



ENERGY & WATER
OMBUDSMAN SA

GPO Box 2947
Adelaide SA 5001

T 1800 665 565
F 1800 665 165

ABN 11 089 791 604

ewosa.com.au

Mr Kane Thornton
Chief Executive
Clean Energy Council
Level 15, 222 Exhibition St
Melbourne VIC 3000

Submitted via email: codeofconduct@cleanenergycouncil.org.au

2 April 2020

Dear Mr Thornton,

Submission on the Clean Energy Council's ("CEC") Draft Consultation Solar Retailer Code of Conduct ("Draft Code")

The Energy and Water Ombudsman (SA) Limited ("EWOSA") welcomes the opportunity to comment on the CEC's Draft Code.

EWOSA is an independent Energy and Water Ombudsman Scheme in South Australia. It receives, investigates and facilitates the resolution of complaints by customers with regard to (*inter alia*) the connection, supply or sale of electricity, gas or water.

EWOSA's submission on the Draft Code relates to solar installation:

"The Code also deliberately connects the responsibility of the retailer with the obligations of accredited installers/designers, to ensure that retailers are fully accountable for the actions of any subcontracted parties. This Code aims to address identified issues that may impact on the reputation of the solar industry. These issues include:...

- Sub-standard installation work.

...To achieve its objectives, this Code addresses four broad subject areas:...

2. Post-Sale activities

- To ensure that the consumer receives a system that is installed correctly, in accordance with existing legislation, regulations, standards and guidelines."¹

¹ CEC – Solar Retailer Code of Conduct March 2020 – Consultation Draft at <https://www.cleanenergycouncil.org.au/industry/retailers/code-of-conduct-re-authorisation>

As attachment A indicates, EWOSA receive a substantial number of cases about solar installers – for the 2019/20 FY, EWOSA received 115 cases. This is our largest out of jurisdiction issue. We would like to emphasise the importance of robust dispute resolution mechanisms for the associated issues.

Thank you for consideration of this submission. Should you require further information or have any enquiries in relation to this submission, please contact Jo De Silva via jo.desilva@ewosa.com.au or phone (08) 8216 1851.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Jo De Silva', is positioned below the text 'Yours sincerely,'.

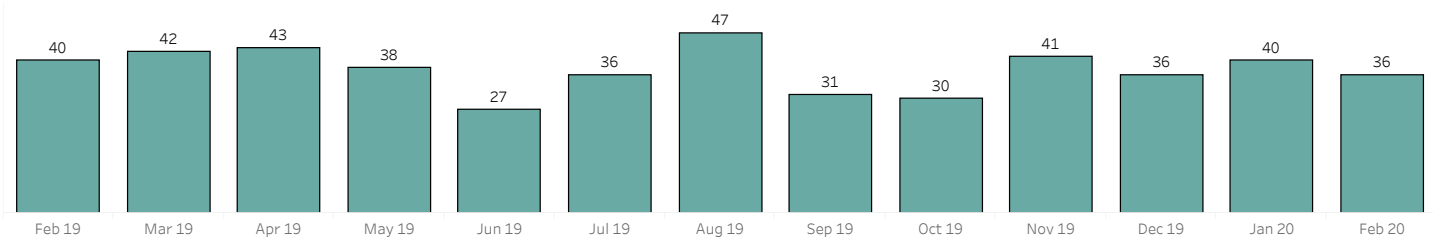
Jo De Silva
Policy and Communications Lead
Energy and Water Ombudsman SA

ATTACHMENT A

Out of jurisdiction cases for Energy and Water Ombudsman SA

Dashboard 5 - Out of Jurisdiction Cases

OOJ cases received each month



OOJ reasons

| Reason | FY 2019 | | FY 2020 | | | Grand Total |
|-------------------------------|-----------|------------|------------|------------|-----------|-------------|
| | Q3 | Q4 | Q1 | Q2 | Q3 | |
| Solar Installers | 22 | 29 | 29 | 35 | 19 | 134 |
| Non Energy or Water | 10 | 9 | 16 | 11 | 16 | 62 |
| Government Agency | 9 | 9 | 6 | 3 | 3 | 30 |
| Interstate/Overseas | 9 | 10 | 11 | 7 | 8 | 45 |
| Legal Advice or Civil Dispute | 5 | 8 | 14 | 10 | 2 | 39 |
| Pricing Enquiry | 2 | 4 | 3 | 4 | 2 | 15 |
| No license/ outside license | 4 | 1 | 1 | 1 | 1 | 7 |
| Electrician or Gas Fitters | 1 | 4 | 1 | 7 | 3 | 16 |
| LPG | 2 | 3 | 5 | 3 | 2 | 15 |
| Credit Collection Agency | | 3 | | 2 | | 5 |
| Issue Greater than 12 Months | | 2 | 2 | 1 | 1 | 6 |
| Appliances or Internal Wiring | 5 | 2 | 4 | 4 | 10 | 25 |
| Case before court | | 3 | 4 | 1 | 1 | 9 |
| Capital Contribution Enquiry | | 2 | 1 | 2 | | 5 |
| Battery Storage | 2 | 3 | 3 | 2 | | 10 |
| Other OOJ | 11 | 16 | 15 | 14 | 8 | 64 |
| Total | 82 | 108 | 114 | 107 | 76 | 487 |

The information contained in this document has been prepared for and is confidential to the Board of Directors of Energy and Water Ombudsman (SA) Ltd. Copying or distribution of this document or any information contained in it by anyone other than the addressee is prohibited. If you are not the intended recipient, any use, disclosure or copying of this document is unauthorised. If you have received this document in error, please call Pia Bertick (08) 8216 1854.