



FOI REQUEST

Request	Solar panel sales and installation complaints		
Reference	D15/10583	Date	29 January 2015
Initiated by	Corporate and Regulatory Law Unit		
Created by	Billy Brine		

Request

The ACCC has received the following FOI request from a representative of The Australian:

'I would like to obtain the ACCC's data on complaints by consumers about solar panel sales and installations in each of the past three calendar years, including the names of these companies.'

Methodology

There is no single classification for solar panel sales and installation related contacts. Therefore there was a need to isolate contacts relevant to the request from a larger series of complaint data.

For the 2012 and 2013 calendar years, all solar related contacts were already compiled into reports completed for the Clean Energy Council.

No such report existed for the 2014 calendar year, so a report was run on all contacts. From there, filters were applied to identify potentially relevant contacts in the report. The filters used were:

- ANZSIC code equals "2619" (other electricity generation) AND description contains "solar".
- ANSIC code equals "2619" (other electricity generation) AND description does not contain "solar" AND trader contains "solar".
- Description contains "solar" AND "panel".
- Description contains "solar" AND "instal*".
- Description contains "solar" AND does not contain "water" AND conduct includes consumer guarantee conduct (ss54-62).
- Description contains "solar" AND does not contain "water" AND does not contain "rebate".
- Description contains "solar" AND does not contain "water" AND does not contain "solarium".

- Description contains "panel" OR "fault" OR "invert" OR "deposit" AND trader name contains "solar".

The isolated solar contacts from 2014 were then consolidated with the solar related contacts from 2012 and 2013. Using filters on trader and conduct fields, the following types of contacts were then manually removed:

- SCAM reports about calls relating government rebates for solar installations or free solar panel offers.
- Contacts relating to rebates offered by the government or wholesale/retail energy suppliers.
- Contacts relating the legitimacy of trader that has not supplied goods or services
- Contacts that did not appear to be from consumers or relate to sales or installations of solar panels.

Results

Total contacts from consumers relating to solar panel sales and installations (2012 – 2014):

Year	Contacts
2012	847
2013	950
2014	870
Total	2667

Traders mentioned in contacts from consumers relating to solar panel sales and installations:

Traders



This page and the subsequent 16 pages have been redacted on the basis that they are exempt from release.