Rooftop solar and storage report

January—June 2026

CLEAN ENERGY COUNCIL

About this report

This is the fifth edition of the Clean Energy Council's (CEC) half-yearly report monitoring the progress of the deployment of rooftop solar and behind-the-meter energy storage systems in Australia. From this edition, the rooftop solar and battery installation data featured in this report is drawn from a new data service provider, Green Energy Markets, replacing SunWiz as the source for these Rooftop Solar and Storage reports for all data from January 2019. Installation and capacity figures in the battery and rooftop PV sections of this report are based on applications submitted to the Clean Energy Regulator (CER) during the reported period, including some still progressing through their standard compliance review process. As such, data in the report will vary slightly to the CER's published data, which excludes applications that have not met requirements or been completed correctly. The report's section on Approved Products and Approved Sellers accreditation draws on the CEC's own data.

Special Note: Graphs

Charts 1, 2, 6, 7 : These graphs have drawn on data from previous editions of the CER report, which used SunWiz data.

Charts 6 and 7 : before July 2025, SunWiz data is used and measures batteries in terms of sales, not installations. This will affect the overall data, but is the best option to capture historical trends.

Acknowledgement of Country

We respect and acknowledge the diversity of communities, identities, and clan groups for all First Nations peoples throughout Australia and recognise the continuing connection to lands, waters and communities. We pay our respect to Aboriginal and Torres Strait Islander cultures; and to Elders past and present.

As a collective of diverse businesses operating on a national scale, we understand that the success of our endeavours is intrinsically linked to the wellbeing and prosperity of the communities we operate within. We acknowledge that Aboriginal and Torres Strait Islander communities are rich and diverse, reflecting a tapestry of cultures and backgrounds.

This diversity underscores the importance of embracing a range of holistic solutions to address the unique challenges and opportunities that lie ahead.

We recognise the impact of human activity on the cultural landscape of Australia. We understand that these practices have not always been in harmony with the profound attachment and cultural custodianship that First Nations peoples have with the land.

We are committed to forging strong relationships with First Nations communities and stakeholders, recognising their unique perspectives and aspirations. We strive to engage in genuine, meaningful partnerships that honour their rights, culture, and self-determination.

Contents

Executive Summary 4

- Australians are installing solar and batteries at record scale 4
- Consumers are building faster than the national plan assumes 5
- The next frontier is unlocking the value of flexibility 5
- Industry programs are laying the foundations for a trusted market 6
- Protecting consumers through compliance and enforcement 7

Installations and capacity trends 8

- Solar PV installations 8
- Solar PV by jurisdiction 10
- Rooftop PV projected capacity 11
- Battery installations 12
- Battery capacity and system size 13
- Battery projected capacity 14

Industry programs 16

- Product compliance 18
- The New Energy Tech Consumer Code (NETCC) program 20

Glossary 25

Executive Summary

Australians are installing solar and batteries at record scale

Rooftop solar rebounded sharply in the first half of 2026 and batteries grew faster still, with the two technologies increasingly bought together.

180,878 rooftop solar systems were installed in the first half of 2026, a 35 per cent increase on the same period in 2025 and the strongest six months since 2021.

These systems delivered 1,894 MW of new capacity, up 41 per cent year-on-year,and the highest six month period on record.

The June 2026 quarter was the largest quarter on record for rooftop PV solar capacity in six of the eight states and territories.

276,011 batteries were installed over the period, 52 per cent more than the preceding six months, taking the first twelve months of the Cheaper Home Batteries Program to 457,439 installations and 12.9 GWh of storage.

Batteries are being installed at a faster rate than solar systems, at 153 batteries for every 100 rooftop solar installations for the first half of 2026.

Consumers are building faster than the national plan assumes

Household and small business investment is running well ahead of AEMO's central planning scenario for both solar and storage.

Held at current rates, rooftop solar in the NEM would reach 40.3 GW by 2029/30, 4.5 GW or 13 per cent above AEMO's 2026 ISP Step Change projection.

Consumer battery storage would reach 59.2 GWh by 2029/30, 79 per cent above the ISP projection of 33 GWh.

Since January 2019, Australians have installed 21,979 MW of rooftop solar, approaching the entire remaining coal-fired generation capacity operating in Australia today.

The average size of the battery grew from 17.2 kWh in July 2025 to a peak of 35.3 kWh in April 2026 before easing to 26.6 kWh in June, with a fleet average of 28.2 kWh across the program's first twelve months.

The next frontier is unlocking the value of flexibility

With record levels of investment in consumer energy resources the opportunity shifts from installation to coordination so households and the wider system share the benefit.

Most household batteries today are operated simply to lift solar self-consumption, leaving significant value unrealised.

Virtual power plants (VPPs), flexible tariffs and emerging flexibility markets can reward households for supplying peak demand, absorbing excess solar and easing local network constraints.

Better coordination allows more use of existing network infrastructure before costly upgrades are needed, and supports even higher penetrations of rooftop solar.

The CEC is undertaking a Flexibility Value Study to quantify the consumer and system benefits of current battery operation and identify the reforms needed to unlock more value through VPPs.

Industry programs are laying the foundations for a trusted market

The CEC's product accreditation and the New Energy Tech Consumer Code (NETCC) underpin the governments' incentive programs driving this growth, giving consumers confidence and governments a trusted delivery mechanism.

The number of Approved Batteries rose from 1,259 to 3,406 models, alongside 3,900 Approved Inverters and 3,586 Approved PV Modules.

The first vehicle-to-grid capable chargers were approved, meeting AS/NZS 4777.2 grid connection requirements and opening a pathway to new sources of consumer value.

The CEC contributed to five major standards workstreams, including the AS/NZS 4777.2 amendment that unlocks vehicle-to-grid, and chaired the revision of the Best Practice Guide for Energy Storage Equipment.

The number of New Energy Tech Approved Sellers rose 18% to 2,389 nationally, with the Code completing its first three-year independent review and progressing ACCC re-authorisation.

Governments continue to build the NETCC into program design, including the Queensland Supercharged Solar for Renters program, the NSW Home Energy Saver Program and the $1 billion Household Energy Upgrades Fund.

Protecting consumers through compliance and enforcement

As administrator of the NETCC, the CEC investigates complaints made against an Approved Seller, requires sellers to put things right where standards have not been met and directs consumers to the bodies that can help when a matter falls outside the Code.

The CEC investigated 567 complaints against Approved Sellers, up from 317 in the previous six months. It took compliance action in 88 cases, up from 53 cases in the previous period

The CEC addressed 143 instances of non-compliance, concentrated at the points where consumers are most exposed: 34 per cent in sales documentation such as quotes and contracts, 11 per cent in installation and delivery, and 10 per cent in grid connection.

Where a complaint sits outside the Code, the CEC ensures consumers are not left without a path to redress, issuing referrals to the appropriate authority. In Victoria alone, 69 to Consumer Affairs Victoria, 48 to the Victorian Civil and Administrative Tribunal and five to the Electrical Safety Authority.

Through the Product Accreditation Program, the CEC opened 83 compliance cases and closed 67, resolving matters through investigation, advice and education, with 8 per cent of finalised cases resulting in enforcement action.

Installations and capacity trends

Solar PV installations

The first half of 2026 saw 180,878 rooftop PV units installed across Australia, amounting to 1,894 MW of installed capacity. This is a 35 per cent increase on the 134,013 units installed in the first half of 2025, and the strongest six-month result since 2021. Rooftop PV continues to be a reliable contributor to the nation's energy mix, with a generation share of 12.9 per cent[1] in the first six months of 2026.

Capacity grew faster than volume. The 1,894 MW installed in the first half of 2026 was 41 per cent above the 1,339 MW installed in the same period a year earlier, and the highest level for six months on record, reflecting both the higher number of installations and the continued increase in average system size. For the 2025 calendar year, 273,672 installations delivered 2,800 MW of capacity.

The previous edition of this report suggested that rooftop PV may have passed its peak, after annual installations fell below 300,000 in 2025 for the first time since 2020. The first half of 2026 shows that solar installations are on track to reach over 300,000 again this year.

Installation volumes have recovered sharply, and the recovery coincides with the first full year of the Cheaper Home Batteries Program. Rather than displacing rooftop PV, battery incentives appear to be drawing new solar installations with them, with many households installing or upgrading solar at the same time as adding storage. Since January 2019, 2.45[2] million rooftop PV systems have been installed nationally, representing 21,979 MW of capacity.

Rooftop solar installed since January 2019 will soon exceed Australia's entire remaining coal-fired generation capacity of around 22 GW. This is a comparison of installed capacity, not of energy delivered. Rooftop solar generates only during daylight and at a far lower capacity factor than coal, so 22 GW of rooftop solar produces roughly a quarter of the annual energy of 22 GW of coal. The comparison illustrates the scale at which consumers have become the largest single builder of new generation capacity in the market.

Installation and capacity figures in this section are based on applications submitted to the Clean Energy Regulator (CER) during the reported period, including some still progressing through their standard compliance review process. As such, data in the report will vary slightly to the CER's published data, which excludes applications that have not met requirements or been completed correctly.

[1] Open Electricity

[2] Rooftop PV systems installed between January 2019 and June 2026. The installation dataset used in this edition begins in January 2019; cumulative figures published in earlier editions of this report were all-time totals on a different data basis and are not directly comparable. For context on the total installed fleet, Clean Energy Regulator, Small-scale installation postcode data, Table 5 – Small generation unit, solar (deemed), records more than 4.4 million small-scale solar installations nationally since 2001.

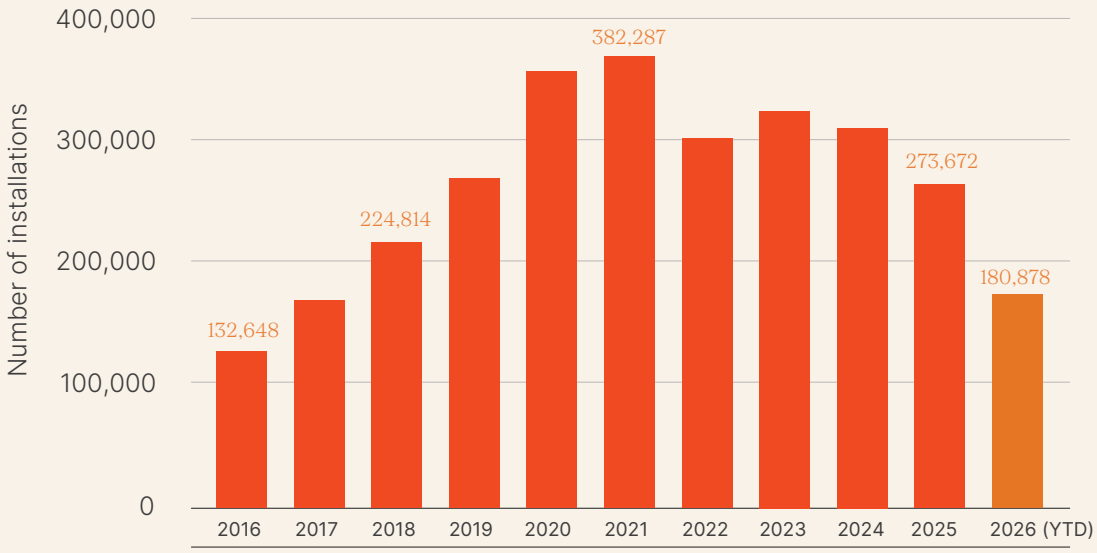


Figure 1: National number of systems installed, by year

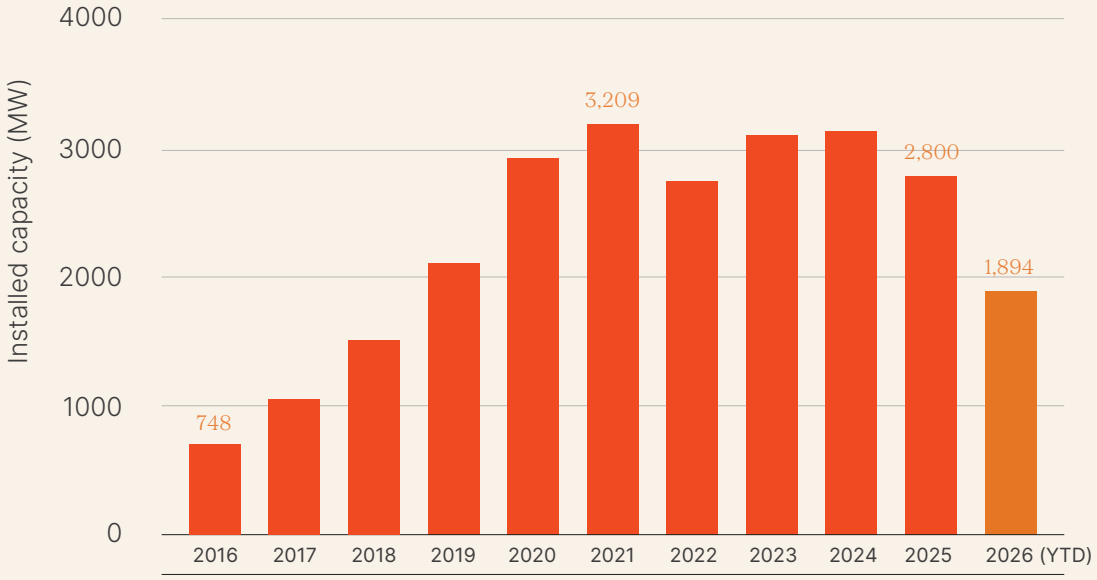


Figure 2: National installed rooftop PV capacity (MW), by year

The average size of systems installed continues to increase. December 2025 set a record of 11.35 kW, consistent with the long-standing pattern of December producing the highest monthly average. The six-month rolling average stood at 10.45 kW at June 2026, up from 10.00 kW at the same point a year earlier, an increase of 4.5 per cent. Monthly averages eased through the second quarter to 9.92 kW in June, which bears watching over the next reporting period.

[1] Installation and capacity figures are based on applications submitted to the Clean Energy Regulator during the reported period, including some still progressing through the Clean Energy Regulator's standard compliance review process.

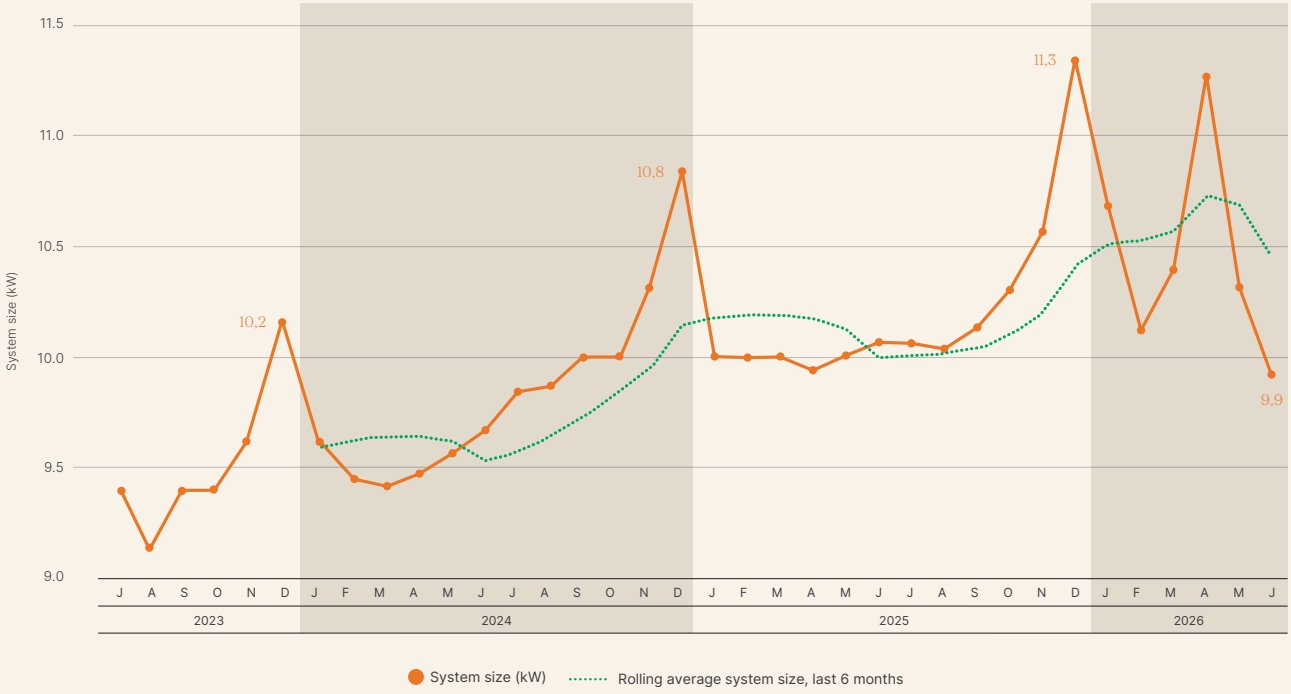


Figure 3: Average system size by registration month

Solar PV by jurisdiction

New South Wales led all jurisdictions in the first half of 2026 with 572 MW installed, followed by Queensland on 504.4 MW and Victoria on 361.6 MW. The same three states led the 2025 calendar year, with 821.2 MW, 752.8 MW and 574.9 MW respectively. The second quarter of 2026 was the largest quarter on record in every jurisdiction except the Northern Territory and Australian Capital Territory.

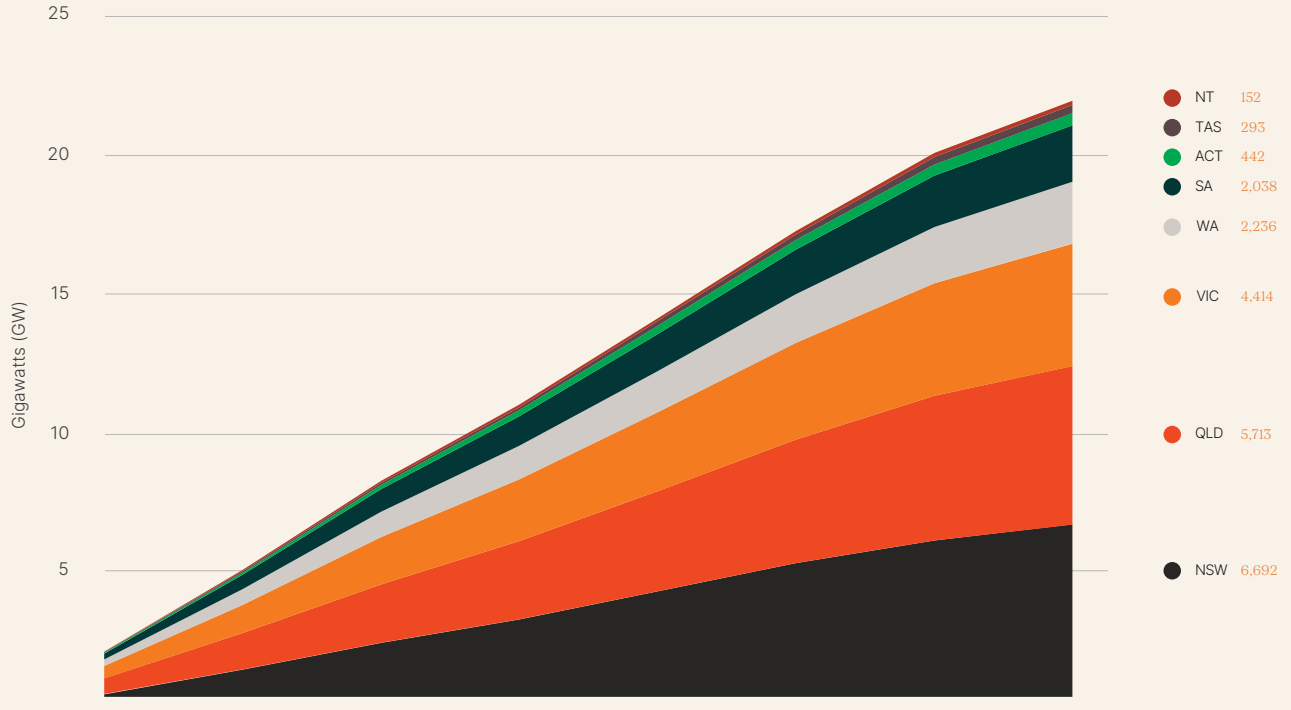


Figure 4: Cumulative installed capacity (MW) of rooftop PV since 2019, by jurisdiction

Since January 2019, New South Wales has installed 6,692 MW of rooftop PV capacity, ahead of Queensland on 5,713 MW and Victoria on 4,414 MW. Together New South Wales and Queensland account for 56 per cent of all capacity installed nationally over that period.

The smaller jurisdictions show markedly different trajectories. Tasmania has more than doubled its annual installation rate since 2019, from 21.1 MW to a sustained level of around 49 MW and is the only jurisdiction not to record a decline in any year to date. The Northern Territory mirrors this, peaking at 29.2 MW in 2020 and settling at roughly half that rate since. South Australia has been the steadiest, holding within a narrow band between 256 MW and 304 MW every year since 2020, a profile consistent with a market approaching residential saturation.

Rooftop PV projected capacity

AEMO's 2026 Integrated System Plan projects rooftop and other small-scale solar in the NEM to reach 35.8 GW by 2029/30 under the Step Change scenario, from an actual 27.1 GW at January 2026[3]. Over the twelve months to June 2026, 3.4 GW of rooftop PV was installed nationally, of which an estimated 3 GW was in the NEM. Rolling AEMO's January actual forward at that rate gives an installed base of 28.3 GW at 30 June 2026.

Held at the same rate thereafter, installed capacity would reach 40.3 GW by 2029/30 — 4.5 GW, or 13 per cent, above the ISP projection, widening to 19 per cent by 2034/35 and 23 per cent by 2039/40. The chart below compares the two trajectories.

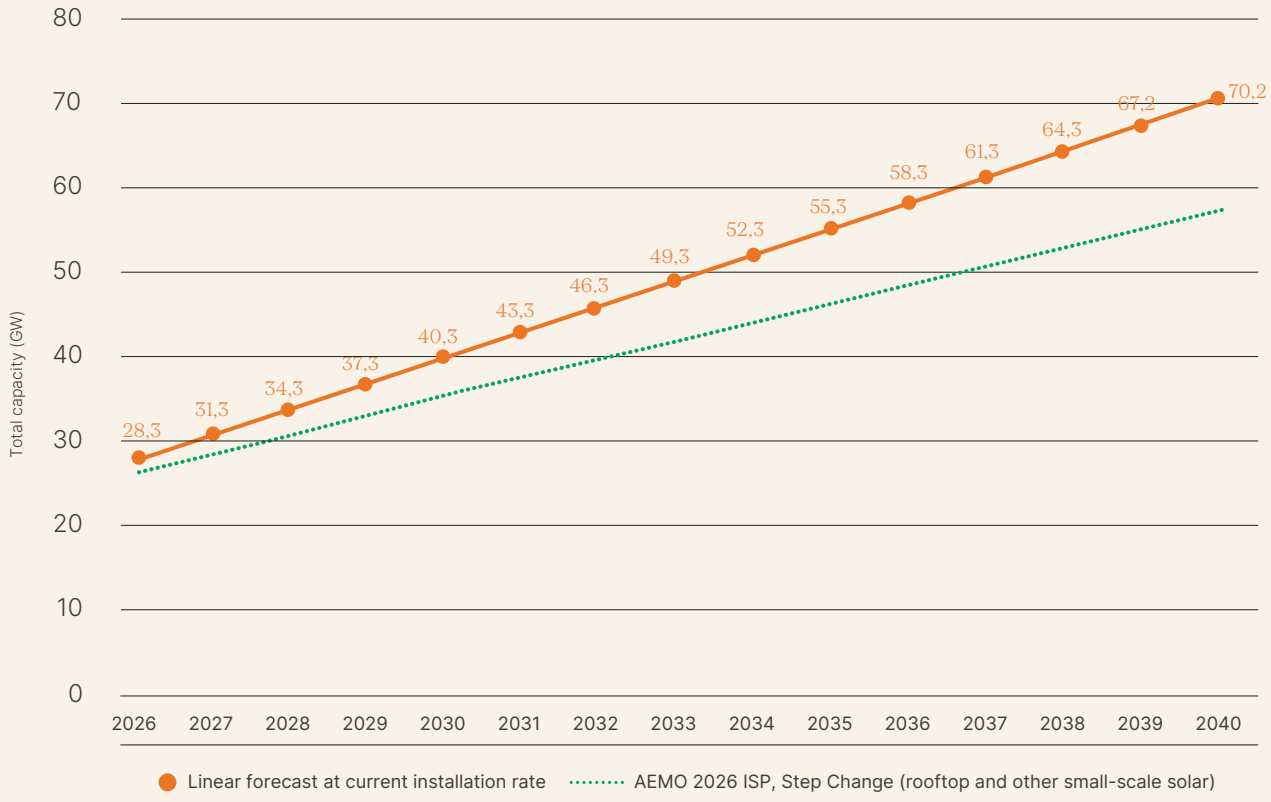


Figure 5: Installed rooftop and small-scale solar capacity against AEMO 2026 ISP Step Change projection, NEM (GW)

Two qualifications apply to this comparison, and they work in opposite directions. The ISP category includes larger distributed PV systems above the 100 kW threshold used in this report, so actual additions to that category are higher than the run rate applied here. Against that, the projection above adds new capacity without allowance for the retirement of ageing systems, and the 2011–12 installation cohort will begin reaching end of life within the forecast window. The trajectory should be read as an indication of current momentum rather than a forecast.

[3] AEMO, 2026 *Integrated System Plan for the National Electricity Market*, Appendix A2: Generation and Storage Development Opportunities, June 2026, Table 2, p. 23. AEMO's "rooftop and other small-scale solar" category includes residential and commercial rooftop PV and larger distributed PV non-scheduled generation systems, a broader scope than the small generation units (≤100 kW) reported elsewhere in this report.

Battery installations

The Federal Government's Cheaper Home Batteries Program commenced on 1 July 2025, and the first half of 2026 was its first full calendar half-year of operation. Australia installed 276,011 batteries over the period, 52 per cent more than the 181,428 installed in the preceding six months. Quarterly installations have risen without interruption since the program began, from 70,571 in the September 2025 quarter to 154,140 in the June 2026 quarter.

Across the program's first twelve months, 457,439 batteries were installed nationally. Batteries are now being installed at a faster rate than rooftop solar systems: 153 batteries for every 100 PV installations in the first half of 2026, up from 130 per 100 in the second half of 2025. This indicates substantial retrofitting to homes with existing solar, alongside the new-build solar and storage packages driving the rooftop PV recovery described earlier in this report.

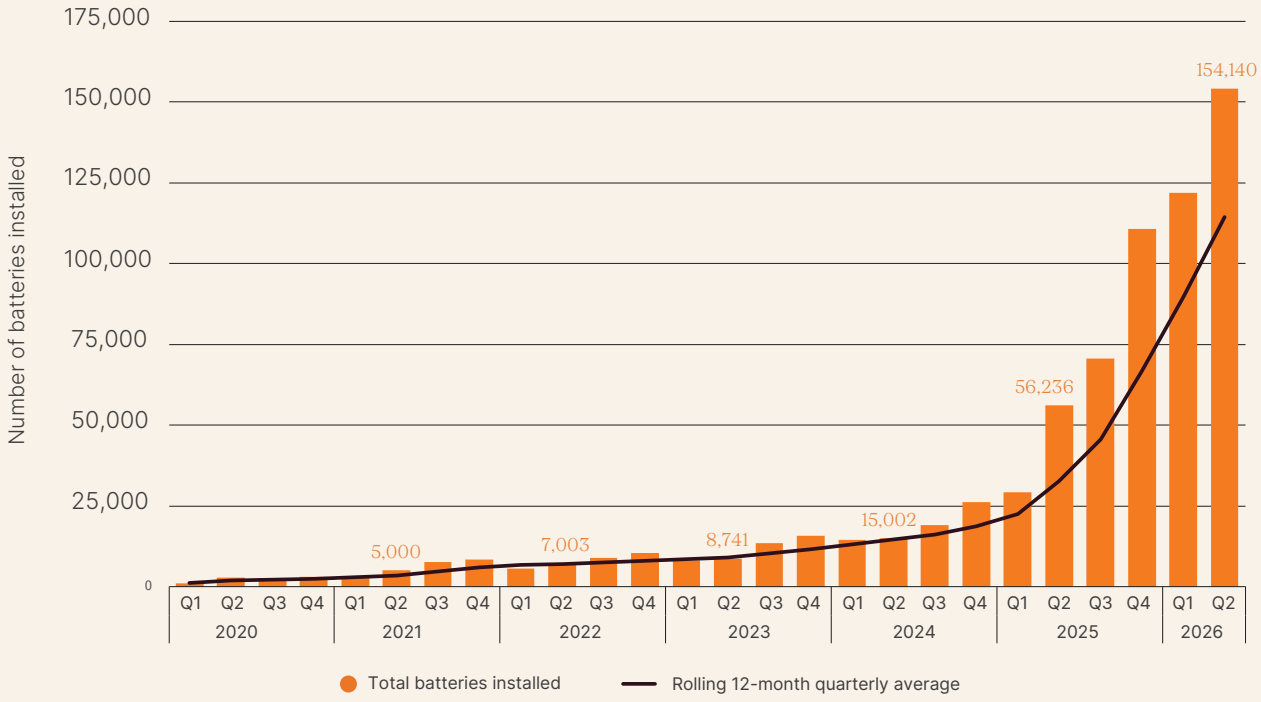


Figure 6: Total battery installations, quarterly

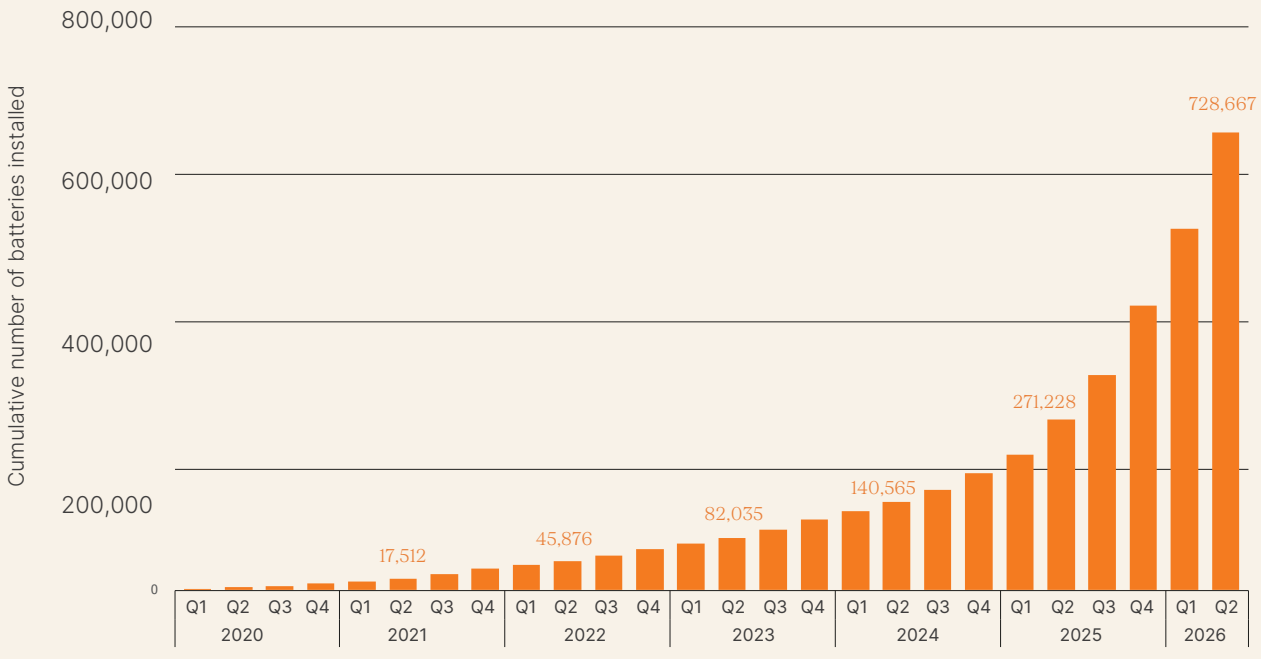


Figure 7: Cumulative battery installations, quarterly

Battery capacity and system size

Installed battery capacity has grown faster than installation numbers. The first half of 2026 added 8,691 MWh of storage, more than double the 4,221 MWh added in the second half of 2025, against a 52 per cent rise in unit numbers over the same period. In total, the program's first twelve months delivered 12.9 GWh of consumer storage capacity.

The difference is explained by system size. The average battery installed in July 2025 was 17.2 kWh. By April 2026 this had reached 35.3 kWh, more than double, before easing to 26.6 kWh in June. The average across the full period was 28.2 kWh. The April peak coincided with the largest month for both battery and rooftop PV installations, and the subsequent moderation in average size will be worth monitoring in the next reporting period.

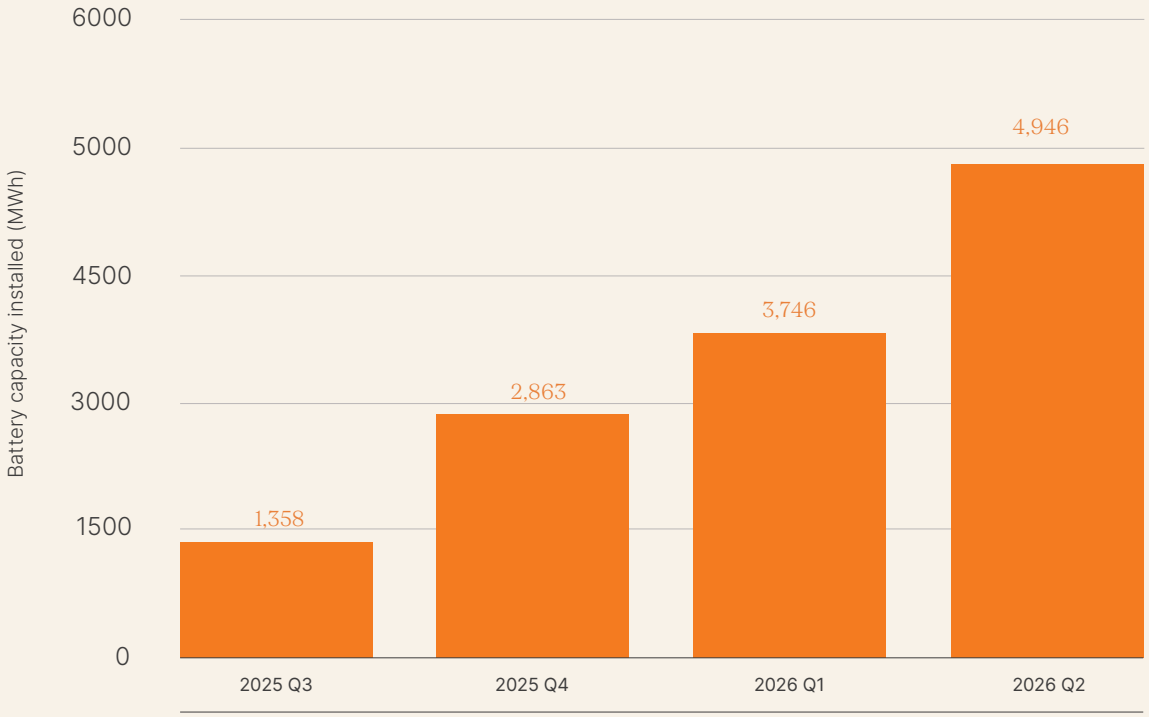


Figure 8: Total battery generation installed, quarterly (MWh)

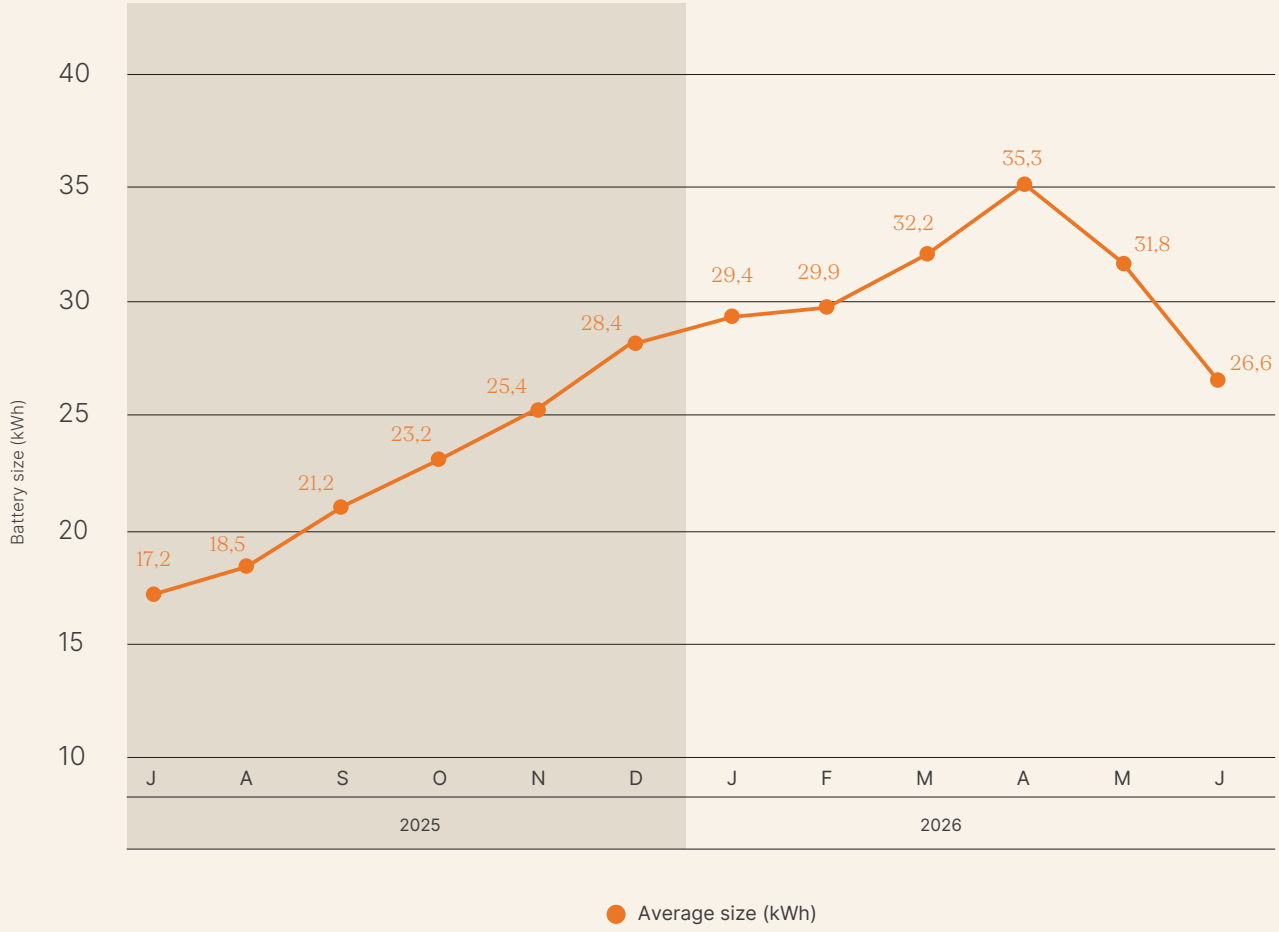


Figure 9: Average battery system size by installation month (kWh)

Battery projected capacity

AEMO's 2026 Integrated System Plan projects consumer energy resource storage in the NEM to reach 33 GWh by 2029/30 under the Step Change scenario, rising to 127 GWh by 2049/50. Installed capacity in the NEM stood at approximately 10 GWh at 30 June 2026[4]. Holding the observed installation rate of the twelve months to June 2026 constant, 12.9 GWh nationally, or an estimated 11.8 GWh within the NEM, consumer battery capacity would reach 59.2 GWh by 2029/30, 79 per cent above the ISP projection, and would pass the 2049/50 projection of 78 GWh around 2032, some eighteen years early.

This comparison rests on twelve months of data from a market in its first year of subsidy, and the trajectory assumes no change in program settings, pricing or saturation. It is best read as a measure of how far current momentum sits above the planning assumption rather than as a forecast. The direction of the gap is consistent with independent analysis. IEEFA argued in its submission on the draft 2026 ISP that AEMO's household battery forecasts were too low in the short term.[5]

[4] AEMO, Quarterly Energy Dynamics, Q2 2026. Derived from cumulative NEM household battery capacity of 6,716 MWh at 31 March 2026 (QED Q1 2026) plus growth of approximately 3.3 GWh during the June quarter.
[5] IEEFA, Our next energy plan is already out of date, submission on the Draft 2026 Integrated System Plan, https://ieefa.org/resources/our-next-energy-plan-already-out-date.

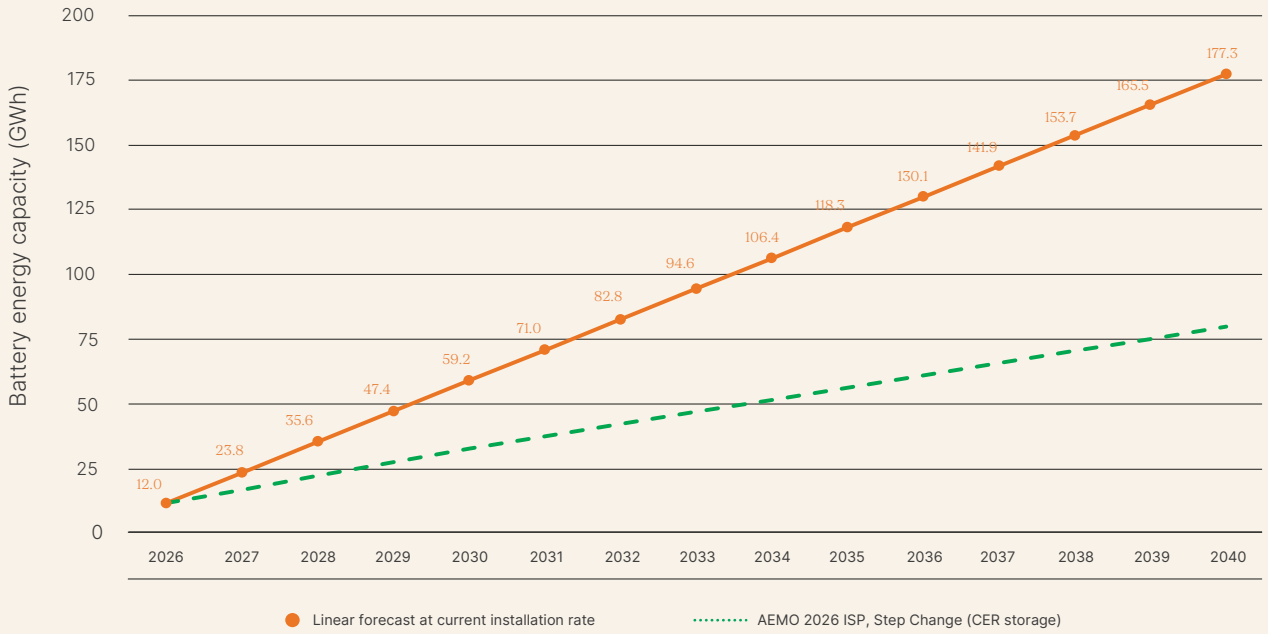


Figure 10: Installed consumer battery capacity against AEMO 2026 ISP Step Change projection, NEM (GWh)

The Next Frontier: Unlocking Flexibility Value

Australia's rooftop solar and battery fleet is now one of the largest distributed energy resources in the world. With more than 4.4 million rooftop solar systems and record battery uptake following the introduction of the Cheaper Home Batteries Program, the challenge is no longer simply installing distributed energy resources but ensuring they are integrated and coordinated in ways that maximise value for consumers and the electricity system. The next phase of value creation from the rapidly growing rooftop solar and battery fleet is creating new opportunities for households to gain additional value by responding to both network and energy market needs.

Today, most household batteries are operated primarily to increase self-consumption of solar energy and to reduce electricity bills. While these benefits are important drivers of CER uptake, a growing opportunity exists for batteries to provide additional value to consumers by responding to network and system needs. Through participation in Virtual Power Plants (VPPs), through flexible tariff arrangements and potential expanded flexibility markets, household solar and batteries can together help supply peak demand, while batteries absorb excess solar generation, alleviate local network constraints and support system reliability.

Why flexibility markets matter:

- Helps manage peak demand and reduce pressure on electricity networks.
- Enables greater utilisation of existing grid infrastructure before costly upgrades are required.
- Supports the integration of increasing volumes of rooftop solar generation.
- Creates new value streams for households through participation in VPPs and future flexibility markets.
- Improves the efficiency, reliability and affordability of a high CER electricity system.

The Clean Energy Council is undertaking a Flexibility Value Study to better understand the scale of this opportunity. The study will examine how household batteries are currently being used, quantify the potential consumer and system benefits of current battery operation, and identify policy and market reforms needed to unlock greater participation in flexibility services.

As CER adoption accelerates, flexibility will play an increasingly important role in enabling Australia to make better use of existing network infrastructure, support even higher penetrations of rooftop solar, and ensure households are fairly rewarded for the value they provide to the energy system. This is the agenda the CEC set out in *Powering Homes, Empowering People: A National Consumer Energy Resources Roadmap*, where modelling found that failing to meet AEMO's forecast levels of CER uptake and coordination risks forgoing around $22 billion in savings for Australian energy consumers[6]. That modelling is cited in the Commonwealth's National Consumer Energy Resources Roadmap, endorsed by Energy Ministers in July 2024, and the Flexibility Value Study builds directly on it, moving from the value at stake to the specific reforms needed to capture it.

[6] Clean Energy Council, Powering Homes, Empowering People: A National Consumer Energy Resources Roadmap, June 2024, powering-homes-empowering-people-cer-roadmap.pdf.

Industry programs

The Clean Energy Council helps support the integrity of government incentive programs for consumer energy resources through administering two programs: the Approved Products program, which helps ensure products meet relevant standards, and the New Energy Tech Consumer Code (NETCC) program, which helps ensure retailers meet consumer protection standards. Together they control what enters the market and how it is sold, giving consumers confidence and governments a trusted delivery mechanism. That role has grown as Australia's small-scale renewables sector undergoes a period of significant transformation, driven by new targeted government incentive programs designed to accelerate the uptake of consumer energy resources.

The Approved Products program

The CEC assesses solar panels, inverters, batteries and related equipment against Australian and international standards, working with government, electrical safety regulators, certifiers, network providers and manufacturers. Only Approved Products are eligible under the Small-scale Renewable Energy Scheme, the Cheaper Home Batteries Program and a growing suite of state incentives, making the approved lists the gate through which every subsidised installation passes.

In the first half of 2026 the CEC received 292 applications, approved 229 and rejected 48. The period also saw the first approvals for vehicle-to-grid capable chargers, confirming they meet AS/NZS 4777.2 grid connection requirements and opening a pathway to additional flexibility and value for consumers and the grid.

A monthly breakdown over the last six months for both applications and approvals by product type are shown below:

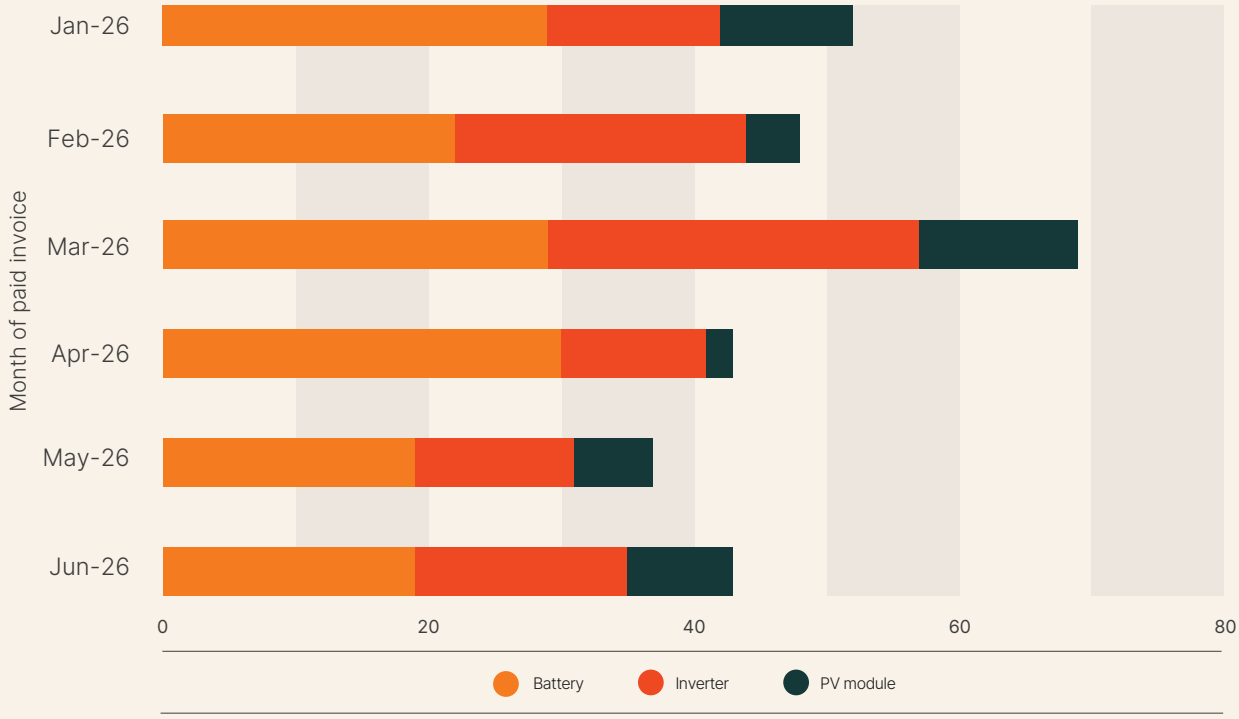


Figure 11: Total applications received in H1 2026, monthly

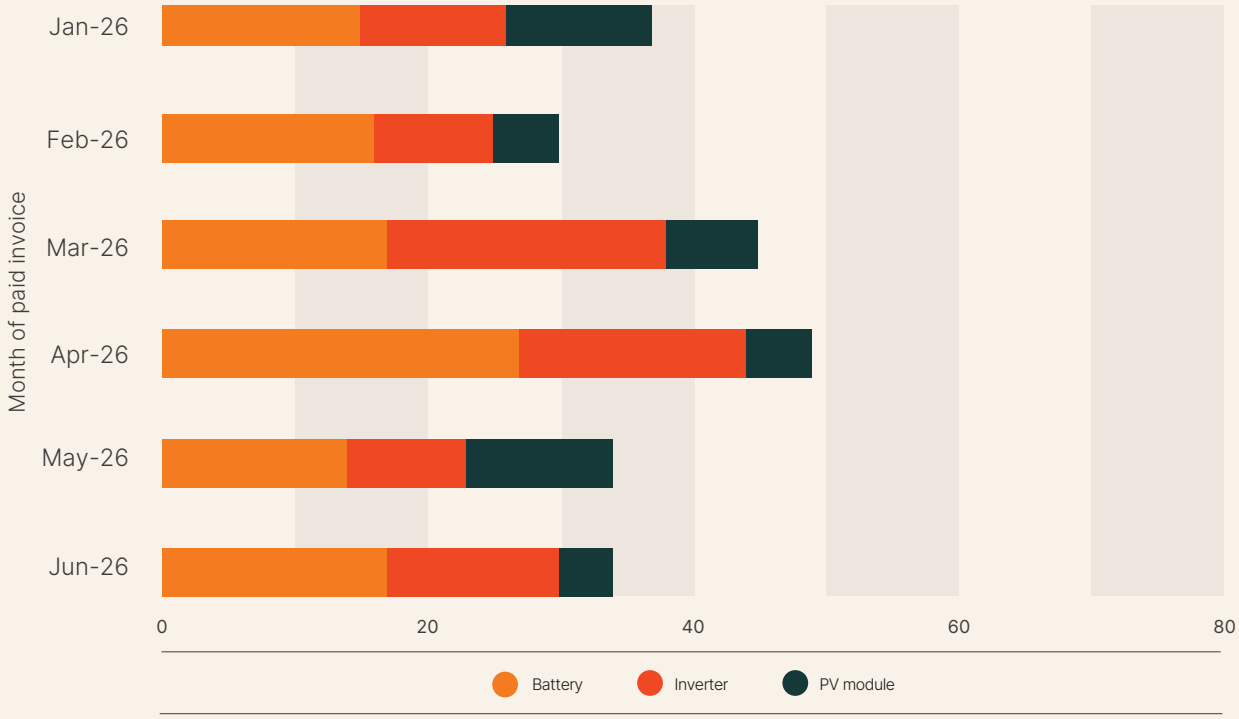


Figure 12: Total applications approved in H1 2026, monthly

Battery and inverter applications dominated, with Approved Battery models rising to 3,406 from 1,259 in the previous reporting period. While the majority of these models were registered by one manufacturer, the increase still demonstrates growing product development and consumer choice.

Product type	Number of products	Number of manufacturers
Battery model	3,406	131
Inverter model	3,900	112
PV Modules model	3,586	87

Table 1: Approved product breakdown

Source: Clean Energy Council

Product Compliance

Accreditation does not end at listing. The CEC monitors Approved Products in the market and investigates complaints, providing a critical safeguard for confidence in Approved Products after they enter the market.

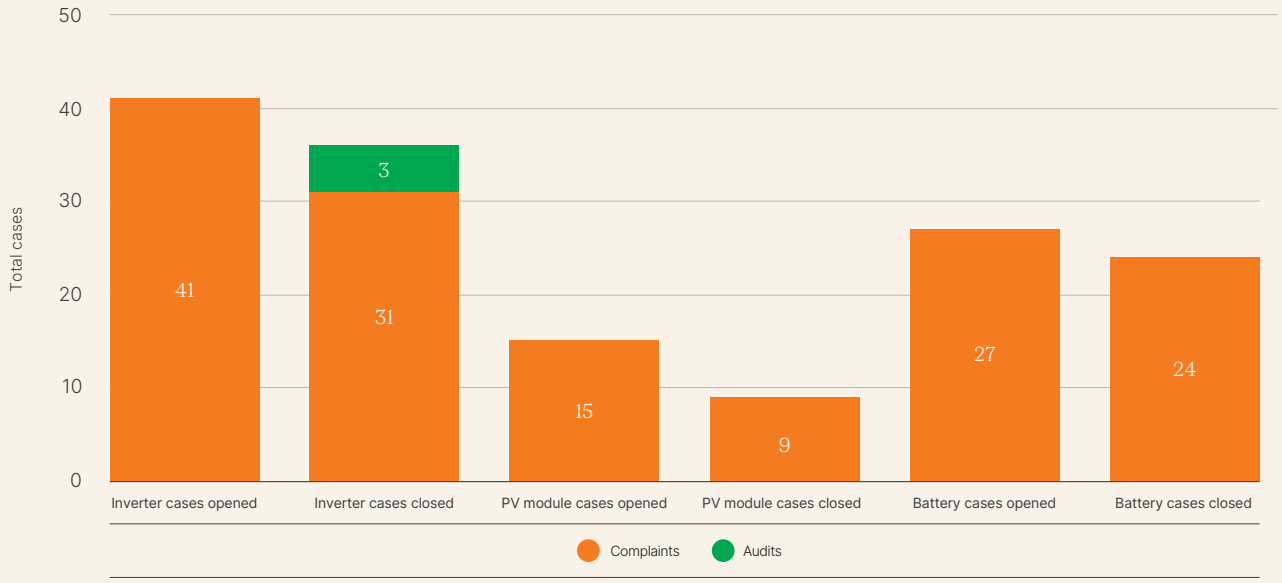


Figure 13: Share of product cases opened/closed by type, H1 2026

The graph above shows 83 cases were opened on product compliance through a complaint in the first half of 2026, while 67 cases were closed, 3 of which related to audits. Inverters had the highest number of cases both received and closed, with 41 and 31, respectively.

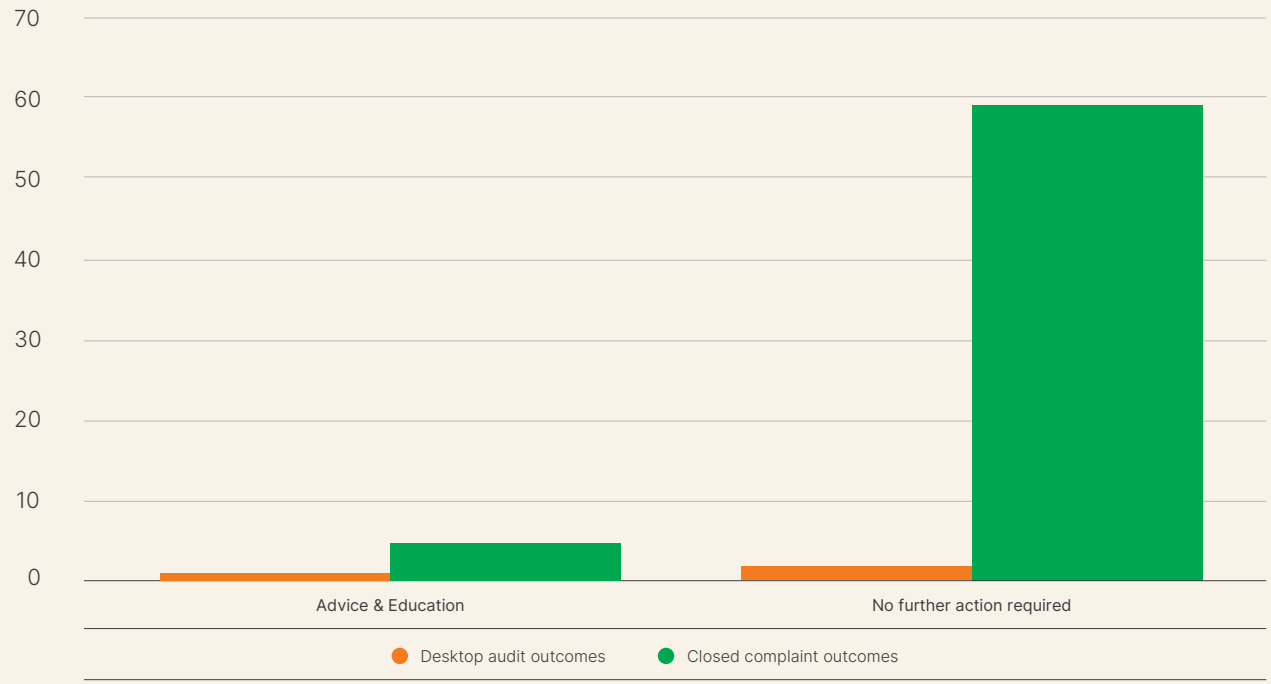


Figure 14: Complaint and Audit case outcomes, H1 2026

Of 64 cases finalised, eight per cent resulted in enforcement action following confirmed breaches of the CEC's product listing terms and conditions. Most matters were resolved through advice and education, which addresses minor breaches where the manufacturer or importer completes corrective action. The CEC can suspend or delist products for significant breaches; none were required this period.

Advancing Products Standards

The CEC works with Standards Australia and relevant technical committees to shape the rules products must meet, including Australian adoption of key IEC standards. Five workstreams progressed in H1 2026:

- **AS/NZS 4777.2:2020 Amendment 3:** clarifies inverter testing and conformance requirements, unlocks a pathway for V2G, and reconfirms adoption of the IEC 62109 series.
- **AS/NZS 5139:2019 Amendment 1:** mandated by most regulators in January; maintains battery installation safety while promoting clearer labelling and system design.
- **AS 5438:** will set interoperability and minimum communication requirements between inverter systems and devices from different manufacturers.
- **SA TS 5398 and the Best Practice Guide for Energy Storage Equipment:** the CEC chaired and co-authored the revision, ensuring products in the Cheaper Home Batteries Program meet minimum safety guidelines.
- **DCCEEW and Standards Australia CER Interoperability Standards Mapping Report:** gap analysis against the 18 minimum device requirements endorsed by Energy Ministers under the CER Roadmap.

This work relies on member expertise, and the CEC thanks those who contributed their time, technical knowledge and practical insights.

The New Energy Tech Consumer Code (NETCC) program

The NETCC sets minimum standards across the entire customer journey, marketing and advertising, responsible sales and protections for vulnerable customers, transparent quoting, fair contract and finance terms, compliant installation, performance information, minimum warranties and accessible complaints handling. The aim is an end-to-end experience in which consumers feel informed, empowered and confident when purchasing rooftop solar, home batteries or other new energy technologies.

The CEC is the Steward and Administrator of the program and is governed by the Council.

During H1 2026 the Code completed its first three-year independent review and progressed the final stages of ACCC re-authorisation, helping ensure it remains fit for purpose as incentive programs expand.

Government programs are now the principal driver of NETCC growth. Queensland's Supercharged Solar for Renters program, announced in December 2025, offers landlords rebates of up to $3,500 and requires purchase from an Approved Seller; Queensland applications rose from 41 to 74, an increase of 80.5 per cent. The NSW Home Energy Saver Program carries the same requirement and drove applications from NSW-headquartered businesses to 14 times the average monthly number within two weeks of announcement, with further growth expected in H2 2026. The $1 billion Household Energy Upgrades Fund, administered by the Clean Energy Finance Corporation, requires NETCC accreditation for its discounted green loans.

Timeframe	Total Applications
H2 - June - Dec 2025	41
H1 Jan - June 2026	74
Increase (applications)	33
Increase (%)	80.50%

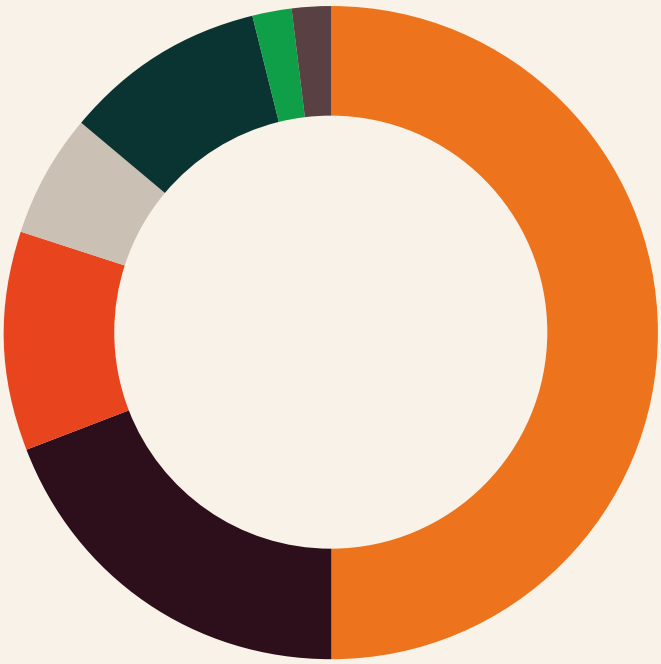
QLD Program Snapshot

The inclusion of New Energy Tech Approved Sellers (or Approved Sellers) in these government schemes strengthens consumer protections, helps prevent harm through robust checks and balances, and promotes the necessary trust and confidence in the new energy tech market.

State / Territory	Number of NETCC Signatories as of 30 June 2026
VIC	1185
NSW	449
QLD	273
SA	146
WA	234
ACT	54
TAS	46
NT	2
Total NETCC Approved Sellers	2389

Table 2: Approved Sellers by state and territory

Note – A significant portion of Approved Sellers operate in multiple states. These figures capture where the companies' headquarters are based.



VIC	50%
NSW	19%
QLD	11%
WA	10%
SA	6%
ACT	2%
TAS	2%

Figure 15: Share of Approved Sellers by state, as of 30 June 2026

The number of Approved Sellers reached 2,389 nationally, increasing from 2020 in December 2025. Victoria holds the largest share at 50 per cent, down from 54 per cent, reflecting stronger growth in Queensland and Western Australia as incentive programs increased demand for participation.

Consumer Information Products

The CEC as Administrator publishes free Consumer Information Products, developed in collaboration with Energy Consumers Australia, to help households research their options before they buy and operate their systems well afterwards, covering installing and using solar, installing and using battery storage, home energy monitoring, going off grid, virtual power plants, and buying, using and charging an electric vehicle. The Administrator also publishes Technical Guidance Documents for Approved Sellers, covering PV solar, battery storage, retrofitted battery storage, labelling and the NSW Home Energy Saver Program, to help businesses meet NETCC requirements for quality workmanship and fit-for-purpose technology.

NETCC Compliance

The CEC investigates complaints against Approved Sellers and proactively audits them. In H1 2026, 567 complaint cases were opened and 343 closed. Incoming complaint volume grew by 79%, but this was alongside a 52% increase in battery installations nationally, a 35% increase in solar installations nationally and a 13% increase in the number of Approved Sellers.

The proportion of resolved cases resulting in compliance action remained stable (26% in H1 2026 vs. 24% in H2 2025). No new audit cases were opened, as resources were directed to the increased volume of consumer complaints, though 19 previously opened audit cases were closed, all resulting in compliance action.

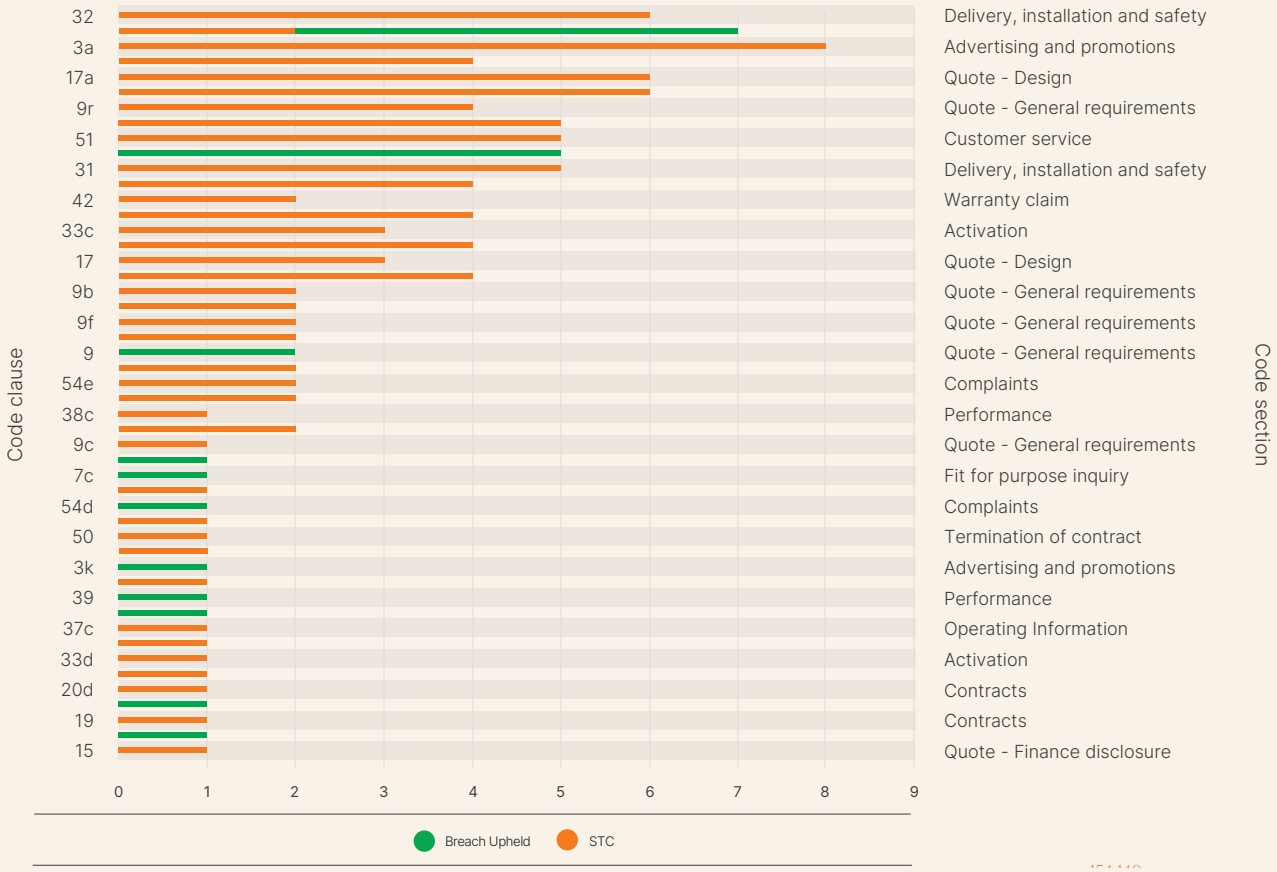


Figure 16: Recorded breaches and Support-to-comply notices from complaints cases, H1 2026

143 instances of non-compliance were recorded. Minor misconduct attracts a Support-to-comply notice: a formal warning requiring corrective action, intended to educate the seller and prevent recurrence. A breach is upheld where misconduct is systemic or has harmed consumers or the reputation of the Code, requiring greater remedial action; sellers who fail to resolve breaches can be suspended or expelled. Of the non-compliance observed, 34 per cent related to sales documentation such as quotes and contracts, 11 per cent to installation and delivery, and 10 per cent to grid connection requirements.

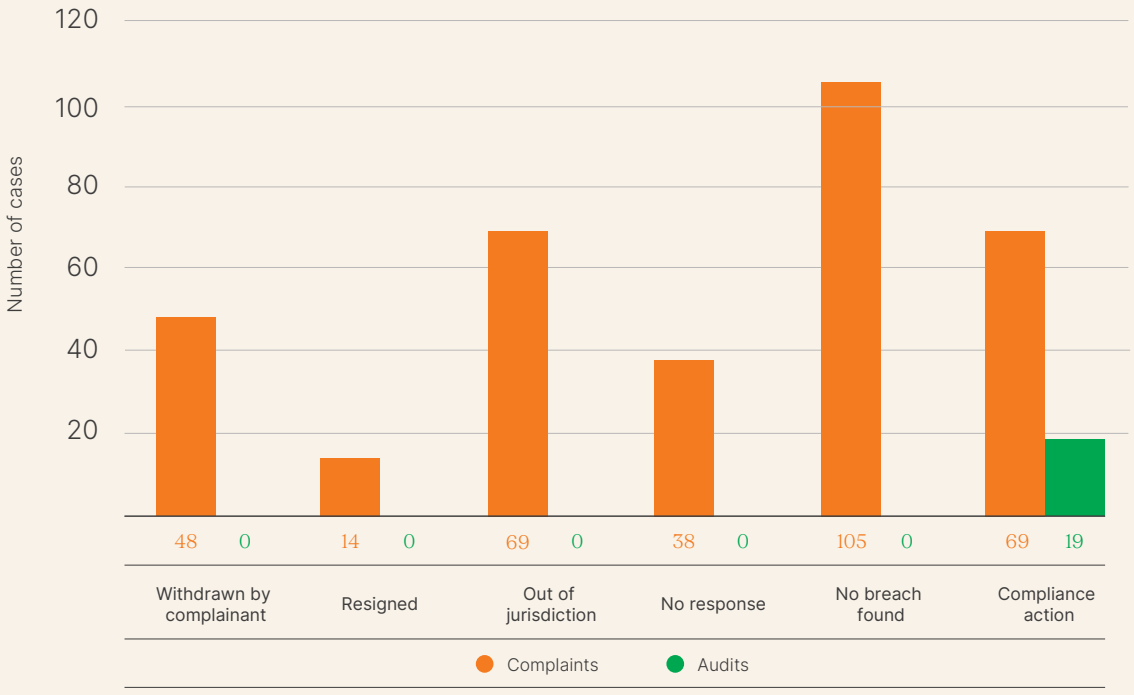


Figure 17: NETCC closed complaint case outcomes, H1 2026

Of 362 outcomes, 105 (29 per cent) found no breach and 88 (24 per cent) required compliance action. Cases closed as ‘resigned’ are recorded so the business and associated parties are scrutinised if they attempt to re-enter the program.

Figure 18: NETCC complaint case referral notices by state/territory, H1 2026

The NETCC Administrator (the CEC) is not a dispute resolution body and has no jurisdiction to arbitrate commercial, civil or financial disputes. Where a matter falls outside the Code, the complainant receives a referral notice directing them to the appropriate external body, ensuring no consumer is left without a path to redress. Victoria accounted for 138 referrals, consistent with its 50 per cent share of signatories, followed by New South Wales (89) and Queensland (57). Of Victoria’s referrals, 69 went to Consumer Affairs Victoria, 48 to the Victorian Civil and Administrative Tribunal, five to the Electrical Safety Authority and 12 to ‘other’ bodies including the ACMA, Solar Victoria and the Victorian Small Business Commission.

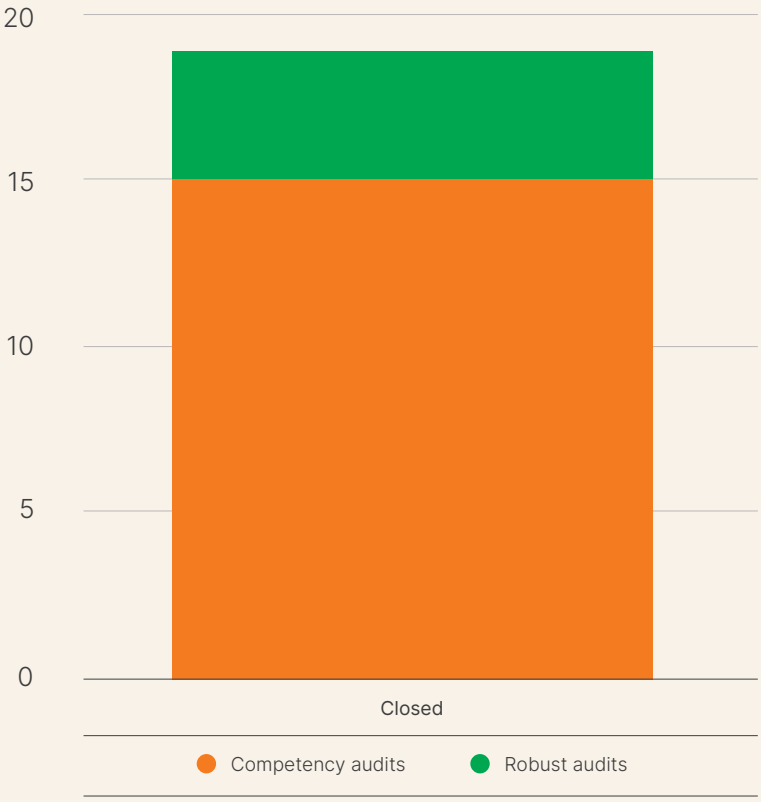


Figure 19: Audit Cases Closed, H1 2026

The compliance auditing program, launched in 2024, tests sellers without waiting for a complaint. Competency audits assess knowledge of the Code through a timed questionnaire requiring a minimum score of 80 per cent; robust audits examine recently used sales documentation and the seller's online presence, with sellers selected at the Administrator's discretion, including those with a history of non-compliance. The CEC closed 15 competency and four robust audit cases in H1 2026.

Further information relating to NETCC compliance audits can be found on the NETCC Compliance activity page.

Glossary

Battery	Any home battery installation which is a complement to an already existing solar PV unit.
Consumer energy resources (CER)	Defined as solar PV, battery storage and inverters on the CEC product accreditation list and installed behind the meter by consumers.
NETCC	New Energy Tech Consumer Code is a voluntary code of conduct designed by peak industry and consumer bodies to build upon existing mandatory consumer protection regulations defined by the Australian Competition and Consumer Commission (ACCC) (New Energy Tech Consumer Code | Clean Energy Council)
Product accreditation	Defined as the Clean Energy Council's list of approved modules, inverters and batteries that meet Australian Standards for use in the design and installation of solar and battery storage systems in Australia (Products | Clean Energy Council).
Referral notice	Referral advice that is provided to complainants to escalate their matter to external regulatory service bodies in the case that the incident is outside NETCC jurisdiction.
Rooftop (solar) PV	Defined as systems up to the size of 100kW.

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