



# Technical Guidance - New Energy Tech General

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This technical guidance document is intended to provide New Energy Tech Approved Sellers with guidance on how to comply with the requirements of the New Energy Tech Consumer Code (NETCC) relating to the supply of information to customers for new energy tech products and systems that generate and/or store electrical energy.

This technical guidance document can be applied to new energy tech products and systems that generate and/or store electrical energy as appropriate, where there is not already a technical guidance document that applies specifically to the new energy tech.

## Introduction

The NETCC sets good practice standards for providing Residential and Small Business Customers with new energy tech products, systems, and services. Approved Sellers have obligations to their customers regarding the quality of the technical information and service provided during the quotation, installation, and post-installation stages of the delivery of the new energy tech.

This document outlines recommended actions that can be undertaken by Approved Sellers to fulfill the requirements of the NETCC. This document categorises the delivery of new energy tech into three stages:

- Quotation
- Installation
- Post Installation

A list of the NETCC clauses addressed in this document and their corresponding recommended actions are found in Appendix A.

## Quotation

During the quotation stage, Approved Sellers should:

### 1. Provide a technology summary

- Provide a summary of how the new energy tech operates to generate and/or store electrical energy and how the electrical energy can be utilised by the customer.
- Conduct an analysis of the customer's current energy usage data to determine the average amount of energy used per day/month/year and the energy usage patterns.
  - The customer energy usage data should be obtained from the customer meter data.
- Conduct an analysis of the customer's current electrical energy costs based on their electricity bills.



- Include a description of how the proposed new energy tech is expected to change the customer's grid energy usage data and/or costs.

## 2. Provide the component details of the proposed system

- Include a list of major system components of the proposed new energy tech.
  - Balance of system components such as wiring and safety switches can be excluded unless it is required by a relevant installation Standard or if the item is Level 2 or Level 3 equipment (in accordance with Electrical Equipment Safety System (EESS – for in VIC, QLD, TAS, WA)/ Proclaimed products (for SA)/ declared article (for NSW)).
  - Approved Sellers should ensure the products/system are suitable for installation under Australian legislation and Standards including AS/NZS 3000 - The Wiring Rules.
  - If unsure, Approved Sellers should seek the advice of the relevant state electrical safety regulator.
- Any technical features, characteristics or specifications of the new energy tech advertised should be supported by scientific research or testing conducted by either the manufacturer or third-party test laboratories.
  - Approved Sellers should ask manufacturers for proof of technical claims. This may be in the form of product certification by an accredited third-party test laboratory or manufacturer in-house testing. Evidence of technical claims or manufacturer declarations should be provided in writing and the Approved Seller should keep an electronic copy on file.
  - Quotations should indicate whether the new energy tech is portable for customers to relocate to a different location.
- Provide information about the country of manufacture for the major components.
  - Approved Sellers should check manufacturer documentation for country of manufacturer/assembly. If this information is not listed, Approved Sellers should ask manufacturers for the country of manufacture/assembly for products intended for the Australian Market. Claims made by the manufacturer should be in writing and the Approved Seller should keep an electronic copy on file.

## 3. Provide the system details of the proposed system

- Provide the customer with a proposed site plan for the product/system to be installed. This should include the proposed physical locations of components on the site.
- Provide a monthly product/system performance estimate in kWh.
- The performance estimate for the product/system output should be determined based on:
  - Product/system efficiency and output specifications as provided by the product/system manufacturer.
  - If applicable, meteorological data from a weather station. This may be from either a portable weather station mounted on the installation site, data from the Bureau of Meteorology or from a third-party meteorological data provider with their own network of weather stations. The source of the meteorological data should be specified.



- Compare estimated product/system output to current energy usage data to determine the impact of the product/system on the customer’s electrical energy usage and costs.
- Information about the overall system design lifespan and warranty. This should clearly:
  - Distinguish between parts and labour warranty periods.
  - Identify the base warranty offered by manufacturers of major components – this is the warranty provided with the sale of the component.
  - Identify extended warranties that are available for purchase.
  - Identify the difference between the product/system design lifespan versus the warranty periods:
    - The design lifespan generally refers to the time interval from when a product is installed to when it is discarded.
    - The design lifespan is generally an estimate based on how the product/system is intended to be used.
    - The design lifespan may be greater than the product/system warranty period as the product/system can still work after the warranty period has passed but may require maintenance or repairs at the cost of the customer.

#### 4. Provide the consumer with any conditions relevant to the new energy tech

- Quotations should include information about:
  - Limitations of the product or service, including any features that are not available (or available at additional cost).
  - Features of the product/system that are partially available or available subject to conditions.
  - Any conditions that will impact/limit the system performance including environmental (weather) conditions, availability of DER, grid conditions, grid network constraints including grid export or dynamic control of system.
  - Any technical constraints (export limits, tariffs, meter changeover/ reconfiguration, network dynamic control) required for the system to be installed or operated.
  - Any customer obligations required for the system to be installed or operated. This may include maintaining an internet connection or ensuring unobstructed access to the product/system for emergency situations.
- Quotations should include the following attachments for the major components of the proposed new energy tech product/system:
  - A copy of the product brochure/data sheet.
  - A copy of the manufacturer’s warranty T&Cs. These should contain manufacturer/importer contact details for warranty claims.
  - Any component manufacturer end-of-life return to base policies.
  - Information on which components are recyclable components.
  - Information about relevant recycling standards.
  - Information about any local council/state legislation on disposing of the new energy tech.
- If there is existing new energy tech on site, the quotation should also include how the new product/system will integrate (if applicable) with the new product/system.

## Installation

- The system should be installed according to the relevant installation standards, codes, and legislation.



- At the completion of the installation, the system handover to the customer should include the following (in hardcopy or electronic format):

## 1. System Information

- A list of major new energy tech system components installed. Balance of system components such as wiring, and safety switches can be excluded unless it is required by a relevant installation Standard or if the item is Level 2 or Level 3 equipment (in accordance with Electrical Equipment Safety System (EESS – for VIC/QLD/TAS/WA)/ Proclaimed products (for SA)/ declared article (for NSW).
- For each component listed, the serial numbers of the components installed (or alternatively a photo of the serial number).
- For each component listed, a picture of the component nameplate label.
- A site plan of the product/system installed - including the physical locations of components on site.
- An electrical and mechanical schematic of the system installed (if applicable).
- Copies (electronic or hard copy) of the operating manuals and warranty T&Cs for the major components.
  - The manufacturer warranty T&Cs which should contain manufacturer and/or Australian importer contact details for warranty claims.
- Provide a copy of third-party manufacturer and network privacy policies.

## 2. System Compliance Information

- Provide list of Standards the product/system and the installation comply with.
- If any engineering service is provided, provide a copy of the engineering report or certification for the engineering service.
- Any electrical inspection certificates.

## 3. System Operating Information

- Provide instructions for system shutdown and start up.
- Provide recommended usage (time of day) for optimal system performance.
- Operating instructions for monitoring devices if monitoring devices are provided (or inbuilt into the system) including instructions on supporting systems required by the monitoring device that need to be provided by system owner.
- Information about any network remote/dynamic control of the system (as applicable).
- Provide a warranty document with information about the overall system design lifespan and warranty. This should clearly:
  - Distinguish between parts and labour warranty periods.
  - Identify the base warranty offered by manufacturers of major components – this is the warranty provided with the sale of the component.
  - Identify extended warranties that are available for purchase and if there is a time constraint for when the extended warranties must be purchased.



- Identify the difference between the product/system design lifespan versus the warranty periods:
  - The design lifespan generally refers to the time interval from when a product is installed to when it is discarded.
  - The design lifespan is generally an estimate based on how the product/system is intended to be used.
  - The design lifespan may be greater than the product/system warranty period as the product/system can still work after the warranty period has passed but may require maintenance or repairs at the cost of the customer.
- Contact details for warranty claims with Approved Seller.
- Information about the recommended maintenance schedule for products/system.
- Instructions for how to decommission the product/system.

#### 4. System Fault Information

- Instructions on how to recognise product/system faults.
- Instructions for how to isolate/shutdown the product/system in the event of an emergency, including but not limited to fires, floods and physical damage to the product/system due to collision or impact.
- Contact information in the event of an emergency.
- A copy of any relevant Safety Datasheet (SDS) to be left with the customer (hardcopy and electronic copy).

#### 5. Information for System Owner

- Provide a copy of the NETCC consumer information product (if applicable).
- Provide the customer with the name and licence/accreditation number of the tradesperson who designed/signed-off on the installation.
- Provide a copy of the accepted quotation, including any agreed variations between the Approved Seller and the customer.

### Post Installation

- Post installation, Approved Sellers should:
  - Respond in a timely manner for any system issues within the warranty period.
  - Notify the customer when aware of any relevant data breaches.
  - Monitor industry notification channels including the Australian Competition and Consumer Commission (ACCC) website and any direct notifications from component suppliers for product recalls/defects notices.
  - Notify the customer of any relevant recalls and carry out the required corrective actions.
  - If agreed at the point of sale, conduct a comparison of the customer's electricity bills and grid energy usage data to quantify the benefit of the new energy tech.

# Appendix A

Clause	Section	Description	Tech Guide Recommendations
1d	Part A Overview	Ensure that products, systems, services and documentation provided under the Code are suitable and fit for purpose	<p>Where a product/system is designed to generate and/or store electricity as an alternative supply to the grid:</p> <p>Approved Sellers should obtain and analyse the customer's current energy usage data including:</p> <ul style="list-style-type: none"> <li>• Average amount of energy used per day/month/year.</li> <li>• Energy usage patterns (time of day).</li> <li>• This data should be obtained from customer meter data.</li> </ul> <p>Compare estimated product/system output to current energy usage data to determine the impact of the product/system on the customer's energy usage from the grid.</p>
3c	Part B Our required practices	Not make any false or misleading claims about the price, value, quality, capacity, output or other performance characteristic of our New Energy Tech, for example, through selective advertising, exaggeration or misleading focus on one or a few aspects only of the New Energy Tech	<p>Any technical features, characteristics, or specifications of the product/system presented to the customer should be supported by scientific research or testing conducted by the manufacturer.</p> <p>Approved Sellers should ask manufacturers for proof of technical claims which may be in the form of product certification or in-house testing. Evidence of technical claims should be provided in writing and the Approved Seller should keep an electronic copy on file.</p>
3e	Part B Our required practices	Not make any misleading claims about the place of origin (manufacture and assembly) of our products	<p>Approved Sellers should check manufacturer documentation for the country of manufacture/assembly. If the documentation does not disclose this information, ask the manufacturer for the country of manufacture/assembly of the relevant products. Claims made by the manufacturer should be in writing and the Approved Seller should keep an electronic copy on file.</p>

3f	Part B Our required practices	Not mislead you about the impact our New Energy Tech will have on your energy usage or costs	<p>Where a product/system is designed to generate and/or store electricity as an alternative supply to the grid, Approved Sellers should obtain and analyse the customer's current energy usage data including:</p> <ul style="list-style-type: none"> <li>• Average amount of energy used per day/month/year.</li> <li>• Energy usage patterns (time of day).</li> <li>• This data should be obtained from customer meter data.</li> </ul> <p>Approved Sellers should compare the estimated product/system output to current energy usage data to determine the impact of the product/system on customer energy usage from the grid.</p>
3f	Part B Our required practices	Not mislead you about the impact our New Energy Tech will have on your energy usage or costs	Approved Sellers should determine current energy usage and costs using the customer's electricity bills and meter data.
3g	Part B Our required practices	Ensure that any claims relating to performance and energy cost savings of our New Energy Tech are reasonably based and where available, based on reputable sources	<p>Where a product/system is designed to generate and/or store electricity as an alternative supply to the grid, Approved Sellers should obtain and analyse the customer's current energy usage data including:</p> <ul style="list-style-type: none"> <li>• Average amount of energy used per day/month/year.</li> <li>• Energy usage patterns (time of day).</li> <li>• This data should be obtained from customer meter data.</li> </ul> <p>Approved Sellers should compare the estimated product/system output to current energy usage data to determine the impact of the product/system on customer energy usage from the grid.</p>
3g	Part B Our required practices	Ensure that any claims relating to performance and energy cost savings of our New Energy Tech are reasonably based and where available, based on reputable sources	Approved Sellers should determine current energy costs using customer electricity bills.
3g	Part B Our required practices	Ensure that any claims relating to performance and energy cost savings of our New Energy Tech are reasonably based and where available, based on reputable sources	<p>The performance estimate for the product/system output should be determined based on:</p> <ul style="list-style-type: none"> <li>• Product efficiency and output specifications as provided by the product/system manufacturer.</li> <li>• Meteorological data from a weather station. This may be from either a portable weather station mounted on the installation site or data from the Bureau of Meteorology or third-party meteorological data provider with their own network of weather stations (if applicable). The source of the data should be specified.</li> </ul>





7a	Fit for purpose inquiry	“ask you about your specific circumstances, needs and expectations. This includes the extent to which you plan to use our New Energy Tech to supplement or improve the efficiency of energy use while connected to an Energy Network or be isolated from the Energy Network (also known as “off-grid”) or your expected outcomes from participating in forms of New Energy Tech supply such as virtual power plants or other energy markets”	<p>Where a product/system is designed to generate and/or store electricity as an alternative supply to the grid, Approved Sellers should obtain and analyse the customer’s current energy usage data including:</p> <ul style="list-style-type: none"> <li>• Average amount of energy used per day/month/year.</li> <li>• Energy usage patterns (time of day).</li> <li>• This data should be obtained from customer meter data.</li> </ul> <p>Compare estimated product/system output to current energy usage data to determine the impact of the product/system on customer energy usage from the grid.</p>
9b	Quote – general requirements	“an itemised list of the New Energy Tech to be supplied, including relevant specifications. For products and systems, this will include the manufacturer, model, year, quantities, configuration and performance specifications. For services, this will include the nature and purpose of the services, whether the services are ongoing, scheduled (and if so what frequency) or responsive to your request, the duration of the service commitment and whether the services will be provided remotely or at your premises”	<p>Quotations should include a list of the major system components. Balance of system components such as wiring and safety switches are excluded unless required by a relevant installation Standard, or if the item is Level 2 or Level 3 equipment (in accordance with Electrical Equipment Safety System (EESS – for VIC, QLD, TAS, WA)/Proclaimed products (for SA)/declared article (for NSW)).</p> <p>The system components should be suitable for installation under Australian legislation and Standards.</p>
9e	Quote – general requirements	“information about product, system or service limitations that are likely to be relevant to you (e.g. where a battery does not provide a back-up facility)”	<p>Quotations should include information about:</p> <ul style="list-style-type: none"> <li>• Limitations of the product or service, including features that are not available (or available at additional cost).</li> <li>• Partially available or available subject to conditions.</li> </ul>
9e	Quote – general requirements	“information about product, system or service limitations that are likely to be relevant to you (e.g. where a battery does not provide a back-up facility)”	<p>Quotations should include information about conditions that will impact or limit the system performance including environmental (weather) conditions, availability of DER, grid conditions and grid network constraints, including grid export limits or network dynamic control.</p>

9f	Quote – general requirements	“a performance estimate for the New Energy Tech to be supplied, which will be reasonably based, where available rely on reputable sources and comply with any relevant Administrator guidance “	<p>The performance estimate for the product/system output should be determined based on:</p> <ul style="list-style-type: none"> <li>• Product efficiency and output specifications as provided by the product/system manufacturer.</li> <li>• Meteorological data from a weather station. This may be from either a portable weather station mounted on the installation site or data from the Bureau of Meteorology or third-party meteorological data provider with their own network of weather stations (if applicable).</li> <li>• The source of the data should be specified.</li> </ul>
9f	Quote – general requirements	“a performance estimate for the New Energy Tech to be supplied, which will be reasonably based, where available rely on reputable sources and comply with any relevant Administrator guidance “	For new energy tech products/systems that generate electrical energy, a monthly product/system output estimate in kWh should be provided.
9j	Quote – general requirements	Details of any guarantees and for a New Energy Tech product or system - the name and contact details of our supplier in case you want to pursue your consumer guarantee rights under the Australian Consumer Law against that supplier or if for any reason you are unable to contact us. warranties that apply. We will specify: the specific details of the guarantee or warranty and how it applies to you	Quotations should include a copy of the manufacturer warranty T&Cs. These should contain manufacturer and/or Australian importer contact details for warranty claims.
9k	Quote – general requirements	“for a New Energy Tech product or system, information about its expected life and what is involved in disposing of it at the end of its life”	<p>Quotations should include the following:</p> <ul style="list-style-type: none"> <li>• Information from the Approved Seller about the overall system warranty – this should clearly distinguish between parts and labour warranty periods, information about base warranties and available extended warranties.</li> <li>• Information about product/system warranty versus the product/system design lifespan.</li> <li>• A copy of the manufacturer warranty T&amp;Cs for major components which should contain manufacturer/importer contact details for warranty claims.</li> <li>• Include any component manufacturer end-of-life return to base policies.</li> <li>• Information on which components are recyclable components.</li> <li>• Information about relevant recycling standards.</li> <li>• Information about any local council/state legislation on disposal of products.</li> </ul>

9I	Quote – general requirements	Information about the portability of the proposed New Energy Tech	Quotations should include information about whether equipment is portable and can be relocated to another location.
17ai	Quote - design	A site-specific installation design or plan (a sketch or diagram is acceptable) including any configuration or positioning issues and how the New Energy Tech will integrate with other New Energy Tech you may have	Quotations should include: <ul style="list-style-type: none"> <li>• A site map showing the physical locations/layout of the major system components.</li> <li>• If there is existing new energy tech on site, how the new product/system will integrate with existing new product/system (if applicable).</li> </ul>
17aii	Quote - design	A site-specific performance estimate for the New Energy Tech	The performance estimate for the product/system output should be determined based on: <ul style="list-style-type: none"> <li>• Product efficiency and output specifications as provided by the product/system manufacturer.</li> <li>• Meteorological data from a weather station. This may be from either a portable weather station mounted on the installation site or data from the Bureau of Meteorology or third-party meteorological data provider with their own network of weather stations (if applicable).</li> <li>• The source of the data should be specified.</li> </ul>
17aii	Quote - design	A site-specific performance estimate for the New Energy Tech	For New Energy Tech products/systems that generate electrical energy, a monthly product/system output estimate in kWh should be provided.
18b	Quote - connections	An explanation of the steps that need to be taken to obtain approval and/ or reconfiguration of your meter and the relevant paperwork that must be completed and submitted prior to installation	Quotations should include information about: <ul style="list-style-type: none"> <li>• Any technical constraints (export limits, tariffs, meter changeover/reconfiguration) required for system to be installed/operated.</li> <li>• Any customer obligations required for the system to be installed/operated.</li> </ul>

32	Delivery, installation and safety	If you purchase New Energy Tech that requires physical installation by us, we will ensure your safety and the safety of our installers. We will install in accordance with all applicable safety standards, manufacturer's specifications, relevant Australian Standards, Energy Network standards and good industry practice, using an installer that is trained, competent and where applicable, holds any required qualification or certification to undertake the work	<p>System handover to customer should include the following information:</p> <ul style="list-style-type: none"> <li>• A list of the major system components. Balance of system components such as wiring and safety switches are excluded unless required by a relevant installation Standard, or if the item is Level 2 or Level 3 equipment (in accordance with Electrical Equipment Safety System (EESS – for VIC, QLD, TAS, WA)/Proclaimed products (for SA)/declared article (for NSW)).</li> <li>• For each component listed, a list of the serial numbers of the components installed (or alternatively a photo of the serial number).</li> <li>• For each component listed, a picture of the component nameplate label.</li> <li>• A site plan of the product/system installed. This should include the physical location of the components on site.</li> <li>• An electrical/mechanical schematic of system installed.</li> </ul>
32	Delivery, installation and safety	If you purchase New Energy Tech that requires physical installation by us, we will ensure your safety and the safety of our installers. We will install in accordance with all applicable safety standards, manufacturer's specifications, relevant Australian Standards, Energy Network standards and good industry practice, using an installer that is trained, competent and where applicable, holds any required qualification or certification to undertake the work	<p>System handover to customer should include the following information:</p> <ul style="list-style-type: none"> <li>• A list of Standards the product/system and the installation comply with.</li> <li>• A list of optional Standards the system and installation comply with.</li> <li>• A copy of the engineering report or certification for any engineering service provided.</li> <li>• Any electrical inspection certificates.</li> <li>• Copies (electronic or hard copy) of the operating manuals and warranty T&amp;Cs for the major components.</li> <li>• Provide the customer with the name and licence/accreditation number of the tradesperson who designed/signed-off on the installation.</li> </ul>
34d	Activation	Advise you of contact details for queries or following up on progress	System handover to the customer should include contact details (phone number, email address) for the customer in the event of any errors or issues with system operation.
34e	Activation	Advise of any potential problems that may arise	<p>System handover to the customer should include the following information:</p> <ul style="list-style-type: none"> <li>• Instructions on how to recognise product/system faults.</li> <li>• Instructions for how to isolate/shutdown product/system in the event of an emergency, including fires, floods and physical damage to product/system due to collision/impact.</li> <li>• Contact information in the event of an emergency.</li> <li>• A copy of any relevant Safety Datasheet (SDS) to be left with customer (hardcopy and electronic copy)</li> </ul>

37a	Operating Information	Provide you with comprehensive information for safe and effective operation, maintenance and optimisation of your New Energy Tech	<p>System handover to the customer should include the following information:</p> <ul style="list-style-type: none"> <li>• Instructions for system shutdown and start-up.</li> <li>• Recommended usage (time of day) for optimal system performance.</li> <li>• Recommended maintenance instructions, including a maintenance schedule.</li> <li>• Operating manuals for major components.</li> <li>• Instructions for how to decommission the product/system.</li> </ul>
37b	Operating Information	Explain to you any obligations that you may have to facilitate or enable the New Energy Tech (for example, to maintain an internet connection that we are able to access)	System handover to the customer should include details of any supporting systems/services required that are provided by the system owner.
37ci	Operating Information	Written instructions and a physical or electronically recorded demonstration (for example, an instructional video)	<p>System handover to the customer should include the following information:</p> <ul style="list-style-type: none"> <li>• Instructions for system shutdown and start-up.</li> <li>• Recommended usage (time of day) for optimal system performance.</li> <li>• Recommended maintenance instructions, including a maintenance schedule.</li> <li>• Operating manuals for major components.</li> <li>• Instructions for how to decommission the product/system.</li> </ul>
37cii	Operating Information	providing you either with a measuring or monitoring device that connects to the New Energy Tech or with continuous access to a remote monitoring service (in either case that will facilitate accurate measurement of benefit that is based on objective standards acceptable to the Administrator) together with written instructions as to how to use that device or access that service	<p>System handover to customer should include the following information:</p> <ul style="list-style-type: none"> <li>• Operating instructions for monitoring devices.</li> <li>• Instructions for how to use monitoring devices, including how to interpret data and notifications produced by the device.</li> <li>• Instructions on any supporting systems required by the monitoring device that needs to be provided by the system owner.</li> </ul>

37ciii	Operating Information	A commitment to provide you with regular reports that accurately quantify the benefit that you are deriving and that meet any guidelines made by the Administrator in relation to reporting of this kind (for example, in the case of a service that is designed to reduce your energy bills by smart management of your energy consuming products).	A comparison of electricity bills at regular intervals post-installation to ensure the product/system is meeting the provided performance estimate (as agreed upon).
38b	Performance	Performing properly	A comparison of system output and electricity bills post-installation to ensure the product/system is meeting the performance estimate.
38c	Performance	Reflecting any agreed contract and meeting the performance specifications outlined by us to you	The Approved Seller should conduct a comparison of energy bills after the first 3 months and then every year post-installation (if agreed upon with the customer).
38e	Performance	New Energy Tech that utilises information and communications technology will be secure	Post-installation, the Approved Seller should: <ul style="list-style-type: none"> <li>• Provide a copy of third-party manufacturer and Network privacy policies.</li> <li>• Notify customers when aware of any data breaches.</li> </ul>
39	Performance	If we become aware that New Energy Tech that we have supplied to you is defective or unsafe, we will promptly tell you and offer to fix the problem if this is possible or otherwise remove the product or system from your premises and provide reasonable compensation to you	Post-installation, the Approved Seller should: <ul style="list-style-type: none"> <li>• Monitor industry notification channels including the Australian Competition and Consumer Commission (ACCC) website and any direct notifications from component suppliers for product recalls or defects notices.</li> <li>• Notify customers of any relevant recalls and carry out the required corrective actions.</li> </ul>
43	Warranty Claim	We will provide you with the name and contact details of our New Energy Tech product or system supplier in case you want to pursue your consumer guarantee rights under the Australian Consumer Law against that supplier or if for any reason, you are unable to contact us	System handover to the customer should include a copy of the manufacturer warranty T&Cs, which should contain manufacturer and/or Australian importer contact details for warranty claims.



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