

27 June 2024

To whom it may concern

RE: DRAFT PDRS METHOD GUIDE, INCLUDING PROPOSED EVIDENCE REQUIREMENTS FOR ACTIVITIES BESS1 & BESS2

Thank you for the opportunity to provide feedback on the Draft PDRS Method Guide.

My name is Jimi Gatland and I write in my capacity as Operations Manager for Light Touch Solar & Electrical, a solar retail and installation business based in Ballina NSW.

We hope that the new battery incentive scheme has a positive impact on our business following its eventual launch. However, since its announcement, we have received considerably fewer enquiries and have not sold a single battery. Of the few potential customers who have enquired about purchasing batteries, none were interested in paying the full retail price. Rather, they have opted to delay their purchases until such time as they are able to claim the incentives. We understand this scheduled for November of this year.

The challenge for us in the interim is we cannot enter into contracts with customers for batteries under the scheme (and receive deposits) as we are lacking sufficient detail in which to do so. For example:

1. Which batteries are included?
2. What incentive amounts apply?
3. What are the requirements for our company to partake in the scheme (i.e. will we even be eligible)?

The information provided via official channels is seriously lacking.

<https://www.energy.nsw.gov.au/households/rebates-grants-and-schemes/household-energy-saving-upgrades/residential-battery-incentives>

As it stands, our company is presented with a particularly challenging situation as:

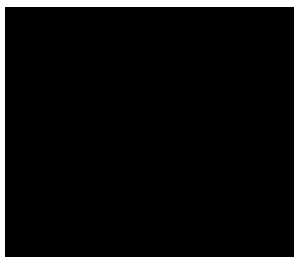
1. We rely on battery sales to augment our core business of solar sales and installation, and
2. We are currently experiencing the usual winter downturn in solar sales.

We ask that you please bring the start date of the scheme forward to 1 August 2024 or make the scheme retrospective from the announced date of the scheme.

Finally, I would like to note that we are disappointed that the details of the scheme were not better communicated to industry before the public announcement was made. Hearing about it from customers who rely on us for our expert advice was embarrassing to say the least.

I hope the above feedback contributes in some way to your final drafting of the PDRS Method Guide. Should you require any further info, please don't hesitate to contact me either at [REDACTED] or on [REDACTED]

Warmest regards



Jimi Gatland

Operations Manager

Light Touch Solar & Electrical