

MEDIA RELEASE

13 November 2013

PUBLIC WARNING ISSUED ABOUT NICK RAY ELECTRICS PTY LTD

The Commissioner of Consumer Affairs, Gary Clements, has issued a public warning to consumers not to deal with Nick Ray Electrics Pty Ltd (NRE).

“Nick Ray Electrics is an electrical company registered in Queensland which has been operating in the Northern Territory, supplying and installing Photovoltaic (PV) solar panel systems since April 2013,” he said.

“Consumer Affairs has received a number of complaints and enquiries from consumers who have had dealings with Nick Ray Electrics in respect of solar panel installations.”

Mr Clements said most of the consumer complaints and enquiries stem from the supply and installation of solar panel systems which cannot be connected to the grid due to:

- non-compliant electrical installation
- failure to issue an electrical Certificate of Compliance as prescribed
- failure to submit requisite permits, paperwork and fees to NT regulators in circumstances where these were represented as being included in the contract price paid

Consumers have experienced an inability to contact the company or its representatives to have them remedy the problems with the supply and installation of their solar panel systems,” he said.

“The NRE contact number 1300 663 303 is currently unavailable and there has been a failure to respond to written correspondence.

“The trader has also failed to refund a consumer \$4000 for a deposit which was collected twice by NRE.”

Mr Clements said Consumer Affairs had also been advised that some of the systems installed are not as described in the purchase agreement.

Nicholas Kevin Ray, a licensed electrical contractor (Registration Nos: A 12516(NT), C2928 (Qld) and 203731C (NSW), is the sole director of Nick Ray Electrics Pty Ltd.

If anyone has any concerns about their dealings with Nick Ray Electrics Pty Ltd they should contact Consumer Affairs on 1800 019 319 or email consumer@nt.gov.au.