Start here: a $29,882 solar battery that won't charge, and three companies that stopped answering

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Full public record: robhackney.com/enphase-nectr-OAS-solar-complaint · Contact: r.m.hackney@gmail.com · 0478 632 936

What happened

1. My power company sold me a $29,882 solar battery, and I'm paying for it on my power bill

- **Nectr** (an electricity retailer owned by Hanwha) sold it as its "Nectr Bee System Bundle" in March 2024. It was installed by **Online Air & Solar** and made by **Enphase**.
- $25,854 is financed by Nectr's finance company and repaid at **$430.90 a month on the electricity bill**. **$13,357.90 is still owing.**

2. It worked as designed for about two years, then the battery stopped charging when it's meant to

- It's set to fill up overnight on cheap power so the house runs on it at peak times. Since about April 2026 it repeatedly sits empty instead, and the house buys peak power from the grid.
- Grid use is **up 91%** on the same months last year (about **$1,269 extra**). Nectr offered **$150**.

3. Six months of remote "fixes", and nobody has come to look at it

- The fault was first reported in writing on 15 May 2026. Enphase's remote checks keep reporting "no active fault", and a site visit was refused on that basis.
- One installer visit (2 Oct) was spent on the phone to Enphase, and the promised fix failed. **No Enphase technician has ever attended.**

4. Everyone points at someone else

- Nectr says it's Enphase's problem. Enphase blames settings and afternoon shading. The installer defers to Enphase.
- The Energy Ombudsman declined the complaint as a "solar product" issue, even though the repayments sit on the electricity bill.
- The customer can't walk away: **leaving Nectr lets it call in the remaining balance as a lump sum.**
- **The retailer profits from the fault.** The bundle is a 5-year fixed-term contract: peak power is **49.32c/kWh** against 28.69c off-peak. With the battery not charging, the house pays peak rate every evening, and Nectr sells every one of those extra kWh while telling the customer it's for the installer and Enphase to fix.

5. A formal demand to all three was ignored

- The letter of demand was sent on 16 October 2026 with five evidence attachments, response due 30 October. **None of the three companies replied.** Enphase sent an automated ticket and a satisfaction survey. The installer sent a marketing email. Nectr sent the next bill.

What proves it

- **The instruction was in place for months, and the battery didn't follow it:** grid charging switched **on**, scheduled from 9:05 pm, target 100%. On 18 Sep, more than three hours into that window, the battery was at **10%**. On 30 Sep it was at **11%**. On 16 Oct the house bought **15.1 kWh** from the grid while the battery gave back **0.1 kWh**.
- **Enphase's own app named the fault** on 18 May 2026: "Control communication failure", "Error Needs Service".
- **Enphase in writing (28 May 2026):** "a calibration issue with the batteries".
- **An unexplained change:** the charge schedule moved from 9:05 pm to 9:00 am between 18 Sep and 16 Oct. The owner didn't change it.

Where it stands (3 Nov 2026)

Body	Status
Nectr, Online Air & Solar, Enphase	Goods formally rejected under the Australian Consumer Law and billing disputed (2 Nov). **Response due 16 Nov**, then VCAT
Consumer Affairs Victoria	Complaint C2026/10/007957
ACCC	Report accc-report:0185392
AFCA (the finance)	Complaint lodged 2 Nov, case number pending
Essential Services Commission	Complaint received 3 Nov
New Energy Tech Consumer Code	Case 00003578, against Nectr's solar arm
Energy & Water Ombudsman	Declined 20 Oct; reconsideration requested
State & local representatives	Colin Brooks MP (Bundoora) and Banyule Council, both engaged

The outcome being sought

A refund (or discharge of the finance plus repayment of instalments), the extra electricity costs, and removal of the equipment. **Or** a qualified technician on site with authority to replace hardware. "I'd much rather just get the thing fixed": the owner said so in writing on 11 June 2026.

Why it matters beyond one house

Retailers are bundling financed batteries into power plans. When the product fails, the customer is stuck paying on the bill, can't leave, and falls between the ombudsman, the retailer, the manufacturer and the installer.

In this bundle: this brief · the one-page case summary · the screenshot catalogue · the key screenshots. **The full evidence pack** (letter of demand, timeline, diagnostic report, configuration audit, claims against evidence, contract and bills) is available on request.