

Welcome to our June 2026 Compliance Update.

Canonical: <https://northmoregordon.com/news/welcome-to-our-june-2026-compliance-update/>

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About this update

This dated news record has been reorganised for clear reading and connected to current guidance.

Publication date: June 22, 2026.

Status note: Present-tense statements, market figures, deadlines and program details in the archived record belong to its publication date. Check current official sources before making a decision.

What this article reported

Dear Valued Partners,

As we reach the midpoint of 2026, we would like to thank our partners for their continued commitment to delivering compliant, high-quality installations across the various schemes we participate in.

This month's update highlights several important industry developments, recent program updates, emerging battery incentive opportunities, and key compliance reminders as we approach the end of the financial year.

Partner update - Heat pump manufacturer insolvencies

Partners should be aware that Smart Lifestyle Australia entered voluntary administration in March 2026, followed by Smart Power Tech Pty Ltd entering liquidation in April 2026.

These developments serve as an important reminder to undertake appropriate due diligence regarding manufacturer and supplier support arrangements, particularly where long-term warranty obligations and ongoing product servicing are involved.

We encourage partners to regularly review:

Manufacturer warranty arrangements

Availability of technical support and spare parts

Supplier stability and support capability

Long-term product servicing arrangements

Consumer protection obligations

Ensuring products can be adequately supported throughout their warranty period remains critical to delivering positive consumer outcomes and reducing future compliance, warranty and reputational risks.

Where partners have installed products supplied by affected manufacturers, we recommend proactively reviewing warranty and support arrangements and communicating with customers where appropriate.

VEU Program update

The Essential Services Commission has recently updated several Victorian Energy Upgrades (VEU) Activity Guides, including Activities 1, 3, 6 and 47.

Partners should review the latest guides and ensure installation, evidence collection and submission processes align with current program requirements. Updating internal procedures where necessary will help maintain compliance and minimise validation delays.

The current Activity Guides can be accessed via the links below:

Activity 1, 3 and 6 - Water Heating and Space Heating & Cooling Activity Guide

Activity 47 - Commercial and Industrial Solar Photovoltaic Systems Activity Guide

Industry observation - Continued regulatory focus

Recent industry discussions and regulator activity continue to highlight an increased focus on:

Consumer protections

Installation quality

Product suitability

System sizing practices

Evidence quality and record keeping

Particular attention continues to be placed on ensuring systems are appropriately sized for the premises and that consumers receive suitable 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 has released further information regarding the Federal Government's Cheaper Home Batteries Program.

Under the Small-scale Renewable Energy Scheme (SRES), eligible solar battery systems may generate Small-scale Technology Certificates (STCs), 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 (NSW) update

Partners are reminded to carefully assess activity eligibility before commencing works under the Energy Savings 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

How to use this information now

For current use, confirm the applicable scheme rules, regulator notices, market date and reporting period. Keep historical prices or forecasts separate from present quotes and verified outcomes.

Separate source-reported facts from forecasts, targets and commentary. For a current project, retain the official source, version, effective date, assumptions and decision record in the evidence file.

Related guidance

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Current articles and guidance

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Why should partners review manufacturer warranty and support arrangements following the June 2026 heat pump insolvencies?

Smart Lifestyle Australia and Smart Power Tech Pty Ltd entered administration and liquidation respectively in early 2026, creating immediate risks for warranty claims, technical support and

spare-parts availability. Partners should assess whether their supplied equipment remains serviceable, whether consumer protection obligations can still be met, and whether long-term servicing arrangements are viable. This review protects both end customers and the installer's liability exposure. We can support compliance assessment and help identify alternative suppliers or support pathways where existing arrangements are compromised.

What practical steps should be taken regarding NSW Energy Savings Scheme eligibility from 1 July 2026?

From 1 July 2026, gas-fired boilers, gas-boosted water heaters and gas space heaters are no longer eligible under the NSW ESS. Projects involving these activities must use alternative funding or certificate pathways. Partners should audit their current project pipeline, identify any affected installations, and confirm with customers whether timing or technology alternatives are feasible. Our assessment of energy projects can help identify eligible alternatives such as heat-pump electrification or other ESS methods that may deliver similar outcomes with compliant pathways.

How should evidence quality and photography standards be addressed to avoid certificate processing delays?

The June 2026 update identifies incomplete or poor-quality installation evidence as a common cause of certificate processing delays. Photographs must be clear and legible, capture required installation details, include system identification information, and meet geotagging requirements where applicable. Establishing clear photographic standards, checklists and quality-assurance procedures before installation reduces rework and accelerates certificate processing. We assist with evidence-collection planning and verification methodology to ensure compliance with scheme-specific requirements and avoid delays in certificate creation.

What is the current status of NSW eCert platform integration and what action is required from users?

Bridge Select is working toward integration with NSW's upcoming eCert platform, with planning for support from mid-July 2026 subject to technical access and onboarding requirements. No action is currently required from users; the integration is being managed by the platform provider. Partners should monitor announcements from Building Commission NSW regarding launch timing and any transition procedures. Once live, eCert will streamline certificate submissions and provide updated reporting requirements.

How do the recent VEU Activity Guide updates affect project eligibility assessment?

The Essential Services Commission recently updated VEU Activity Guides 1, 3, 6 and 47, changing eligibility requirements, evidence standards or calculation methods for those activities. Partners must review the updated versions to ensure project assessments and certificate calculations remain compliant. Using outdated guides can result in ineligible claims or calculation errors. We monitor VEU updates and provide guidance on interpreting changes and adjusting project delivery to meet current requirements, helping ensure certificates are issued without delay.

What should partners understand about the federal Cheaper Home Batteries Program and STC eligibility?

The Clean Energy Regulator confirmed that eligible solar battery systems can generate Small-scale Technology Certificates (STCs) under the Small-scale Renewable Energy Scheme (SRES), helping reduce upfront costs for households and small businesses. STCs and energy-efficiency certificates serve different purposes and have distinct eligibility rules; they should not be treated as interchangeable incentives. Partners assessing battery projects should separately evaluate STC eligibility, quantity and market value, and distinguish STC revenue from any energy-savings or demand-reduction benefits. We assist with certificate-pathway assessment for renewable and battery projects.

What are the key elements of an end-of-financial-year compliance check for energy project partners?

The June 2026 update recommends partners review installer and contractor licence registers, product approval verification procedures, evidence collection processes, consumer payment and co-payment records, warranty documentation, and internal quality assurance procedures. This comprehensive check identifies gaps before the new financial year and demonstrates governance to regulators and insurers. A structured compliance review protects the business, ensures customer confidence and reduces the risk of certificate rejections or enforcement action. We can support compliance audits and help establish or improve procedures across these areas.

Why is distinguishing STCs from energy-efficiency certificates important for battery and renewable projects?

STCs and energy-efficiency certificates have different eligibility, creation and use rules under different schemes. Small-scale Technology Certificates are used for renewable generation under the Small-scale Renewable Energy Scheme, while energy-efficiency certificates (such as VEECs or ESCs) are created for efficiency improvements. A battery system may be eligible for STCs but not energy-efficiency certificates, or vice versa depending on its configuration and use. Treating them as interchangeable can result in incorrect claims or missed revenue. Our certificate assessment identifies the correct pathway for each project and ensures proper treatment in the investment case.