George Rizos

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[redacted]

25 June 2026

The Honourable David Janetzki MP

Treasurer, Minister for Energy and Minister for Home Ownership

Re: Formal Complaint — Absence of a Regulated Minimum Solar Feed-In Tariff in South East Queensland and the Systematic Erosion of Returns for Solar Households

Dear Minister Janetzki,

I am a resident of Kingston, Queensland, writing to formally register my complaint regarding the complete absence of a regulated minimum solar feed-in tariff (FiT) in South East Queensland, and the resulting financial harm to the hundreds of thousands of Brisbane and SE Queensland households who invested in rooftop solar and battery systems in direct response to government encouragement & rebate schemes. I call on your government and the Australian Energy Regulator to take immediate corrective action.

I note that I am sending copies of this letter to both the Federal Treasurer, the Hon Jim Chalmers MP — who represents Kingston and the broader Rankin electorate — and to the Queensland Opposition's Deputy Leader, Mr Cameron Dick MP, who also represents this community. I do so because the failure to protect SE Queensland solar households, spans both state and federal regulatory responsibilities, and because my community deserves to have its elected representatives aware of this issue regardless of party affiliation.

1. The Regulatory Gap: SE Queensland Has No Feed-In Tariff Protection

South East Queensland — the Energex network area covering Brisbane, the Gold Coast, and the Sunshine Coast — is home to the majority of Queensland's 1.1 million rooftop solar installations. Yet unlike regional Queensland, where the Queensland Competition Authority (QCA) sets a regulated minimum feed-in tariff each year, **SE Queensland solar households have no regulated minimum whatsoever.** Retailers may legally pay zero cents per kWh for exported solar energy, and they face no obligation to pay anything at all.

In practice, the deregulated market has settled at the absolute floor. Most retailers in SE Queensland currently pay between 4 and 5 cents per kWh for exported solar energy. My own bill confirms this: I receive **5 cents per kWh** as a feed-in tariff. Neighbours and community members on other plans report receiving as little as **4 cents per kWh**, and some plans offer zero.

This is not a competitive market producing fair outcomes. It is a deregulated market producing a race to the floor, with energy retailers paying the absolute minimum they can justify while facing no regulatory obligation to do otherwise.

2. The Buy/Sell Imbalance: A Growing and Unsustainable Gap

My electricity bill for the period 1 May to 31 May 2026 illustrates the scale of the problem clearly and precisely:

- I pay 23.8 cents per kWh (excl. GST) — 26.18 cents per kWh incl. GST — to purchase electricity from the grid.
- I receive 5 cents per kWh for solar energy I export back to that same grid.
- From 1 July 2026, my usage rate rises to 25.3 cents/kWh excl. GST (27.83 cents incl. GST), while my feed-in tariff remains at 5 cents per kWh.
- My daily supply charge is rising by approximately 40% from 1 July 2026 — from 85.9 cents/day to 120.44 cents/day (excl. GST) — adding approximately $125 per year in fixed charges, before a single kWh is consumed.

From 1 July 2026, I will be **buying electricity at 5.57 times the rate I am paid for producing it.** This asymmetry is structural, and it worsens each year. The QCA's own published monitoring of SE Queensland feed-in tariffs has documented a consistent decline — from a market average of approximately 10.5 cents per kWh in 2017–18 to just 3.4 cents per kWh in 2024–25 — while retail usage rates have risen. The gap between what households pay and what they receive has widened year on year, entirely without regulatory intervention. It is worth noting that my rate changes are not as bad as others this year, due to the effects AGL’s acquisition of AMPOL energy. If I were to sign up to a new provider right now, the price increase would be larger.

3. The Broken Promise to Solar Investors

For many years, successive Queensland governments and the energy industry actively encouraged Brisbane and SE Queensland households to invest in rooftop solar and battery storage. These investments were marketed on the basis of reduced electricity bills, returns from grid exports, and energy independence. Households spent between $8,000 and $25,000 or more — often taking on debt — on the basis of those representations.

The financial case for solar in SE Queensland has been systematically dismantled:

- Feed-in tariffs have collapsed to 0–5 cents per kWh, with no regulatory floor to prevent further reductions or outright elimination.
- Retail electricity prices have continued to rise, increasing the cost households pay when solar self-consumption is insufficient.
- Supply charges are rising sharply, increasing fixed costs that solar generation cannot offset.
- Retailers may change the feed-in tariff "at any time with prior notice" under standard market contract terms — meaning even the current 5 cents provides no long-term certainty for investment planning or payback calculations.

Households in SE Queensland who followed government and industry guidance are now finding that the financial returns they were promised are being progressively stripped away — with no recourse and no regulation to protect them.

4. The Inequity Between SE Queensland and Regional Queensland

It cannot go unremarked that the Queensland Government has chosen to protect regional Queensland solar households through a regulated minimum feed-in tariff — currently 8.66 cents per kWh for 2025–26 — while leaving SE Queensland households entirely unprotected. Brisbane and the surrounding Energex area account for the majority of Queensland's solar installations. The households most exposed to exploitation are those in the densely populated south-east corner, where the government has deliberately chosen not to regulate.

This is not a justifiable distinction. The financial harm of an unregulated feed-in tariff floor affects SE Queensland households identically to the harm it would cause in regional Queensland. The government cannot credibly champion rooftop solar as a policy success while simultaneously declining to protect the majority of solar households from exploitation by the retailers it licenses

5. Demands

I respectfully but firmly demand the following:

- An immediate extension of a regulated minimum solar feed-in tariff to South East Queensland (Energex network area), consistent with the protection already afforded to regional Queensland customers under the QCA framework.
- The regulated minimum feed-in tariff for SE Queensland must reflect a fair and transparent relationship between wholesale electricity costs and the genuine value of solar exports — **not a rate designed to maximise retailer margins at the expense of households**.
- A prohibition on retailers paying a zero feed-in tariff to residential solar customers on standard plans.
- A moratorium on further increases to daily supply charges until an independent review of their cumulative impact on solar household economics is completed.
- A formal independent review of the financial impact on SE Queensland households who invested in solar under prior policy settings, including an assessment of whether those households were misled by government and industry representations about the returns they could reasonably expect.
- Full transparency in the methodology used to determine wholesale energy cost estimates in electricity pricing determinations, including independent scrutiny of proprietary models — a concern already raised formally by the Queensland Energy Users Network (QEUN) in the 2026–27 pricing determination process.

6. Conclusion

SE Queensland households were promised a fair return for investing in the energy transition. Instead, they are paying some of the highest electricity rates in Australia while receiving some of the lowest solar export payments on the continent — with no regulatory floor, no certainty, and no protection. This represents a transfer of wealth from ordinary Queenslanders to energy retailers, enabled by a deliberate regulatory gap that your government has the power to close.

I request a formal written response to this complaint. I am one of many thousands of SE Queensland residents raising this issue, and I intend to also pursue it through the ACCC. A community petition is also preparing to be circulated, and I intend to ensure it reaches the relevant parliamentary representatives.

Yours sincerely,

George Rizos

25/06/2026

cc: The Honourable Jim Chalmers MP

Mr Cameron Dick MP

Australian Competition and Consumer Commission (ACCC)

Attachments: AGL electricity bills and rate change notice, May–June 2026