



Electricity Supply Act 1995 Regulations

New South Wales

Georgia Holmes

20 May 2026

Master Electricians Australia (MEA) is a peak industry association representing electrical contractors across Australia, majority of which are small and medium sized businesses. We are recognised by industry, government and the community as a leading business partner, knowledge source and advocate. You can visit our website at www.masterelectricians.com.au

As representatives of electrical contractors who are responsible for the installation of Consumer Energy Resources and are frequently accredited under the ASP scheme, we appreciate the opportunity to respond to the *Electricity Supply Act 1995 Regulations* review.

MEA has taken the opportunity to emphasise that reforms must be carefully implemented to ensure they do not create unintended regulatory duplication, disproportionate compliance burdens, or barriers to participation for capable low-volume and regional contractors.

Electricity Supply (General) Regulation 2014

Expanding the remit of the Energy & Water Ombudsman NSW (EWON) to hear consumer complaints about energy saving technologies - including rooftop solar and home batteries

MEA understands the intent of the proposed amendment is to address a consumer protection gap in relation to emerging energy services, particularly rooftop solar, battery systems, EV charging infrastructure and associated service contracts. This reflects the evolving nature of the energy market and the expansion of consumer-facing energy service providers beyond traditional retailers and distributors.

MEA supports the principle that consumers engaging with emerging energy services should have access to clear, accessible and independent dispute resolution pathways. However, care must be taken to clearly delineate the scope of EWON's jurisdiction to avoid duplication and regulatory overlap.

MEA considers that EWON's expanded remit should appropriately cover contractual and service-related disputes between consumers and emerging energy service providers.

However, MEA does not support EWON becoming the primary forum for technical installation compliance, workmanship defects, or electrical safety matters, which are more appropriately addressed through existing regulatory and technical frameworks governing licensing, safety compliance, industry standards and the state energy regulator.

MEA notes the work underway federally with the proposed national technical regulator.

MEA further notes the role of Solar Accreditation Australia (SAA) in administering installer accreditation for participation in government incentive schemes, and supports consideration of a more comprehensive and consistent national accreditation framework for Consumer Energy Resources installers over time.

Any expansion of EWON should be carefully designed to complement, rather than duplicate, existing frameworks.

Accordingly, MEA recommends that EWON's expanded jurisdiction be clearly defined to focus on consumer contract and service delivery disputes, while technical compliance and safety matters remain within specialised regulatory and accreditation systems to ensure clarity, efficiency, and regulatory coherence.

Amendments to the Energy Savings (ESS) and Peak Demand Reduction (PDRS) Scheme provisions to allow information sharing and to permit the Independent Pricing and Regulatory Tribunal (IPART) to require an audit report as part of annual reporting requirements .

MEA supports enhanced information sharing between IPART, network operators, distribution network service providers, Solar Accreditation Australia (SAA), and other

relevant industry bodies. MEA further encourages that any information-sharing arrangements be designed to minimise duplication of reporting obligations on industry participants, including installers, and to avoid the creation of additional or parallel reporting systems where existing data sources can be utilised.

MEA considers that, where practicable, data exchange should leverage existing systems and API integration to enable efficient, secure, and automated transfer of information. This will reduce administrative burden on industry participants, improve data consistency, and avoid unnecessary duplication or the need for new standalone reporting platforms.

Electricity Supply (Safety and Network Management) Regulation 2014

Introducing a list of contestable network services that can be performed by Accredited Service Providers (ASPs)

Clarifying What is Contestable Network Service

MEA supports increasing the list of contestable network services as it creates greater market competition for consumers to access cheaper prices.

We note comment made of the ASP Scheme Advisory Committee and seek a representative position on the committee when a spot next becomes available. Our members spread across Australia, including in NSW where many are accredited.

Enabling the ASP Scheme Rules to Introduce Measures to Assess Ongoing Competence of ASPs.

MEA supports intentions aimed at ensuring ongoing competence of Accredited Service Providers (ASPs), however the proposed use of minimum work volumes and performance-based metrics requires careful implementation to avoid unintended consequences.

In practice, minimum activity thresholds may disadvantage low-volume or regional contractors who maintain high competency but do not undertake large or continuous volumes of contestable work.

There are already mandatory annual refresher training requirements in place for ASPs. As such, it would be beneficial to better understand what additional competency measures are being proposed and how they would differ from the current framework.

We also emphasise that any performance data sharing between regulators and network operators must be transparent, accurate, and subject to clear procedural fairness to ensure ASPs can respond to or correct information that may affect accreditation status.

Enabling the ASP Scheme Rules to Introduce Rules Related to the New IT Platform

MEA supports streamlined and faster processes. However, it is important that readily available human support remain well-resourced to address concerns and queries of ASP scheme participants without relying fully on AI and IT platforms.

Conclusion

Overall, MEA supports the intent of the proposed amendments that impact electrical contractors.

However, MEA emphasises that reforms must be carefully implemented to ensure they do not create unintended regulatory duplication, disproportionate compliance burdens, or barriers to participation for capable low-volume and regional contractors. In particular, EWON's remit should remain with retailers, leaving regulatory compliance and dispute resolution with appropriate and relevant bodies that govern installers.

MEA supports increased digitalisation and efficiency in ASP administration, including expansion of the list of contestable works and providing greater clarity of what constitutes a "fit and proper person".

MEA looks forward to the regulatory reforms and is available for further discussion.