

**SOLAR RETAILER CODE OF  
CONDUCT –  
ANNUAL REPORT**



CLEAN ENERGY COUNCIL  
NOVEMBER 2015

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## EXECUTIVE SUMMARY

The Solar Retailer Code of Conduct (the Code) was devised by the Clean Energy Council (the CEC) after calls from its members and the broader community for improved standards and integrity in the solar PV industry. The CEC worked with the Australian Competition and Consumer Commission (ACCC) to develop what has become a respected code of conduct that serves to guide solar retailers in their business operations and to protect consumers.

The Code has now been operating for two years and in that time it has been extended in response to and anticipation of developments in the solar industry, most notably pricing innovation. The ACCC highlighted the value of the Code to consumers and the solar industry in a media release accompanying its decision to authorise the Code for a further five years. Federal Environment Minister, Greg Hunt, congratulated the CEC on the Code, stating it 'puts consumers first, and will make the process of buying a solar power system as easy and painless as possible. It is also an effective way of lifting safety and quality standards across the industry'.

Alongside its work to have the expanded Code authorised by the ACCC, the CEC engaged a design and communication agency to redevelop the 'Approved Solar Retailer' branding. The new branding reflects the premium status of the Code and further distinguishes it from the Accredited Installer program and CEC membership, while maintaining the link to the CEC, which is trusted by consumers and respected by the industry.

This year has seen an increase in the number of solar retailers falsely representing themselves as Approved Solar Retailers, which is an inevitable by-product of a successful scheme, but a challenge nonetheless. The CEC has developed a process by which it has successfully protected its intellectual property rights in relation to the Approved Solar Retailer program. Brand protection is crucial to the integrity of the program and the CEC will continue to respond to misuse and fraudulent use of the Approved Solar Retailer logo.

In an effort to achieve its goal of making the Approved Solar Retailer brand recognisable to consumers, the CEC will follow up this rebranding exercise with a digital marketing campaign in 2016 targeting consumers of rooftop solar.

The CEC is also promoting the Code by establishing and strengthening relationships with procurement groups, such as local and state governments and community-led programs, in order to have the Code embedded in tender processes. Victoria has seen the most activity in this respect this year, with the highest number of exclusive tender opportunities in that state. The Victorian Renewable Energy Roadmap, launched by the Energy Minister, also contained an initiative where any government program that supports solar PV will require the solar panel provider to be a signatory to the Code.

Significant changes to the Code led to the development of compliance training material, which the CEC will deliver to Approved Solar Retailers in 2016. Approved Solar Retailer training will be integrated with an auditing program, with the aim of anticipating areas of difficulty and assisting with compliance, rather than adopting a punitive or reactive approach.

The increase in resources allocated to administering and promoting the Approved Solar Retailer program this year has necessitated a rise in Code fees. In particular, the CEC dedicates a substantial amount of time liaising with applicants in an effort to ensure their documents and

practices are compliant with the Code and the Australian Consumer Law, and to improve standards in the industry. With a rejection rate of approximately 50 per cent, the cost of resourcing this process is often not recovered. The CEC has advised stakeholders of the increased prices, which will come into effect on 1 January 2016.

The CEC investigated five reported breaches of the Code this year, resulting in one suspension and one renewal application being rejected. The increase in complaints is a further indicator that awareness of the Code, the commercial advantage it provides and the standards to which its signatories are held are increasing. The CEC's Complaints Procedure has been refined and provides fair and thorough reporting, investigative, and appeal processes. Indeed, all of the administrative processes have been developed and approved and they provide a solid framework by which to administer the Code.

The CEC's Media and Communications team has worked hard to promote the Code. In addition to regular and specific initiatives executed throughout the year, it employed successful strategies to correspond with the ACCC's re-authorisation. Consequently, the CEC has experienced a significant increase in the number of enquiries and applications. With the bar now set even higher than before the re-authorisation, the approval rate still sits at around 50 per cent of applications. Just 22 leading solar retailers are current signatories to the Code.

As recognition of and respect for the Code continues to rise, and with applications currently in process from reputable solar retailers who see the value of identifying themselves as superior operators in a crowded market, the future of the Approved Solar Retailer program is strong. The program continues to be overseen and directed by three distinguished solar industry and consumer law professionals who comprise the Code Review Panel. Their expertise and commitment to the Code provide immense benefit to the industry and more specifically, to the CEC and Approved Solar Retailers. The CEC looks forward to continuing to administer the Solar Retailer Code of Conduct, under the guidance of the Code Review Panel, to 2020 and beyond.

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## INTRODUCTION

The Solar Retailer Code of Conduct (the Code) is a voluntary code that aims to promote best practice measures and activities for retailers of solar photovoltaic (PV) systems. It aims to protect consumers of solar PV and to improve industry integrity by addressing issues identified as negatively impacting the reputation of the solar industry.

The Code was launched in 2013 by Federal Environment Minister Greg Hunt. In September this year the ACCC revoked the original 'Solar PV Retailer Code of Conduct' and authorised the new 'Solar Retailer Code of Conduct' until 2020. Minister Hunt demonstrated his continued support for the program when he publicly said the Code 'puts consumers first, and will make the process of buying a solar power system as easy and painless as possible'. The Minister further commented that 'it is also an effective way of lifting safety and quality standards across the industry'.

The Code is administered by the [Clean Energy Council](#), the peak body representing Australia's renewable energy and energy efficiency industry, and is overseen by an independent Code Review Panel. **It is the only solar industry code of conduct authorised by the [ACCC](#).**

All solar PV retailers, including those selling PV to home-owners, small-, medium- and large-scale businesses, community groups and government, are eligible to apply to the Code. Signing onto the

Code demonstrates a retailer's commitment to service its customers beyond what is required under the Australian Consumer Law (the ACL).

This is the second Annual Report of the Solar Retailer Code of Conduct. It is produced pursuant to section 3.8 of the Code. The Annual Report presents data and analysis on:

- applications to the Code
- compliance with the Code
- reporting obligations of the Code Administrator
- changes to the Code
- how the Code is promoted
- the effectiveness of the Code and its impact on the broader industry

If you would like further information on the Code or any of the data contained in this Annual Report, please contact the Code Administrator on 03 9929 4100 or at [codeofconduct@cleanenergycouncil.org.au](mailto:codeofconduct@cleanenergycouncil.org.au).

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## THE CODE ADMINISTRATOR

The Code Administrator is defined in the Code as the Clean Energy Council. Pursuant to section 3.1 of the Code, the Code Administrator is responsible for:

- managing the administration process relating to Code signatories
- monitoring Code compliance
- determining when breaches of the Code have occurred and determining appropriate action
- enforcing sanctions
- referring cases to the Code Review Panel as required
- overseeing promotion of the Code and
- developing training and supporting material on the Code.

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## THE CODE REVIEW PANEL

The Code Review Panel is an integral part of ensuring the Code is effectively managed with independent oversight. Establishment and engagement of such a panel was a requirement for ACCC authorisation and provides assurance that the CEC is not conflicted in administering the Code.

The Code Review Panel consists of [three members](#) who bring industry, technical and consumer expertise. The Panel and each of its member is highly committed to the success of the Code and supports the Code Administrator in a manner that helps ensure the Code's integrity.

The Panel is eminently credentialed to deal with issues that the Code aims to address. It meets four times each year to ensure the Code is operating effectively and is meeting the identified objectives and community expectations.

Code Review Panel meeting dates	
2015	2016
17 February	12 February
12 May	13 May
11 August	12 August
17 November	18 November

The responsibilities of the Code Review Panel include:

- determining cases referred to it by the Code Administrator
- arbitrating appeals against sanctions imposed by the Code Administrator in accordance with section 3.7 of the Code and
- conducting inquiries into Code compliance

The full [terms of reference](#) of the Code Review Panel are available on the Solar Accreditation website.

## CHANGES TO THE CODE

The following table summarises the substantive changes that have been made to the Code since publication of the 2014 Annual Report. It is important to note that, since the last Annual Report, the entire Code has been revoked and replaced (see *Clean Energy Council Limited application for revocation and substitution A91495 – A91496* on the [ACCC website](#)).

Section	Amendment
<b>Document title</b>	A slight change to the title from 'Solar PV Retailer Code of Conduct' to 'Solar Retailer Code of Conduct'.
<b>2.11(f)(ix)</b>	<b>Pre-sale activities – advertisements and promotions</b> Added the following in relation to misleading and deceptive conduct:  (ix) making representations regarding the cost of finance or an alternative purchasing arrangement for the product, such as representing that there is no additional cost for the finance or alternative purchasing arrangement when the price of the product has been inflated above the cash price or market value of the product.
<b>2.1.15 – 2.1.19</b>	<b>Approval to connect to the electricity grid</b> Amended for purpose of clarification only.
<b>2.1.20 – 2.1.25</b>	<b>Finance and alternative purchasing arrangements</b>

	Added new section. Sets out signatories' obligations in relation to deferred payment and credit arrangements. Drafted in consultation with key stakeholders, the finance industry, Australian Securities & Investments Commission and the Australian Competition & Consumer Commission.
<b>2.2.7 – 2.2.9</b>	<b>Connection to the electricity grid</b> Amended to clarify signatories' obligations in relation to customers' grid connection.
<b>2.2.11</b>	<b>Privacy</b> Added new section. Sets out signatories' obligations in relation to collection and use of customer data.
<b>2.3.3</b>	<b>Documentation</b> Added new section. Specifies that 'Signatories are accountable for the work of their sub-contractors. In addition to the document requirements set out above, Signatories must be aware of any other documentation required by electricity distributors and regulators in their regions of operation.'
<b>4.2</b>	<b>Code fees</b> The fee amounts have been removed from the Code document to allow for changes to be made to the fees pursuant to 4.2.4.

## REPORTING

The Code Administrator adopts a number of reporting protocols in order to meet its obligations to the ACCC, the Code Review Panel and Approved Solar Retailers, and to ensure that information is readily available to stakeholders and the public. These include:

- biannual reporting to the ACCC on breaches of the Code and potential breaches of Australian Consumer Law
- quarterly reporting to Approved Solar Retailers
- annual reporting to stakeholders
- reporting to regulators and ombudsmen as required

Section 3.8.6 of the Code states that systemic concerns identified during Code reviews will be referred to the relevant regulators, as will any breach of laws and regulations.

### Breaches of the Australian Consumer Law

The Code includes provisions that are consistent with existing state and federal consumer protection legislation. The Code also includes monitoring and enforcement provisions to encourage compliance with the Code. Specifically, section 3.6 of the Code states that the Code Administrator and/or the Code Review Panel will investigate all breaches of the Code, including those which may also breach Australian Consumer Law, and that sanctions imposed in the event of non-compliance will vary depending on the severity of the breach. In addition to these requirements, section 3.6.2 of the Code states that the relevant regulator and ombudsman will be notified of any breach of the Australian Consumer Law.

**The Code Administrator has not found any breaches of the Australian Consumer Law by Approved Solar Retailers and has therefore not reported any such breaches to the ACCC.**

This year the CEC has faced an increasing number of retailers falsely representing themselves as Approved Solar Retailers, which is an inevitable by-product of a successful scheme but a challenge nonetheless. The CEC has successfully protected the brand in all cases reported to it to date. In order to protect the integrity of the scheme, the CEC has developed a process by which it deals with such fraudulent behaviour.

### **Breaches of the Code**

Potential breaches of the Code, regardless of whether they might also breach the ACL, are investigated by the Code Administrator. Where necessary, complaints are referred to the Code Review Panel for determination.

While the CEC has developed procedures to support effective administration of the Code, it relies heavily on the public and stakeholders to provide information about potential breaches of the Code. Often complaints brought to the CEC are of a nature that requires referral to a consumer affairs body. When the CEC receives complaints about the actions of an Approved Solar Retailer, it investigates to the full extent of its powers.

In the year since November 2014 the Code Administrator has investigated five complaints about Approved Solar Retailers.

**The CEC has reported two breaches of the Code to the Code Review Panel.**

### **Quarterly reporting to signatories**

Quarterly Reports are produced by the CEC. They are published on [the Solar Accreditation website](#), presented to the Code Review Panel, the CEC's Solar PV Leadership Committee and solar PV directorates, and emailed to all Approved Solar Retailers. The data presented in the Quarterly Reports is also used in meeting other reporting obligations and to support marketing efforts.

The Quarterly Report includes:

- statistics on Code applications and rejections
- reasons for rejections
- changes to the Code
- ancillary changes
- breaches
- list of current signatories

In future the Quarterly Report will also include marketing activity so that stakeholders and interested parties can see how the Code is promoted and the resulting benefits for Approved Solar Retailers.



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## APPLYING TO SIGN THE CODE

### Who applies?

All solar PV retailers, including those selling PV to home owners, small-, medium- and large-scale businesses, community groups and government, are eligible to apply to the Code. Signing onto the Code demonstrates a retailer's commitment to provide service beyond what is required by law.

Applications come from very small solar retailers through to large solar retailers with national operations. Most Approved Solar Retailers operate in the residential and commercial markets. Some Approved Solar Retailers are long-established businesses that have moved into solar, some are purely solar and have been operating for five years or more and others are emerging solar retailers who see the value in signing an industry code of conduct. It is a requirement of the Code that applicants have been operating in the solar industry for a minimum of 12 months.

The average foundation year of Approved Solar Retailers is 2007, making the average length of operation 8 years. The average volume of solar PV installed by Approved Solar Retailers in 2014 is 1,188 kilowatts.<sup>1</sup>

Fifteen out of 17 signatories who have been Approved Solar Retailers for longer than one year have renewed their status. One of the signatories that did not renew its Approved Solar Retailer status had its application for renewal rejected by the CEC on the grounds that a change to its business structure meant the retailer no longer complied with the Code. The feedback from Approved Solar Retailers is overwhelmingly that being a signatory to the Code brings their business significant and measurable advantages.

### Why the Code is good for retailers

For a concise summary of how the Code benefits solar retailers, see the [Solar PV Retailer Code of Conduct flyer for businesses](#).

### Why the Code is good for consumers

For a concise summary of how the Code benefits consumers of solar PV systems, see the [Solar PV Retailer Code of Conduct flyer for consumers](#).

### How many retailers have applied?

In November 2013, at its launch, the Code had five founding signatories. Since then, the CEC has received a further 47 applications. The following table reveals that slightly less than half of the applications have been rejected. Analysis of this data is provided below.

Applications received	<b>52</b>
Applications approved	<b>25</b>
Applications rejected	<b>19</b>
Applications pending	<b>8</b>

## Who are the Approved Solar Retailers?

**Current Signatories** (in order of date approved):

SunEdison (formerly Energy Matters)

Springers Solar

Suntrix

Bradford Solar

Evolve Energy

Skyline Solar

RoofJuice (formerly Sungevity)

United Solar Energy

West Australian Alternative Energy

Clean Energy Solar

EcoLogic Estates

Coffs Solar Energy

Enigin Western Australia

Metro Solar

Clean Earth Services

Century Solar Energy

Infinite Energy

Clean NRG

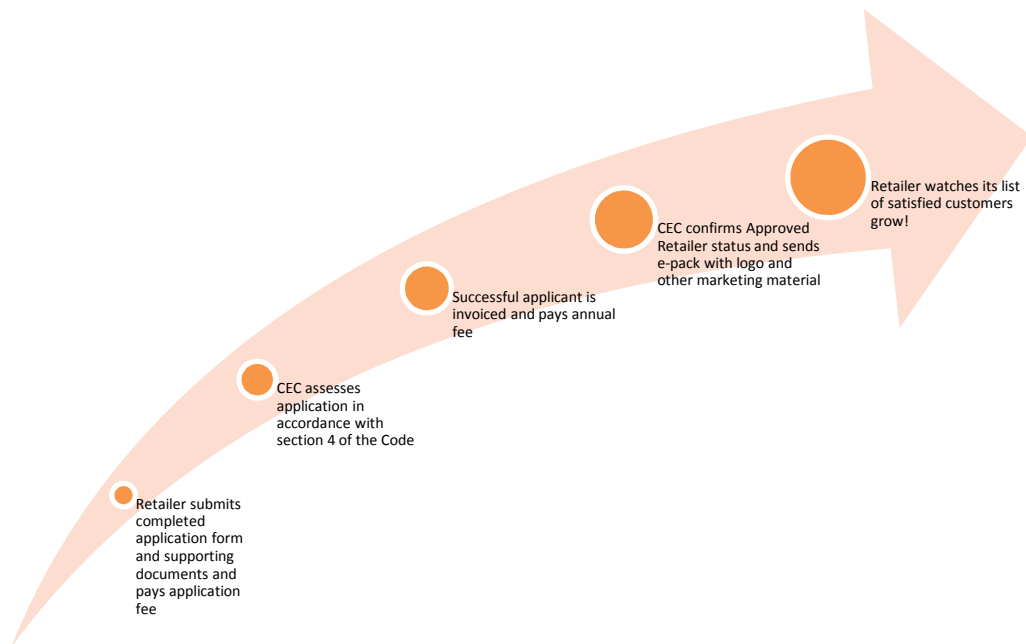
EnviroGroup

SolarHub

Renew Energy

Ecoelectric

## The application process



Applying to become an Approved Solar Retailer under the Code is a comprehensive process that requires the applicant to examine and document its business practices. The applicant is required to make binding declarations about its operations and disclosures about previous business in the solar industry. In assessing an application, the CEC may request further documents or information and seek clarification of responses. The rigour of the application process serves to maintain the integrity of the Code by keeping the benchmark for entry at a suitably high level.

The CEC comprehensively assesses each application to ensure the applicant's sales practices, contract documents, advertising material and warranties comply with Australian Consumer Law and the Code. This is a resource-intensive exercise that requires the CEC to evaluate each contract term and the entire suite of documents presented to consumers. The CEC refers some applications to lawyers for assessment.

The CEC advises applicants to allow up to eight weeks for processing but the turnaround time is usually considerably shorter than that.

### Why do applications get rejected?

Under the data collection and reporting obligations of the Code, the CEC is required to record reasons for rejecting applications. A common reason for an application being rejected is that the terms and conditions of the customer contract do not comply with Australian Consumer Law.

The Code Administrator liaises with applicants during the application process to provide feedback on which contract terms are not compliant and the applicant is given the opportunity to amend the relevant term or terms.

Three applications made this year were rejected on the basis that the documentation submitted was grossly inadequate in terms of compliance with the Code. In such cases the Code Administrator provides the applicant with examples of non-compliance and recommends the applicant consults a lawyer for advice on improving its documentation. In two other cases,

applicants have failed to make changes or resubmit documentation as requested by the Code Administrator.

### Summary of reasons for rejecting applications

- Terms and conditions of sales contract not meeting requirements of Australian Consumer Law
- Not providing consumers with a whole-of-system 5 year warranty
- Not providing site specific performance estimate
- Having a director who was a director of a previously failed PV company
- Not providing all required documents to the Code Administrator

### Developments in the application process

In November this year the CEC further refined the application form to incorporate changes resulting from changes to the Code. The [online application form](#) has been updated and is now the only option for submitting an application.

The CEC has been asked to provide further guidance to solar retailers on how to become Code compliant. The number of rejected applications reflects the high standard required to gain approval under the Code. However, it is in the best interests of the industry and consumers for the list of Approved Solar Retailers to grow.

The CEC provides equitable guidance within the application process. Where an applicant's documentation requires significant review before it can meet the requirements of Australian Consumer Law and the Code, it is recommended that the applicant seek its own legal advice.

It has been noted this year that a significant number of applicants do not undertake their own preliminary compliance checks before submitting an application. This has conveyed a substantial burden onto the CEC. Consequently, from 1 January 2016 the CEC will curb the consultative part of the application process by increasing the application fee and introducing a fee for any application that requires further amendments beyond the CEC's first two reviews of the application.

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## AUDITING

Ensuring signatories remain compliant with the Code is fundamental to the integrity of the Approved Solar Retailer program. By signing the Code, signatories agree to be subject to regular monitoring and to allow audits on their compliance with the Code (see section 3.4 of the Code). While the CEC has been developing a structured audit program, auditing of signatories has this year been primarily complaint-driven.

In 2015 the CEC investigated five alleged breaches of the Code. In three of those cases the CEC found that no breach had occurred. Following investigations into the other two complaints, **one signatory was suspended** and **another had a breach recorded against it** (although it rectified the breach and did not receive any sanction).<sup>ii</sup> These findings resulted from the CEC investigating complaints made by other solar retailers.

The CEC re-examines compliance when a signatory seeks renewal of its status on each anniversary of its approval. This year the CEC **rejected a renewal application**, therefore

removing the company from the Approved Solar Retailer program, after examining a change in company structure that rendered the retailer ineligible to sign the Code.

In November this year the CEC advised signatories that it would be examining websites to ensure correct language is used in relation to the ACCC's authorisation of the Solar Retailer Code of Conduct. This audit activity is currently underway.

Concurrently with conducting responsive auditing, the CEC has been developing a structured auditing program that will be executed throughout 2016. The CEC will meet with Approved Solar Retailers to ensure they understand their obligations under the new Solar Retailer Code of Conduct and that they can demonstrate how they will comply with the new provisions.

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## MARKETING AND PROMOTION

### Publicity around ACCC re-authorisation of the Code

The Code was recently [re-authorised by the ACCC](#) and its profile continues to rise. The CEC received wide coverage of a number of [media releases](#) and [stakeholder communications](#) following the ACCC announcement. The Climate Spectator published an [opinion piece](#) written by Kane Thornton, Chief Executive of the CEC, about the Code and solar accreditation.

[Federal Environment Minister Greg Hunt congratulated the Clean Energy Council](#) on the re-authorised Code, stating it 'puts consumers first, and will make the process of buying a solar power system as easy and painless as possible. It is also an effective way of lifting safety and quality standards across the industry'.

### Re-branding of the Approved Solar Retailer program

Alongside the work to get the expanded Code re-authorised by the ACCC, the CEC also redeveloped the 'Approved Solar Retailer' branding in response to stakeholder feedback. The CEC updated and [created some new collateral](#) for Approved Solar Retailers to use to promote the Code and for the CEC to use at events.

### Clean Energy Council communications and events

The CEC has continued with social media posts and member communications. Both of these strategies have been purposefully devised by the CEC Media and Communications Team. They are used to provide information, to directly promote the Code and as part of the CEC's strategy to protect its intellectual property, particularly the Approved Solar Retailer logo.

This year the CEC has promoted the Code at events including the [All-Energy](#) exhibition and conference, CEC installer nights, and the [Australian Clean Energy Summit](#) at which the New South Wales Office of Environment & Heritage launched its online [Solar Finance Guide](#) that links to the CEC Approved Solar Retailer list.

The CEC's Solar Accreditation website continues to be a bountiful source of consumer referrals for signatories, with the [list of Approved Solar Retailers](#) linking to the website of each Approved Solar Retailer's website.

### Building relationships to secure exclusive tender opportunities

Having the Code embedded in the procurement processes of local and state governments and community organisations means that Approved Solar Retailers get exclusive tender opportunities. This is an appealing process for procurement groups, as they can select their contractors from a small pool of quality solar providers who have already been through an independent and rigorous screening process and who provide a 5-year whole of system warranty on products and workmanship.

The Victorian state government released a Renewable Energy Roadmap that states any government programs that support solar PV will require the solar panel provider to be a signatory to the Solar Retailer Code of Conduct. The Victorian Chamber of Commerce and Industry (VECCI) tendered for a significant project this year on the basis that it would sub-contract only CEC Approved Solar Retailers to complete the work. VECCI won the contract and has rolled out two of the project components. The CEC secured its relationship with Moreland Energy Foundation who again sought submissions from Approved Solar Retailers when selecting its preferred solar supplier. The CEC is in discussions with two other organisations that are developing solar projects and want to use Approved Solar Retailers to roll out the projects.

### **Building relationships to raise awareness of the Code**

The Australian Technology Association (ATA) held a number of 'Speed Date an Environment Expert' events around the country. The ATA promoted the Code at those events with postcards produced by the CEC.

The CEC addressed the Australia and New Zealand Energy & Water Ombudsman Network (ANZEWO) on consumer issues arising under power purchase agreements and how the Code seeks to address such issues. The discussion with ANZEWO helped confirm that the new finance provisions in the code had been appropriately drafted. Importantly, it also focused the attention of each Australian (and New Zealand) state Energy & Water Ombudsman on the CEC's Solar Retailer Code of Conduct.

### **Policy work**

On power purchase agreements, the CEC made a submission to the Energy Market Reform Working Group 'Consultation on regulatory implications of new products and services in the electricity market'. The CEC's recommendations included:

- to extend the scope of the Australian Energy Regulator's framework for regulating alternative energy sellers to include providers of solar leases as well as providers of PPAs; and
- to adopt elements of the Solar Retailer Code of Conduct as a basis for mandatory conditions for retailer authorisation exemptions.

Later, the CEC made a submission to the Draft Australian Energy Regulator (Retail) Exempt Selling Guideline, with the aim of improving the ability of solar PV retailers to offer power purchase agreements.

The CEC strongly endorsed a proposal by the Western Australia Public Utilities Office to reduce red tape for providers of solar power purchase agreements and leases in that state. The CEC's submission supported the recommendations of the Public Utilities Office and described the best practice disclosure requirements for providers of solar power purchase agreements, which are now

contained in the Solar Retailer Code of Conduct.

The CEC also started the year by responding to a request by Federal Minister for the Environment, Greg Hunt, to investigate the safety of solar in Australia. The Code was highlighted as a measure to improve standards in the solar PV industry. See CEC's [report on best practice regulation of the Australian solar industry](#).

### **Print advertising**

Early in the year, while the weather was still hot, the CEC co-ordinated a newspaper advertising campaign that consisted of three quarter-page coloured advertisements in a national newspaper over three consecutive weeks. The campaign was funded jointly by the Approved Solar Retailers and the CEC. The advertisement featured the logo, web address and phone number of each Approved Solar Retailer, and the Code logo. While it is difficult to measure the success of such a campaign in terms of direct sales, there was consensus that it was a worthwhile exercise as it gave considerable exposure to the Code branding.

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## **WHERE TO FROM HERE?**

With the revised and extended Solar Retailer Code of Conduct having recently been authorised by the ACCC, applications to sign the Code increasing at a steady rate, and interest from procurement bodies in embedding the Code in their processes, the Code continues to gain momentum. In its second year of operation, the Code Administrator has had the opportunity to test its administration processes thoroughly and has made considerable improvements.

The Code has evolved from the form it took at its inception. The ACCC, government and the industry have demonstrated their appreciation of the value in amending the Code to reflect changes that have taken shape in the solar industry. Administration of the Code also evolves as unforeseen scenarios present. Administration of the Code is transparent and governance documents are available on the [Solar Accreditation website](#).

The CEC is focusing on further promotion of the Code by highlighting the benefits this Code brings to the solar industry and to the broader community. The CEC is working to strengthen its administrative support for the Code in order to manage the increased flow of applications for signatory status. The CEC will continue to work with stakeholders, under the guidance of the Code Review Panel, to determine the strategic direction of this Code of Conduct in order that its potential is realised and the industry and community continue to experience its benefits.

If you would like further information on the Code or any of the data contained in this Annual Report, please contact the Code Administrator on 03 9929 4100 or at [codeofconduct@cleanenergycouncil.org.au](mailto:codeofconduct@cleanenergycouncil.org.au).

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<sup>i</sup> Data provided by Solar Business Services.

<sup>ii</sup> Despite not being sanctioned or named, the signatory appealed the Code Administrator's decision to the Code Review Panel. This matter is still in progress.