



Response to DLO Request

*** All information provided should be factual.**

EGM clearance email to be saved in the Objective file and forwarded to the EPSDD DLO inbox and copy in the relevant EO.

Subject: Dot points on Energy Efficiency Improvement Scheme (EEIS) for Energy Efficiency Council conference address

Dot points are to focus on the Priority Household Target, improving public housing and improving rental properties

Dot points

The Energy Efficiency Improvement Scheme (EEIS)

- The ACT Energy Efficiency Improvement Scheme (EEIS), which has been extended to 2030, is a key mechanism for reducing the energy bills of ACT residents while supporting emissions reductions.
- EEIS was established under the *Energy Efficiency (Cost of Living) Improvement Act 2012*. It requires electricity retailers to achieve energy savings in households and small-to-medium enterprises. Smaller retailers below a certain energy sales or customer threshold can opt to pay an 'Energy Savings Contribution' rather than deliver energy savings under the Scheme.
- The EEIS aims to encourage the efficient use of energy, reduce household and business energy use and costs, and increase opportunities for priority households to reduce energy use and costs.
- Since 2013, almost 78,000 ACT households and businesses have participated in the EEIS, including more than 20,500 priority low-income households.
- For the 20,500 low income priority households and over 16,000 rental properties there are deemed lifetime bill savings of over \$70 million.
- Over 1.35 million energy saving items have been installed, delivering more than 7 million gigajoules (GJ) of lifetime energy savings, over \$445 million of lifetime energy bill savings, and lifetime greenhouse gas emission reductions of around 580,000 tonnes (tCO₂-e). This is equivalent to taking approximately 190,000 cars off Canberra roads for a year.
- Over the lifetime of products installed, participating households are expected to save more than \$225 million with average weekly savings of \$6.14, and businesses are estimated to save \$175 million with average weekly savings of \$97.



The Priority Household Target

- The Priority Household Target (PHT) is the mechanism within the EEIS legislation that requires large electricity retailers to achieve a percentage of their energy savings in households that experience financial barriers. The PHT is set at 30% for the years 2020 and 2021 to support low income households to reduce their energy bills.
- Priority households are Canberra's lower income households or those that experience barriers to implementing energy efficient upgrades, defined as; households in which at least one resident holds an eligible concession; are experiencing financial hardship; or are residents of priority dwellings.
- These households are most affected by energy price rises, but who are least able to invest in efficient items and thus reduce their energy demand. The Priority Household Target (PHT) ensures that a proportion of EEIS savings are delivered in these priority households.

Improving public housing

- The ACT Government has invested \$7million over 2018 to 2021 through the ACT Government Public Housing Initiative to improve energy efficiency in public housing.
- To date approximately 2,500 public housing tenants have benefitted from heating/cooling or hot water installations.
- The ACT Government Public Housing Initiative has (to October 2020) achieved a total abatement of **47,627 tCO₂-e**, equivalent to planting approximately 238,000 trees, or taking 17,445 cars off the road for 1 year.

Improving rental properties

- The extension of the EEIS to 2030 consulted on the best ways to increase opportunities for lower income households. The EEIS is consulting on expanding the definition of priority households to include renters. This will encourage electricity retailers to provide further incentives for renters and landlords to uptake energy efficient upgrades to improve rental properties and reduce renter's energy bills.
- The initiative to improve rental properties under the EEIS is a complimentary measure to other ACT Government programs and standards:
 - Actsmart Home Energy Assessments for Renters Program, which commenced in August 2020, offers free home energy assessments to renters. The assessments are being delivered in the home or by phone. A webtool is also being developed so renters can self-assess their home energy efficiency online.
 - The ACT Government has committed to introduce legislation for staged minimum energy performance requirements for rental properties by 2021 that will come into force in 2022-23. Work is underway to develop these standards



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- The ACT Parliamentary and Governing Agreement for the 10th Legislative Assembly recognises the threat that climate change poses and outlines strategies, complimentary to those outlined in the *ACT Climate Change Strategy 2019-2025*, including those under the EEIS. It aims to take the next steps on climate change action to reduce greenhouse gas emissions and demonstrate what can be achieved in short time frames to assist households in the transition.

These complimentary initiatives include:

- Zero-interest loans of up to \$15,000 for households and not-for-profit community organisations to assist with the upfront costs of investing in: rooftop solar panels; household battery storage; zero emission vehicles and efficient electric appliances.
- The aforementioned minimum energy efficiency standards regulations for rental properties in 2021 with progressive implementation over the coming years.
- A five-year, \$50 million program to improve building efficiency and sustainability for social and public housing, low income owner-occupiers, and the lowest performing rental properties; this includes upgrades to government housing, and financial incentives to implement minimum energy efficiency standards in rental properties.



Response to DLO Request

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Subject: 20/93623 - DLO Request - Baseline Funding and Grants - Vassarotti

On 25 November 2020, Minister Vassarotti Office required EPSDD to provide information regarding: 1) baseline funding for ongoing programs funded by EPSDD; and 2) grants relevant to EPSDD and the Minister's portfolios of Environment, Heritage and Sustainable Building and Construction.

Response:

Information was taken from the Government Budget Management System (GBMS) and includes the corporate allocations within base funding as per budget statement output reporting.

The excel spreadsheet at [Attachment A](#) shows detailed information on each main portfolio area.

REQUEST 1. Provide information on baseline funding for ongoing programs funded by EPSDD. This will not include initiatives funding and Grants. Attachment A provide a listing of initiatives and funding associated.

See below table for base funding by portfolios by financial year.

	2020-21	2021-22	2022-23	2023-24
	\$'000	\$'000	\$'000	\$'000
Environment - Base	7,954	8,250	9,082	9,371
Building Policy - Base	2,106	2,187	2,220	2,254
Commissioner for Sustainability and the Environment – Base (Territorial)	1,550	1,666	1,691	1,677



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- Base for Environment includes salaries, contributions to national bodies for pest and weed activities, kangaroo research and monitoring and ecological studies.

- Building Policy base includes salaries and general overheads.
- Commissioner base includes salaries, consultancies required for the publication of the State of the Environment Report and investigations.

REQUEST 2. Grants relevant to EPSDD and the Minister's portfolios

See below table for summary of the grants by portfolios by financial year.

Grant	2020-21	2021-22	2022-23	2023-24
	\$'000	\$'000	\$'000	\$'000
Environment-Grants – Territorial	277	171	175	161
Environment Assessment Systems Upgrade (Commonwealth Funded)	-	300	-	-

**Please Note : Amounts contains in all the Tables above may change after the completion of the Budget 2020-21 with new funding for new initiatives and any potential changes in BASE funding allocation.*

Output Class 3.1 Sustainability and Climate Change

Type	Program / Initiatives	2020-21 per GBMS \$'000	2021-22 per GBMS \$'000	2022-23 per GBMS \$'000	2023-24 per GBMS \$'000
Initiatives CRP					
	Energy Efficiency Improvement Scheme	4	0	0	0
	More jobs for our growing city - Helping homes be energy smart <i>* This funding is received as revenue under the EES program as opposed to CRP*</i>	-1,496	0	0	0
	Action 4.2 of the ACT Climate Change Strategy 2019-2025 (Sustainable Energy Policy)	150	25	25	0
	Action 4.7 of the ACT Climate Change Strategy 2019-2025 (Minimum standards for rental properties)	182	0	0	0
	Actions 4.10 and 4.17 of the ACT Climate Change Strategy 2019-2025 (Public housing and low income households)	350	0	0	0
	Leading Australia in responding to climate change – Solar grants for low income households	538	0	0	0
Expansion of the Switch your Thinking Program (ACTsmart)	4,233	4,339	4,382	4,426	

** Note : Amounts in Table above may change after the completion of the Budget 2020-21 with new funding for new initiatives and changes in BASE funding allocation*



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EPSDD Ref No.: 20/97143

Response to DLO Request

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Subject: COVID measures - Rattenbury

Response:

CCS

- With the ease in COVID-19 restrictions in recent weeks, Actsmart Sustainable Home Advice (ASHA) programs and activities, such as Home Energy Assessments, are reverting to in-home visits. However, due to the success of virtual assessments offered throughout the year, they will continue to be offered in the future.
- ASHA workshops will also start to revert to in-person events at various locations (such as ACT Libraries) from the new year. However, due to the success and uptake of online workshops in recent months, online workshops will also continue to be offered as part of the ASHA workshop schedule.
- Actsmart Business Energy and Water assessments, Actsmart Business Recycling accreditations and Actsmart Schools activities have reverted to face-to-face format.
- All relevant COVID-19 rules and protocols will be followed, as per ACT Government guidelines and recommendations.
- The Actsmart low income household energy efficiency program that is delivered by St Vincent de Paul is continuing to be delivered face to face in accordance with ACT Health Covid-19 guidelines for Non-Government Community, Disability and Health Service Providers.
- Upgrades of heating, cooling and hot water systems under the Energy Efficiency Improvement Scheme (EEIS) were unaffected under Covid19. There are no provisions under the Energy Efficiency (Cost of Living) Improvement Act 2012 or subordinate legislation that provides the Minister or scheme Administrator discretionary power to halt activity. Any concerns around activities taking place under the EEIS during a period of emergency health restrictions would be raised with the ACT's Chief Health



Officer (CHO) to get a ruling on the activity. The Chief Health Officer should be able to halt the activity via legislation under the public health emergency if the activity poses a significant risk. WorkSafe may be able to temporarily halt the activity through their legislation if the CHO deems the activity a risk, and if there is a delay in the CHO's ability to enact the public health emergency legislation to halt the activity.

- To support residential electricity customers who may be experiencing hardship, \$100 vouchers or rebates are available from retailers participating in the Utilities Hardship Fund (UHF), which is co-funded by the ACT Government.
 - Qualifying customers are Centrelink Pensioner Concession Card holders, Centrelink Low Income Health Care Card holders and Veteran's Affairs Pensioner Concession Card or Gold Card holders, or those under retailer hardship programs as defined by the National Energy Retail Law. Qualifying customers must also be ACT residents.
 - Participating retailers include ActewAGL Retail, Origin Energy, EnergyAustralia and Red Energy. To check or change your eligibility, and confirm the availability of vouchers/rebates, please contact your electricity retailer.

- The current iteration of the UHF is intended to operate until 30 June 2021. To date, only one retailer has reported that their funding has been exhausted; that being Red Energy, which only had total funds for three vouchers/rebates based on its market share in the ACT. The two largest retailers participating in the scheme appear to have enough funds to operate until 30 June 2021:
 - ActewAGL Retail has indicated that at 1 December 2020 it had distributed \$188,401 of the \$404,000 it has available for the UHF. ActewAGL Retail noted that all services saw a significant downturn in engagement during the early Covid-19 lockdown period and engagement is expected to be substantially higher next year for the same period.
 - Origin Energy has indicated it had distributed approximately 307 vouchers/rebates as at 16 December 2020, although its total funds allow for over 740 vouchers/rebates.



Response to DLO Request

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Subject:

Issues for consideration re-designing the Energy Efficiency Improvement Scheme (EEIS)

Response:

1. Master Plumbers ACT and Harvest Hot Water ('the advocates') have raised concerns that the current design of the Energy Efficiency Improvement Scheme (EEIS) is detrimental to competition in the energy efficiency market.

ACT uptake of efficient hot water systems

2. The advocates state that ACT's poor installation rates for efficient hot water systems is an indication that the EEIS is underperforming. Clean Energy Regulator (CER) data for the Small-scale Renewable Energy Scheme (SRES) shows that in 2018 the combined total number of efficient solar hot water systems and air source heat pump hot water systems was 36% lower per capita in ACT than the national average, which supports the advocates claim.
3. CER also reports that when solely assessing installations of air source heat pump hot water systems (to the exclusion of solar hot water systems), the rate of installs was 42% higher per capita in the ACT than the national average in 2018. In comparison, the uptake of solar hot water systems in the ACT was 72% lower than the national average in 2018.
4. Installation of solar hot water systems is an eligible activity under the EEIS, though no retailer has chosen to deliver this option. ActewAGL began installing EEIS air source heat pump hot water systems as part of the EEIS in 2018 and continues to offer this activity. The number of air source heat pump hot water systems installed by ActewAGL for the EEIS was 33 in 2018 and 225 in 2019. While the EEIS allows installation of solar hot water systems with electric boosters, the product requirements do not allow installation of solar hot water systems with gas boosters.



5. The Sustainable Household Loan Scheme, which is being developed to deliver the no interest loans for energy efficiency upgrades will be designed to improve the uptake of efficient hot water systems in the ACT.

Redesign of the EEIS

6. The Advocates provided recommendations for redesign of the EEIS in Attachments A, Attachment B, Attachment C and Attachment D. They propose changing the EEIS from a retailer obligation scheme, to a certificate-based scheme that requires all ACT electricity retailers to purchase energy savings certificates from Approved Energy Savings Providers (AESPs) at a fixed price. The advocates recommend removing the distinction between Tier 1 and Tier 2 electricity retailers and removing the option for Tier 2 retailers to pay an ESC.
7. EEIS currently requires Tier 1 electricity retailers to deliver eligible activities to meet their Retailer Energy Savings Obligation (RESO) and allows Tier 2 electricity retailers to meet their RESO by either delivering activities or by paying an Energy Savings Contribution (ESC). Tier 1 and Tier 2 retailers can deliver activities themselves or they can partner with AESPs to deliver activities. Retailers that partner with AESPs are responsible for ensuring that AESPs deliver activities in compliance with the requirements of *Energy Efficiency (Cost of Living) Improvement Act 2012* (the Act).
8. The EEIS ensures that Priority Households benefit from the scheme by requiring Tier 1 retailers to meet a Priority Household Target (PHT) by delivering a percentage of their RESO to Priority Households. The Energy Savings Contribution funds ACT Government energy efficiency programs, including programs that target low income households and renters. The advocates recommended changes would impact the current framework for ensuring Priority Households benefit from the EEIS. It is not clear who would be responsible for ensuring activities are delivered to Priority Households.
9. A strength of retailer obligation schemes is that electricity retailers have a vested interest in maintaining customer satisfaction, which encourages quality products and installations. The certificate-based scheme recommended by the advocates would shift the compliance responsibilities from electricity retailers to AESPs. Therefore, a certificate-based scheme would require increased ACT Government audit and compliance measures. The increased resourcing required for this would likely increase the cost of the delivery of the Scheme.



10. The advocates recommend, in Attachment A and Attachment C, that the EEIS change to a certificate-based scheme with a fixed price per MWh energy saved, with savings being passed on in full to the customers. It would be difficult for ACT Government to define the appropriate market price for delivering activities to enforce the requirement that discounts be passed on in full. The two certificate-based energy efficiency obligation schemes operating in Australia, the NSW Energy Savings Scheme (EES) and the Victorian Energy Upgrades program (VEU), allow market forces to determine the price of certificates and the savings that are passed on to the customers. There is no requirement that certificate price be paid in full to customers.
11. Certificate based schemes are meant to encourage competition between certificate providers, increasing innovation and energy savings at least cost due to market competition between certificate providers. Typically, a certificate-based scheme is most beneficial where there are many obligated parties or efficiency supply businesses. The ACT is a small market, compared to other schemes worldwide or even in Australia. This means that it may not be an attractive market for certificate providers. EPSDD considers it unlikely that ACT would be able to generate the level of competition required to support a cost effective certificate-based scheme.
12. The advocates state that the record keeping and reporting requirements for the EEIS are too rigorous. EPSDD has developed the codes of practice to ensure that energy efficiency measures are delivered to a quality and safe standard. Eligible activities were developed in consultation with stakeholders, with the aim to ensure quality installations while minimising costs and administrative burden. Customer satisfaction for customers receiving upgrades under the EEIS are maintained at a very high level and the safety record of the EEIS under these record keeping requirements remains unblemished.
13. The advocates recommend leveraging the Clean Energy Regulator Small-scale Renewable Energy Scheme's record keeping and compliance requirements for solar hot water installers to create Small-scale Technology Certificates (STCs) for installation of eligible solar hot water systems and air sourced heat pump hot water systems. EPSDD periodically reviews eligible activities and provides an opportunity for stakeholder input in this process. EPSDD will consider the advocates recommendation in the next review of the EEIS hot water system activities.
14. For the reasons outlined above, EPSDD does not recommend implementing the changes recommended by the advocates at this time. Even if agreed, the advocates recommend timeframes for their proposed amendments to the *Energy Efficiency (Cost of Living) Improvement Act 2012* to be completed by June 2021, which are not viable. Even if the proposed approach was considered desirable, it would not be possible to undertake appropriate analysis, consultation, administrative, legal and cabinet processes to amend the Act in this timeframe.



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EPSDD Ref No.: 21/08249

Next steps

15. EPSDD is considering options to address a number concerns that have been raised by constituents that relate to the EEIS including issues relating to competition and access. You will be provided with a separate brief outlining key issues and options.

16. EPSDD is reviewing the AESP application process with a view to streamline the process as much as possible while ensuring that the process provides sufficient evidence that applicants have the necessary qualifications and competencies to comply with the safety and quality requirements of the scheme. This process is expected to be complete by mid-February 2021.



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EPSDD Ref No.: 21/31178

Response to DLO Request

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Subject: SVDP feedback to Energy Efficiency Program for public housing properties

Response:

- The Energy Efficiency Program for public housing properties was a three-year joint initiative between Housing ACT and EPSDD that commenced in 2018/19.
- The aim of the program was to replace inefficient heating and hot water systems in at least 2,200 properties. Households were further supported through the Actsmart Home Energy Efficiency Program (delivered by SVDP) with energy assessments, education, and minor energy efficiency improvements (including draught proofing and curtain installation) to improve household thermal comfort.
- The heating and hot water system appliance upgrades were undertaken by ActewAGL to support their Priority Household Target (PHT) under the Energy Efficiency Improvement Scheme (EEIS).
- All installations have been completed with 2,685 appliances upgraded, including over 2,200 reverse cycle units. While the focus of the program is to provide more efficient heating, the units installed also include cooling which helps to support improved summer comfort for tenants.
- Separate to the three-year program, Housing ACT have directly engaged ActewAGL to replace a further 1,300 inefficient heaters with reverse cycle units. This extension does not include EPSDD so Housing ACT would need to be contacted for further information.



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EPSDD Ref No.: 21/41241

Response to DLO Request

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EGM clearance email to be saved in the Objective file and forwarded to the EPSDD DLO inbox and copy in the relevant EO.

Subject: Advice re “Rebates” offered for replacing gas system.

Response:

Energy Efficiency Improvement Scheme (EEIS)

- The discounts described as rebates in this DLO request are related to the EEIS.
- The EEIS is a regulatory scheme that requires electricity retailers to make energy savings in households and small-to-medium businesses. Electricity retailers that deliver energy efficient upgrades must reach a specified percentage target of energy savings based on their electricity sales every year.
- The EEIS encourages uptake of energy efficient electric appliances and conversion away from gas appliances by stimulating the delivery of these activities by obligated retailers.
- ActewAGL is currently the only retailer large enough to be obligated under the scheme to deliver energy saving activities to households and businesses. This means that ActewAGL is the only retailer offering gas to electric heating and cooling system conversions.
- All smaller retailers currently elect to pay a financial contribution to the ACT Government, in place of delivering energy savings activities. These financial contributions are then used to fund a suite of energy efficiency programs including a range of programs aimed at assisting vulnerable households.

Delivering activities under the EEIS

- Retailers do not receive ACT Government funding to deliver EEIS energy savings activities. Rebates and discounts that are offered to consumers are entirely a business decision of the retailer and are not ACT Government rebates.
- When retailers do deliver energy saving activities under the EEIS, they must follow specific requirements for each activity as set out under the EEIS legislation.
- Industry can partake in the EEIS by contracting with ActewAGL, or becoming an Approved Energy Saving Provider and partnering with an electricity retailer to deliver activities.



- ActewAGL partners with contractors that are selected through a tender process to deliver their EEIS-related activities. Their tendering processes are regulated by the Independent Competition and regulatory Commission (ICRC).
- There are three ActewAGL-approved retail subsidiaries for the delivery of heating and cooling upgrades: ActewAGL Energy Shop, Climate Masters and Australian Hot Water.
- Installers interested in participating in the EEIS can apply to become an Approved Energy Savings Provider and then partner with an electricity retailer to deliver eligible activities under the Scheme.
- As a means of promoting greater diversity and competition, the EEIS Administrator and team are exploring options for encouraging participation of more retailers (through delivery of EEIS activities) and installers (through applications to become Approved Energy Savings Providers) in the Scheme.

Marketing of ActewAGL product offers for EEIS activities:

- ActewAGL has previously sometimes described product offers (such as the \$1,000 discount on heating and cooling upgrades) as 'rebates' or even 'government rebates'. This has produced a misconception among some constituents that ActewAGL receives Government funding to deliver EEIS activities.
- ActewAGL has been advised that references to product offers as 'Government rebates' are incorrect. ActewAGL has recently remedied the issue by shifting their language in all communication materials, including their website, away from 'rebates' to 'offers' or 'discounts'.
- The EEIS team has reviewed EEIS-related content on ACT Government websites and related communications, to ensure messaging is focussed on clarifying the roles of ACT Government and of electricity retailers under EEIS legislation.

Other supports for accessing energy efficiency upgrades

- While the EEIS is a key mechanism for achieving energy and bill savings in the ACT, it will not suit everyone's individual circumstances. Canberrans are encouraged to request multiple quotes and choose the best solution for their home and circumstances.
- The ACT Government is also developing further measures to complement the EEIS and other existing energy efficiency programs. Given the constituent's interest in a heating and cooling upgrade, the Sustainable Households Scheme may be of particular interest. The scheme will provide Canberrans with access to zero-interest loans of between \$2,000 to \$15,000 for products (including electric heating and cooling systems) that will help eligible ACT households to live more comfortably while reducing emissions and their energy costs. An online form is available on the Actsmart webpage for people to register their interest in the scheme and to receive updates: [Sustainable Household Scheme - Actsmart](#)



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- Details of the scheme are not yet finalised but the government is aware of reliable local businesses' desire to participate in the scheme.
- If the constituent is interested in finding out more about further supports available to improve energy efficiency in his home (many of which are free of charge), he can contact the Actsmart team via the Sustainable Home Advice line (call 1300 141 777 or email ActsmartAdvice@act.gov.au).



Response to DLO Request

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Subject: Hot Water Heat Pump Rebate Scheme

Response:

- The Energy Efficiency Improvement Scheme (EEIS) places a requirement on electricity retailers to meet a retailer energy savings obligation (RESO).
- Obligated electricity retailers fall into one of two classifications:
 - Tier 1 retailers are defined as having more than 5,000 and 500,000 megawatt hours in electricity sales in a calendar year.
 - Tier 2 retailers are all other retailers with electricity sales in the ACT.
- Tier 2 retailers have elected to meet the RESO by paying an energy savings contribution which helps fund ACT Government energy efficiency programs.
- ActewAGL is the only retailer large enough to be classified as Tier 1 and is specifically obligated to undertake energy saving activities in households and small-medium businesses.
- One activity that ActewAGL delivers to meet the RESO is upgrades of gas hot water systems with hot water heat pumps.
- The ACT Government provides no support in the form of rebates to assist electricity retailers in the offers they make to consumers. Any offers in the form of discounts or rebates made by the retailer are a commercial decision and not prescribed by the EEIS.
- The EEIS does not set the terms and conditions around contractual arrangements between the retailer and the supplier of energy efficiency upgrades and the products they offer. The products offered under the scheme must only meet minimum performance standards and appear on the EEIS product register.
- ActewAGL has contracted three installers to deliver the hot water energy savings activity. Customers can access ActewAGL's hot water heat pump offers by contracting one of the three providers listed on ActewAGL's website. The constituent sought quotes from two of these three companies (ActewAGL Energy Shop and Climate Master).



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- In the near future, households will also be able to access a no interest loan under the Sustainable Household Scheme (SHS).
- The SHS will provide households with an interest-free loan of up to \$15,000 for eligible products, including hot water heat pumps. The SHS is not a rebate scheme.
- The SHS will be open to all installers accredited by the SHS loans provider, Brighte, and the customer is encouraged to seek at least three quotes from accredited providers to ensure that they are receiving the best value for their chosen product(s).
- Customers can choose an accredited provider that supplies a hot water heat pump of their choice. Brighte will provide a list of accredited providers.
- Any business operating in Canberra and supplying eligible products, can apply to the loans provider to become an accredited provider. There is no limit to the number of businesses operating under the SHS.
- The SHS is in pilot phase and is not yet open to all ACT consumers. Interested customers can sign up to the SHS on the Actsmart website.
- Pure Electric – a company which the constituent sought a quote from - is currently not registered as an approved provider under the SHS.

From: [EPSDD DLO](#)
To: [RATTENBURY](#); [EPSDD DLO](#)
Cc: [McGuire, Anna](#)
Subject: RE: Hot Water Heat Pump Rebate Scheme
Date: Thursday, 22 July 2021 11:06:20 AM
Attachments: [21_61242 - Response to DLO Request.docx](#)
[image001.png](#)

OFFICIAL

Hi Fiona – please see attached from EPSDD.

Brodie Ferson | Directorate Liaison Officer | 02 6205 4615

Environment, Planning and Sustainable Development Directorate | ACT Government

From: RATTENBURY <RATTENBURY@act.gov.au>
Sent: Monday, 12 July 2021 4:00 PM
To: EPSDD DLO <EPSDDDLO@act.gov.au>
Cc: McGuire, Anna <Anna.McGuire@act.gov.au>
Subject: FW: Hot Water Heat Pump Rebate Scheme
Hi Karley

Could we please have some dotpoints for Mr Davis?

Thanks very much,

Fiona

Office of Shane Rattenbury MLA

T: 02 6205 0005 e: Rattenbury@act.gov.au

From: Nuttall, Laura <Laura.Nuttall@parliament.act.gov.au> **On Behalf Of** DAVIS
Sent: Monday, 12 July 2021 1:39 PM
To: RATTENBURY <RATTENBURY@act.gov.au>
Subject: FW: Hot Water Heat Pump Rebate Scheme

Hi Fi,

Are you happy to provide us with a couple of points to answer [REDACTED] concerns?

Warm regards,

LAURA NUTTALL (SHE/THEY)

Office Manager & Electorate Adviser — Office of Johnathan Davis MLA ▲

p. 6205 0051 m. laura.nuttall@act.gov.au [https:// greens. org. au/act](https://greens.org.au/act)

The ACT Greens recognise that the ACT is situated on lands that the Ngunnawal, Ngambri and other First Nations peoples have lived and met on for thousands of years. We acknowledge that sovereignty has never been ceded, and pay respects to elders past and present, as well as all First Nations people on this land.

Electorate Office at Jindebah Cafe, now open every Friday. 9am to 12pm.



From: [REDACTED]

Sent: Sunday, 11 July 2021 1:34 PM

To: DAVIS <DAVIS@parliament.act.gov.au>

Subject: Hot Water Heat Pump Rebate Scheme

CAUTION: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Jonathan

I am writing about the ACT Government's rebate scheme for heat pump hot water systems.

As I understand the scheme, the Government is offering ACTEW AGL electricity plan customers a \$750 rebate (\$500 at point of sale and \$250 off electricity costs over 2 years) for upgrading old and inefficient hot water systems to high efficiency systems such as heat pumps.

My wife and I have decided to have a such a high efficiency heat pump system installed in our Monash home to replace an old instantaneous gas system. Specifically we are purchasing a Sanden system which is one of the two systems best suited to the Canberra region.

The ACT Act Smart web site suggests getting three quotes, which we duly did as follows.

1. ACTEW AGL energy shop - do not supply the Sanden Heat Pump.
2. Australian Hot Water do and provided us with a quote including the ACT Government rebate as described above
3. Pure Electric also supply and install Sanden and we received a quote for them, similar to the Australian Hot Water quote, but unfortunately they are excluded from providing the rebate.

According to the ACTEWAGL web site only three installers are "approved" to get the rebate.

Why is this so? Pure Electric sub contract installation in the ACT to fully qualified technicians who will install the heat pump according to Australian standards. So why can't I get our new heat pump installed by them and receive the ACT government rebate?

We have chosen to install the heat pump system because of its environmental benefits. On the basis of up-front costs alone, this is not an economically rational decision - it will cost us some \$2,500 more to have the heat pump system installed rather than a new gas system.

I would have thought the Government, which has banned gas in new development areas (a great move in my opinion!), would be doing all it could to encourage people in the ACT to get off gas and have high efficiency electric heat pumps installed. However, restricting the rebate to only 3 providers seems contrary to this ideal.

I would have liked to have had coffee with you at Jindebah Cafe in Tuggeranong on a Friday morning to discuss this issue but have been unable to make Friday morning the last two weeks and for the next two weeks. Hence this email. Hopefully I will get there later this month and have a coffee with you.

Kind regards

