



Clean Energy Council submission to the Australian Energy Regulator's Draft (Retail) Exempt Selling Guideline

The Clean Energy Council (CEC) welcomes the opportunity to provide feedback on the Draft AER (Retail) Exempt Selling Guideline.

The CEC is the peak body for the clean energy industry in Australia. We represent and work with hundreds of leading businesses operating in solar, wind, hydro, bioenergy, marine and geothermal energy, energy storage and energy efficiency along with more than 4,500 solar installers. We are committed to accelerating the transformation of Australia's energy system to one that is smarter and cleaner.

The CEC supports the proposal to facilitate access to ombudsman schemes for residential customers of exempt sellers. We also support the proposal to place a clear obligation on exempt sellers to have complaints and dispute handling procedures.

We agree with the view expressed by the AER that ombudsman schemes are best placed to provide expert energy dispute resolution services, given their extensive experience working with customers, retailers and distributors. Industry-specific dispute resolution services cannot provide the universal coverage that can be offered by ombudsman schemes.

The CEC will actively engage with state and territory ombudsmen as they develop their membership and fee structures for any new category of scheme participants.

We would be very happy to discuss these issues in further detail with the AER. We look forward to contributing further to this important area for policy development.