



26 November 2025

Urgent reporting of faults and safety issues with solar batteries

We are writing to request that all industry participants across the small-scale renewable sector provide early notification of any systematic faults or safety risks to the relevant regulator and the Clean Energy Regulator (CER). This underpins the integrity of the [Cheaper Home Batteries Program](#)¹.

The Cheaper Home Batteries Program has been highly successful. As of 25 November, 136,089 installations have been approved or are pending and 2.963 GW of storage capacity has been installed. Households who directly purchase batteries are enjoying immediate benefits and reduced costs of energy. The program has also highlighted the substantial role that households can make to reducing network costs and the achievement of the government's target of 82% of electrical generation being sourced from renewable energy by 2030.

We want to acknowledge the work of all industry participants to date in making the program successful.

The continued success of the program depends on the safe installation of renewable energy systems across Australia. To maintain public confidence and ensure safety, it is essential that manufacturers, retailers and installers immediately escalate any identified faults, safety risks, or product concerns to the appropriate regulatory entities. This includes state and territory electrical safety regulators, the Clean Energy Council (CEC) and the CER.

Recent incidents, such as the overheating and damage to AC plugs in some inverters, demonstrate that serious risks can arise when faults are not escalated swiftly. While state and territory regulators, the Australian Competition and Consumer Commission (ACCC) and the manufacturer have worked to address the issue, this case underscores the need for manufacturers and industry participants to act decisively including early and proactive notification when faults are identified.

Under the SRES, solar batteries and inverters must be:

- listed on the CEC approved product list
- installed by an installer accredited for solar battery installations by Solar Accreditation Australia (SAA)
- installed in accordance with state and territory electrical safety requirements and installation standards.

¹ <https://cer.gov.au/schemes/renewable-energy-target/small-scale-renewable-energy-scheme/small-scale-renewable-energy-systems/solar-batteries>



We expect all manufacturers to escalate any known or suspected systemic faults or safety risks without delay to the:

- appropriate state and territory electrical safety and consumer protection regulators
- ACCC
- CER.

These bodies are responsible for elements of the regulatory systems that underpin administration of the Cheaper Home Batteries Program including assessing product safety and managing recalls. Your cooperation is essential to ensuring public safety and maintaining trust in renewable energy technologies.

In order to ensure the effective and efficient escalation of issues, we have made the decision to establish a register of significant events across the distributed energy system. This can help to ensure appropriate and timely responses can be effectively coordinated across regulatory authorities.

This step will add an additional channel for regulatory coordination but does not replace the direct responsibility of manufacturers, installers and other industry participants to regulators.

Our role is focused on ensuring the integrity of installations eligible for small-scale technology certificates. We rely on efficient and timely information-sharing with state and territory regulators to identify and respond to emerging risks.

While our preference is to work collaboratively with manufacturers and regulators to resolve issues, we retain the authority to remove a product from the list of accredited components under the SRES where serious or unresolved safety concerns exist.

We will be tightening our regulatory stance, and the timely notification of systemic issues will be a key consideration in our review of events in the future. We will not hesitate to take action if necessary to protect consumers and uphold the integrity of the scheme.

We thank the installers and industry members who have been proactive in raising concerns. Early notification allows issues to be cooperatively and effectively managed and community confidence to be retained.

Safety is our highest priority, and we expect all industry participants to uphold the same standard by ensuring faults are escalated and addressed with urgency.

Please contact ret-enhancements@cer.gov.au to inform us of any matters outlined above or to discuss any specific concerns.