

# Media Release

**The Hon Lily D'Ambrosio MP**

Minister for Energy, Environment and Climate Change  
Minister for Solar Homes



**DELIVERING  
FOR ALL VICTORIANS**

Friday, 22 March 2019

## SOLAR RETAILER CODE OF CONDUCT TO LIFT STANDARDS

Solar retailers participating in the Andrews Labor Government's *Solar Homes* program will have to sign up to a code of conduct to prove they meet the highest safety and quality standards.

Minister for Solar Homes Lily D'Ambrosio today announced that from 1 July, the major solar retailers participating in the *Solar Homes* program must sign up to the Clean Energy Council's *Solar Retailer Code of Conduct* if they wish to continue.

All other retailers taking part in the program will have until the 1 November to become signatories to the Code.

Requiring businesses to be Approved Solar Retailers will protect consumers from dodgy providers and help establish a more level playing field for the solar installation industry, which is booming thanks to the Labor Government's rebate program.

The Clean Energy Council will expand its existing application process to ensure solar retailers wanting to take part in the *Solar Homes* program can have their Code of Conduct applications processed before the deadlines.

Breaches of the terms of the Solar Retailer's Code of Conduct will be reviewed by the Clean Energy Council. Sanctions for breaching the code range from warnings to potential loss of Clean Energy Council approval and referral to other agencies including Consumer Affairs Victoria, WorkSafe and Energy Safe Victoria.

Retailers that are not signatories to the Code will not be able to take part in the 10-year Solar Homes program.

Solar Victoria is also conducting regular auditing of installed systems to further ensure safety and quality standards are being met – five per cent of all installations will be audited.

The Labor Government is working to help Victorians take control of their energy costs with the landmark *Solar Homes* package, which will deliver solar hot water systems to 60,000 homes, solar electricity panels to 700,000 homes – including 50,000 rental properties – and solar batteries to 10,000 homes.

More information about the Retailer Code of Conduct is available at [solaraccreditation.com.au/retailers](http://solaraccreditation.com.au/retailers).

### Quotes attributable to the Minister for Solar Homes Lily D'Ambrosio

*"We're making sure that safety and quality is the number one consideration for providers delivering our Solar Homes package."*

*"This Code of Conduct will make it easier for households to know what they're entitled to and easier for retailers to do the right thing."*

*"We won't cut corners in rolling out this landmark package – we're giving Victorians the support they need to take part and take back control of their energy costs."*