMPARISON OF PRICE, SYSTEM SIZE AND PERFORMANCE AS WELL AS CUSTOMER EXPERIENCE.**

The quote will often form the basis for your contract, so it is important that it provides you with the information you need.

## WHAT SHOULD I LOOK FOR IN A QUOTE OR CONTRACT?

Your quote should be detailed, professional and include:

- a site-specific system design
- a performance estimate
- an itemised list of components/products
- a clear breakdown of costs, including the total value of any discounts or rebates
- full terms and conditions of sale.

Remember that once you have received the quote, you are under no obligation to go ahead with an installation.

You should never feel pressured into a purchase. The choice to proceed with a purchase is yours and yours alone, so making sure you are comfortable with the information you have been provided with is essential. Have all your questions been answered? Do you understand the installation, grid connection and metering process? Have you been informed of any after-sale support available to you?

Contracts generated from unsolicited sales (e.g. doorknocking or telemarketing) must include a cooling-off period. A cooling-off period is a safeguard that allows you to change your mind and cancel the contract within a specified period.

The Australian Competition and Consumer Commission has resources for consumers wanting to learn more about the Australian Consumer Law and unsolicited sales. For more information, visit [acc.gov.au/consumers/sales-delivery/telemarketing-door-to-door-sales](https://www.accc.gov.au/consumers/sales-delivery/telemarketing-door-to-door-sales)

## SITE INSPECTIONS AND HOME ASSESSMENTS

A site inspection or home assessment is a great way for your solar retailer or installer to clearly determine the unique requirements for your solar system.

Every home is different, so a pre-installation inspection is the best way to accurately identify the optimal location for panels on your roof, the ideal location for the inverter and any additional requirements and associated costs for installation.

A site inspection or home assessment is not essential, and many retailers will design a system for you using satellite imagery and technology. While this way of quoting or selling is very common and can work well in many cases, it may increase the chances of unforeseen issues or additional requirements and costs.

Any variations to the original system design and cost should be accepted by you prior to installation. If you do not consent to any variations and you are dealing with an Approved Solar Retailer, you are entitled to a full refund as outlined in the Code of Conduct.

Before entering any agreement, it is essential to review all aspects of your contract and terms and conditions of sale. The contract should be clear, legible and use plain language.

## STCS AND OTHER REBATES

### Small-scale Technology Certificates

Federal Government incentives in the form of Small-scale Technology Certificates (STCs) help reduce the upfront cost of installing your solar system. STCs should be clearly itemised within your quote to highlight the discount applied.

It is common practice to assign the rights to STCs to your Approved Solar Retailer or Accredited Installer to reduce the upfront costs of a solar system through a point of sale discount.

### STCs are calculated by the following factors:

- type of renewable energy installed (solar, wind or hydro)
- date of installation
- rated power output (in kW) of your system
- postcode (location).

To assign the rights to STCs, your retailer or installer will ask you to sign a hard copy or digital assignment form. Before signing the form, you should ensure it lists the products installed and the name of the CEC Accredited Installer who physically attended your home to install your system. You can verify this by asking to see the installer's digital accreditation ID card at the commencement of the installation. The STC form should only be signed once the system has been fully installed and commissioned.

For more information on STCs or to use an online STC calculator, visit or contact the Clean Energy Regulator [cleanenergyregulator.gov.au/RET](https://www.cleanenergyregulator.gov.au/RET)

Some states and territories in Australia offer additional incentives or rebates. Ask your Approved Solar Retailer whether you are eligible for further incentives or seek further information from your state or local government.



## WE HAVE COMPILED A CHECKLIST TO HELP WHEN REVIEWING A CONTRACT:

- Company name (of solar retailer)
- Australian Business Number (ABN)
- Physical address
- Contact details (email and telephone)
- An itemised list of the goods/products to be supplied/installed, including full specifications of the system. Listed goods/products should include:
  - Manufacturer
  - Model number
  - Quantity of each product
  - Power rating of the solar panels and inverter in kilowatts (kW)
- A site-specific system design, including:
  - Proposed roof plan, showing the layout of solar panels
  - Orientation of the solar panels in relation to true north
  - The tilt or angle applied to your solar panels for maximum efficiency
  - A system performance estimate showing the estimated energy produced for each month of solar generation
- The total price of all goods and services, itemised and including the total value of any discounts, incentives or rebates.
- Any additional costs not covered in the original quote, resulting from site conditions or special circumstances beyond the control of the retailer.
- Consumer guarantees and warranty information for relevant products and components, as well as any warranty terms for workmanship, installation or the operation and performance of the system.
- Terms and conditions of sale

Clean Energy Council Approved Solar Retailers must include certain information as part of their final quote and contract. To view these requirements in the Code of Conduct, please visit [cleanenergycouncil.org.au/industry/retailers](https://cleanenergycouncil.org.au/industry/retailers)

# THE INSTALLATION PROCESS



# GRID CONNECTION APPLICATION

## What is a grid-connection application?

As part of the connection process, your electricity distributor will check if the local electricity network can support your new solar system.

Depending on the size of your system and the characteristics of the local grid you are connecting to, the technical requirements of your distributor may vary.

## Who are electricity distributors?

Electricity distributors own and manage the infrastructure, power poles and wires that deliver power to homes and businesses. You cannot choose your distribution company.

There are many distribution companies across Australia. To make it easier, we have sorted each electricity distributor by state:

**ACT** Evoenergy, Essential Energy

**NSW** Essential Energy, Ausgrid, Endeavour Energy

**NT** Power and Water Corporation

**QLD** Energex, Ergon Energy

**SA** SA Power Networks

**TAS** TasNetworks

**VIC** Powercor, CitiPower, Jemena, AusNet, United Energy

**WA** Western Power, Horizon Power, Synergy

## Do I need a grid-connection approval prior to installation?

Yes. Your electricity distributor can reject a grid connection application if the proposed system does not suit the requirements of their network. In this case, they will provide recommendations on what needs to change and advise you and your solar retailer of the options available.

## How long does it take to receive connection approval?

Timelines can vary significantly between distributors. Depending on the distributor, it can take up to 30 business days. You can also contact your distributor directly to find out how long it typically takes to receive an outcome.

In some circumstances, a more detailed grid-connection application is required. Due to the additional time needed to check network conditions, it may take longer to receive an outcome.

## What happens once I receive grid-connection approval?

You are ready to proceed with the installation of your rooftop solar system.

## QUESTIONS TO ASK YOUR SOLAR RETAILER

- 1 Will you be submitting the grid-connection application on my behalf?
- 2 Do I need to sign the grid-connection application form?
- 3 Is there a cost associated with my grid-connection application?
- 4 Can I be sent a receipt of the submission?
- 5 How long will the grid-connection approval take?
- 6 Who can I contact if I have questions about the application?
- 7 If my distributor rejects the grid connection application, am I entitled to a refund?
- 8 Can I be sent a copy of the approval notice?

# SYSTEM INSTALLATION

It is important that you are home for the installation of your system so you can meet your Accredited Installer, make sure you are present to sign-off on unforeseen changes required and learn how to operate and monitor your new solar system.

## Your installer's accreditation

Once your installer arrives at your property, ask to check their digital accreditation ID card prior to installation.

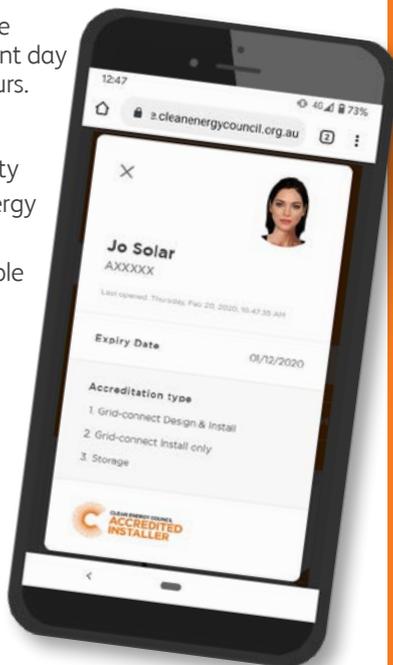
Accreditation with the Clean Energy Council recognises electricians who have undertaken the necessary training to design and install solar, batteries and other renewable energy systems.

The ID card is digital and should be shown to you on a phone or tablet. It will display the following information:

- a photo of the installer
- accreditation number
- expiry date
- types of accreditation held

The "last opened" date should show the current day or the previous 24 hours.

At least one installer present on the property should be a Clean Energy Council Accredited Installer and will be able to show you their ID card. If your installer is unable to provide their accreditation ID, contact your solar retailer about your options.



## Learning how to monitor your solar system

Most systems will have monitoring functionality available, which is a great way to understand how your system is performing over time.

Upon installation, your Accredited Installer should provide you with a short demonstration on how to use and monitor your solar system. That way, if you have any questions about the operation of the system, they can be answered before the installer leaves your property.

## Documentation

Appropriate documentation will be essential if you need to make warranty or insurance claims. A user manual should be provided by the installer on the day of installation.

It is the responsibility of your solar retailer to ensure that you have been provided with appropriate documentation.

## You should receive:

- comprehensive information for safe and effective operation, maintenance and optimisation of your solar system
- the shutdown and isolation procedure for emergencies and maintenance
- a recommended maintenance schedule for the system
- a copy of the installation commissioning sheet
- a Certificate of Electrical Safety or equivalent in your state/territory
- warranty information for each product installed at your property
- handbooks and product information for all equipment supplied
- a list of actions to be taken in the event of an earth fault alarm.





# CONFIGURING YOUR METER FOR SOLAR

Your electricity meter will either need to be replaced or reconfigured for solar import/export.

Your solar retailer may offer to submit a request to your electricity retailer to configure your electricity meter on your behalf.

We recommend speaking with your solar retailer to discuss how the request will be submitted and who is responsible.

## How do I submit a request to have my electricity meter configured for solar?

To get the ball rolling, you will need to contact your electricity retailer (the company who bills you for your electricity). Some electricity retailers allow you to submit your request via their website. Others may simply ask you to send them an email.

## Are there any documents that I need to submit with my request?

Most electricity retailers will ask you to include a number documents with your request. Contact your solar retailer to obtain a copy of these documents:

**All states:** Confirmation of grid-connection approval

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**All states:** Electrical Work Request or equivalent document for your state or territory

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**ACT:** Certificate of Electrical Safety

**NSW:** Certificate of Compliance for Electrical Work

**NT:** Certificate of Compliance

**QLD:** Certificate of Testing and Safety, Certificate of Testing and Compliance

**SA:** Certificate of Compliance

**TAS:** Certificate of Electrical Compliance

**VIC:** Certificate of Electrical Safety

**WA:** Electrical Safety Certificate

## How long will it take to have my electricity meter configured for solar?

On 1 February 2019, the Australian Energy Market Commission introduced new rules requiring electricity retailers to fulfil meter installation/configuration requests within certain timeframes.

Presently, electricity retailers and consumers must come to a mutual agreement to determine an adequate timeframe for meter installation. Contact your electricity retailer to discuss meter configuration and timeframes for completion.

If your solar retailer submitted your metering request for you, contact them for an update. It is likely that your solar retailer was given a reference number when the request was submitted.

You are encouraged to check your first electricity bill after your solar system has been installed. If you do not see a meter fee or reference to a solar feed-in tariff, contact your electricity retailer.

# MAINTENANCE AND SERVICING

**LIKE ALL ELECTRICAL EQUIPMENT, MAINTENANCE OF YOUR SOLAR SYSTEM IS ENCOURAGED, AND YOU SHOULD FOLLOW THE MAINTENANCE SCHEDULE PROVIDED BY YOUR SOLAR RETAILER OR INSTALLER.**

Just like running a car, servicing is the best way to ensure your solar system keeps operating safely, correctly and efficiently into the future.

Maintenance or servicing of solar systems is offered by many Accredited Installers and solar retailers and can include:

- panel cleaning and removal of debris
- system inspection and testing
- electrical checks to ensure all components are operating as intended
- reviewing the inverter display panel for recorded faults
- checking that access to the isolator switches has not been impeded
- making sure the emergency procedures for shutdown and isolation are clearly displayed.





# WHAT IF SOMETHING GOES WRONG?

## WARRANTIES

If you have an issue with any solar product while it is under warranty, you should first contact your solar retailer to have the product replaced or repaired. If you are unable to contact your retailer, contact the manufacturer. Contact details should be provided on the warranty documentation.

If you are not happy with the response you receive from your solar retailer, you can lodge a complaint with the relevant Fair Trading or Consumer Affairs office in your state or territory. They can negotiate on your behalf and arrange mediation where necessary.

STATE	CONSUMER PROTECTION AGENCY	TELEPHONE	WEBSITE
<b>ACT</b>	Access Canberra	13 22 81	<a href="https://accesscanberra.act.gov.au/app/home/fairtrading">accesscanberra.act.gov.au/app/home/fairtrading</a>
<b>NSW</b>	Fair Trading	13 32 20	<a href="https://fairtrading.nsw.gov.au">fairtrading.nsw.gov.au</a>
<b>NT</b>	Consumer Affairs	1800 019 319	<a href="https://consumeraffairs.nt.gov.au">consumeraffairs.nt.gov.au</a>
<b>QLD</b>	Office of Fair Trading	13 74 68	<a href="https://qld.gov.au/law/fair-trading">qld.gov.au/law/fair-trading</a>
<b>SA</b>	Consumer and Business Services	13 18 82	<a href="https://cbs.sa.gov.au">cbs.sa.gov.au</a>
<b>TAS</b>	Consumer, Building and Occupational Services	1300 654 499	<a href="https://cbos.tas.gov.au">cbos.tas.gov.au</a>
<b>VIC</b>	Consumer Affairs	1300 558 181	<a href="https://consumer.vic.gov.au">consumer.vic.gov.au</a>
<b>WA</b>	Consumer Protection	1300 304 054	<a href="https://commerce.wa.gov.au/consumer-protection">commerce.wa.gov.au/consumer-protection</a>



## COMPLAINTS AGAINST CLEAN ENERGY COUNCIL APPROVED SOLAR RETAILERS

If you need to make a complaint against a company identifying itself as a Clean Energy Council Approved Solar Retailer, you should first contact the company directly. If you are not satisfied with the response from the company, you can contact the Clean Energy Council to investigate any suspected breaches of the Solar Retailer Code of Conduct. You can also lodge your complaint with the Clean Energy Council online at [cleanenergycouncil.secure.force.com/ComplaintForm](https://cleanenergycouncil.secure.force.com/ComplaintForm)

## WORKMANSHIP OR INSTALLATION COMPLAINTS

The Clean Energy Council aims to resolve complaints involving workmanship issues that breach the Accreditation Guidelines or relevant Australian standards by a Clean Energy Council Accredited Installer.

This does not extend to solar retailers (sales companies) and only applies to individual tradespeople who hold Clean Energy Council accreditation.

You may be asked to provide a report and photo evidence supporting your complaint and detailing non-compliant work. Complaints can be registered online at [cleanenergycouncil.secure.force.com/ComplaintForm](https://cleanenergycouncil.secure.force.com/ComplaintForm)

## WHAT SHOULD I DO IF THE COMPANY I BOUGHT MY SOLAR SYSTEM FROM HAS GONE OUT OF BUSINESS?

If your solar retailer has become insolvent and you are unable to contact the manufacturer, you can lodge a complaint with the solar retailer's administrators. You can find out if a company has become insolvent via the Australian Securities and Investments Commission (ASIC) website or by phoning 1300 300 630.

Your local Fair Trading or Consumer Affairs office may also have information about the appointment of external administrators for insolvent companies. Likewise, if the manufacturer has gone into administration, you can lodge a complaint with the company's administrators. As a consumer, you may become an unsecured creditor. If the external administrator fails to deal with your queries or complaints, you can also lodge a complaint with ASIC on 1300 300 630.

## AUSTRALIAN CONSUMER LAW

Australian Consumer Law provides consumers with certain automatic rights (called consumer guarantees) when they purchase a product or service. These consumer guarantees have no specific time limit, cannot be excluded and exist regardless of any additional voluntary warranty provided by the solar retailer or manufacturer. It is important to remember that you have these rights as a consumer if the system does not meet reasonable expectations. Installation companies and/or manufacturers may choose to offer additional voluntary warranties which are over and above what they must automatically provide under Australian Consumer Law. For more details visit:

[consumerlaw.gov.au](https://consumerlaw.gov.au)

