

Welcome to our June 2026 Compliance Update. - Northmore Gordon

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Certificates Our Environmental Attribute Certificate services help businesses accelerate technology adoption, improve project ROI, and manage claims of renewable energy, energy efficiency and carbon offset 1 carbon offset = 1 tonne of CO₂-e avoided or removed from the atmosphere. Avoided emissions covers activities that alter behaviour that would have otherwise caused emissions such as energy efficiency improvements or avoided deforestation. Removal covers activities that permanently remove CO₂ from the atmosphere such as new forestry plantations, soil carbon improvement or carbon capture and storage.

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information regarding system operation, performance and warranty obligations. Strong quality assurance and documentation processes remain critical to reducing compliance risks and supporting successful validation and audit outcomes.

CER update – Cheaper home batteries program

The Clean Energy Regulator The Clean Energy Regulator is the Australia Government body responsible for accelerating carbon abatement for Australia through the administration of the National Greenhouse and Energy Reporting scheme, Renewable Energy Target and the Emissions Reduction Fund. More has released further information regarding the Federal Government's Cheaper Home Batteries Program. Under the Small-scale Renewable Energy Scheme (SRES Small-Scale Renewable Energy Scheme), eligible solar battery systems may generate Small-scale Technology Certificates (STCs Small-scale Technology Certificate under the Australian Renewable Energy Target. More), helping reduce the upfront cost of battery installations for households and small businesses. Partners involved in solar and battery installations should familiarise themselves with the program requirements and ensure systems meet all eligibility criteria before promoting available incentives to customers. Further updates are expected as the program continues to develop.

ESS The NSW Energy Savings Scheme (ESS) provides financial incentives to install, improve or replace energy savings equipment and appliances in NSW households and businesses. The ESS was established in 2009. Financial incentives are in the form of tradeable certificates, called energy savings certificates (ESCs). Generally, householders and businesses who fund energy savings activities transfer the right to create ESCs to Accredited Certificate Providers (ACPs) in return for a discount on the cost of the energy savings activity. The MWh savings from the project determines the number of ESCs that can be created. The ESS works by allowing ACPs to create and register ESCs for energy savings that are supported with appropriate evidence. ESCs are then purchased each year by mainly electricity retailers operating in NSW to meet their share of a legislated annual energy savings target. (NSW) update Partners are reminded to carefully assess activity eligibility before commencing works under the Energy Savings Electricity or gas savings or both. Scheme (ESS). Recent regulatory focus continues to centre on scheme integrity, consumer protections and compliance with activity requirements. Of particular note, from 1 July 2026, installations or replacements involving gas-fired boilers, gas-boosted water heaters and gas space heaters will no longer be eligible under the ESS. Where there is any uncertainty regarding project eligibility, we encourage partners to seek clarification prior to installation to minimise compliance risks and avoid certificate creation issues.

NSW cCERT & Bridge select update Bridge Select has advised that it is actively working towards integration with the upcoming NSW eCert platform being introduced by Building Commission NSW. At this stage, no action is required from users. Bridge Select is working with relevant stakeholders to support a smooth transition and minimise disruption to existing compliance and certificate creation workflows. Current planning is for NSW eCert support within Bridge Select from mid-July 2026, subject to integration access, technical documentation and onboarding requirements being made available by the relevant authorities. Partners operating within NSW schemes should continue business as usual and monitor future communications for further guidance as the NSW eCert implementation progresses.

End of financial year compliance review As we approach the end of the financial year, now is an ideal time for partners to review internal compliance processes and documentation practices. We recommend reviewing:

- Installer and contractor licence registers
- Product approval verification procedures
- Evidence collection processes
- Consumer payment and co-payment records
- Warranty documentation
- Internal quality assurance procedures
- Regular internal reviews

can significantly reduce compliance risks and assist with smoother validation and audit outcomes.

Consumer complaints – Important reminder Partners are reminded that all consumer complaints must be treated seriously and responded to in a timely and professional manner. Consumer complaints, whether related to product performance, installation quality, workmanship, warranty matters or customer service, should be investigated promptly and appropriate actions taken to resolve concerns wherever possible. Failure to adequately address consumer complaints may result in increased regulatory scrutiny, reputational damage and could jeopardise ongoing participation and engagement under the Victorian Energy Upgrades (VEU) program as an Accredited Persons. We encourage all partners to maintain effective complaint handling processes, keep appropriate records of communications and resolutions, and escalate unresolved matters where necessary. Strong consumer outcomes remain a key focus for regulators and are an important component of maintaining compliance

across all activities. Compliance tip of the month Evidence Quality Matters One of the most common causes of certificate processing delays remains incomplete or poor-quality installation evidence. Before submission, ensure all required photographs: Are clear and legible Capture the required installation details Include required system identification information Meet geotagging requirements where applicable Taking a few extra moments during installation can prevent lengthy requests for additional information and avoid unnecessary delays during validation. Closing remarks At Northmore Gordon, we remain committed to supporting our partners through ongoing regulatory and market changes while maintaining strong compliance, consumer protection and program integrity outcomes across all schemes we participate in. As compliance expectations continue to evolve, maintaining strong operational controls, documentation standards and quality assurance processes will remain critical to supporting long-term program participation and reducing compliance risk. For further information or compliance enquiries, please contact the Compliance Team on compliance@northmoregordon.com

Kind regards, Northmore Gordon Compliance Team

Certificates , Compliance , Energy Efficiency , Energy Savings Scheme (ESS) , Northmore Gordon , REGO , Renewable Energy , VEECs , VEU Program

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