Energy Efficiency Improvement Scheme
2019 Compliance Survey Report

A survey of recipients for the 2019 compliance year to measure satisfaction and determine future opportunities for assisting households and businesses to save energy

Conducted by Jetty Research for the ACT Government's Environment, Planning and Sustainable Development Directorate

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Disclaimer

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Executive Summary

The Energy Efficiency Improvement Scheme (EEIS) commenced in 2013 and is currently legislated to run until the end of 2030. A comprehensive post-implementation review has been undertaken annually since the scheme commenced and primary data collection with residents and businesses has formed a part of these reviews.

In March 2020, the ACT Government commissioned Jetty Research to continue this research through the conduct of: (a) a CATI[1] (telephone) survey of [redacted] residential participants from the 2019 compliance year; and (b) an online survey of commercial participants from the 2019 compliance year.

For the residential component of the survey, [redacted] CATI telephone interviews were conducted from 26th May to 4th June 2020 inclusive. An online survey of businesses taking advantage of lighting upgrades was conducted between May 26th and June 10th 2020, with [redacted] surveys completed.

Based on the number of residential and commercial EEIS participants, a random sample of [redacted] residential participants and [redacted] commercial participants implies a margin for error of +/- 3.3% and 8.2% respectively (both calculated at the 95% confidence level).

Among the residential survey's major findings:

1. Satisfaction with EEIS mirrored results received in last year's survey and was:
    a. Extremely high in relation to gas heaters (94% satisfied with the appliance, and 98% feeling it was appropriate for their property)
    b. Very high in relation to the water heaters (86% satisfied and 96% appropriate)
    c. High in relation to the air conditioners (90% satisfied - up from 73% in 2019 – and 87% appropriate - up from 72%).
2. Some 82% felt their new appliance improved their comfort and room temperature substantially (up from 76%). Results also indicated improved impacts on physical and mental health (82% vs. 72%) and energy bills (45% vs. 30%).
3. Overall satisfaction with the installation (i.e. excluding those with fridge/freezer removals) was extremely high, at 92% (against 89% last year).
4. Just 23% respondents had encountered some issues or problems post-installation (an improvement on 40% last year), with the major issues being faulty equipment and patching or installation. Over half of those (57%, vs. 52% last year) reporting such issues felt they had been adequately rectified.
5. Major sources of initial information regarding the scheme were word-of-mouth/social media (33%), ActewAGL advertising (27%) or being advised by ACT Housing (17%, up from 1% last year).

[1] Computer-assisted telephone interview

6. 48% of priority, low income households surveyed said they would have been extremely unlikely to undertake the upgrades without the EEIS, with a further 11% unlikely (against 44% and 8% respectively last year).
7. Similarly to 2019, compliance was high in relation to installers removing old appliances (93% recall) and leaving instructions/demonstrating the appliance (90% recall), but less so in the case of signing a form/iPad (73% recall) and showing ID (61% recall, up from 57%).
8. Likewise, 81% of residential respondents recalled being left with details of the new heating/cooling equipment. But only 38% recalled seeing a copy of all certificates of compliance (down from 69% last year), and 50% recalled being left with details of what to do in case of problems (vs. 65% last year).

Among the business survey's major findings:

1. Satisfaction among participating businesses was again very high. Some 88% of businesses found it very easy or easy to sign up (same as last year) and 86% were very satisfied or satisfied with installation and results (also same as last year). Meanwhile 86% rated the overall experience as good or very good, up 1% survey-to-survey.
2. Over half of those businesses surveyed (52%) had seen a reduction in energy bills, down slightly on the 56% recorded last year. Average amount saved[2] was $443 per quarter.
3. Half of the sample paid nothing for their upgrade (vs. 57% last year), while 12% spent more than $5,000. Some 85% of respondents said they were very unlikely or unlikely to have undertaken the upgrade without the program, up from 75% last year.
4. While the major motivation for the program remained energy savings (nominated by 75% of respondents, in line with last year), savings in greenhouse gas emissions was also an important factor for half the sample. And 39% saw benefit in longer life for lights and/or appliances.

[2] Among 18 businesses able to estimate a saving, and excluding $10 and $5000 outliers. Result should treated with caution due to small sample size.

Introduction

Background and Objectives

The Energy Efficiency Improvement Scheme (EEIS) commenced in 2013 and is currently legislated to run until the end of 2030. A comprehensive post-implementation review has been undertaken annually since the scheme commenced and primary data collection with residents and businesses has formed a part of these reviews.

In March 2020, the ACT Government commissioned Jetty Research to continue this research through the conduct of: (a) a CATI[3] (telephone) survey of [redacted] residential participants from the 2019 compliance year; and (b) an online survey of commercial participants from the 2019 compliance year.

The 2020 questionnaire (focussing on activities of the 2019 compliance year) replicated the 2019 wave of research (focussing on activities the 2018 compliance year). The 2019 activities that were the focus of the 2020 questionnaire were: central-ducted gas heater upgrades, fridge/freezer removal, reverse-cycle air conditioning installations and heat pump water heater installations.

As per the agreed project brief, the survey addressed the following objectives:

1. Investigate participant satisfaction associated with EEIS activities;
2. Confirm assumptions by testing the achievement of energy savings, and whether activities would have been undertaken in the absence of EEIS;
3. Explore co-benefits of energy efficiency and future opportunities for assisting households and businesses to save energy; and
4. Identify and provide potential candidates for case studies.

Note regarding graphs

Graphs in this report follow the normal practice of referring to the year the survey was conducted, NOT the compliance year to which the survey refers.

Hence anything marked in graphs as “2020” refers to the 2019 compliance year, and anything marked as “2019” in graphs refers to the 2018 compliance year.

[3] Computer-assisted telephone interview

Methodology

Residential Participants (Part A of the report)

The ACT Government supplied Jetty Research with the full list of [redacted] residential participants from which Jetty Research developed a stratified sample of participants across the following parameters:

a) Priority households representing 35-45% of sample (vs. 40% of supplied unduplicated sampling frame);

b) Fridge removal being a maximum 25% (vs. 33% of supplied unduplicated sampling frame);

A survey form was constructed collaboratively between the ACT Government and Jetty Research based on satisfying the above objectives and is available as Appendix 1.

Surveying was conducted between 26th May and 4th June 2020 inclusive. A team of up to 10 researchers called residents on weekday evenings from 3.30 to 8pm and on weekends from midday to 5pm. Where phones went unanswered, were engaged or diverted to answering machines, researchers phoned on up to five occasions at different times of the afternoon or evening.

Survey time averaged 13.2 minutes. Response rate (measured as percentage of eligible residents reached who agreed to participate) was excellent, at 76%.

Commercial Participants (Part B of the report)

The online questionnaire was designed to replicate the 2019 survey instrument (covering the 2018 compliance year) wherever possible, to ensure comparability of results.

The ACT Government supplied Jetty Research with an unduplicated list of [redacted] companies that had participated in the scheme during the 2019 compliance year. Of these [redacted] supplied email addresses, while Jetty Research was able to gather an additional 126 emails via phone calls.

The ACT Government hence sent emails to [redacted] companies, while Jetty Research sent SMS messages with a survey link to those remaining businesses who had supplied mobile numbers.

The business survey was open from May 26th to June 10th 2020 inclusive, with two reminder emails and one reminder SMS sent. In total, [redacted] commercial participants completed the survey, for a participation rate of 15.5% (on par with the 15.9% recorded in 2019). Average completion time was six minutes.

Please note that due to the nature of the survey, not all respondents answered every question. The number of respondents answering each question is marked as "n = XXX" in the graph accompanying that question. Caution should be taken in analysing some questions due to the small sample size.

Where differences in this report are classed as significant, this implies they are statistically significant based on independent sample t-scores or other analysis of variation (or ANOVA) calculations. In statistical terms, significant differences are unlikely to have been caused by chance alone.

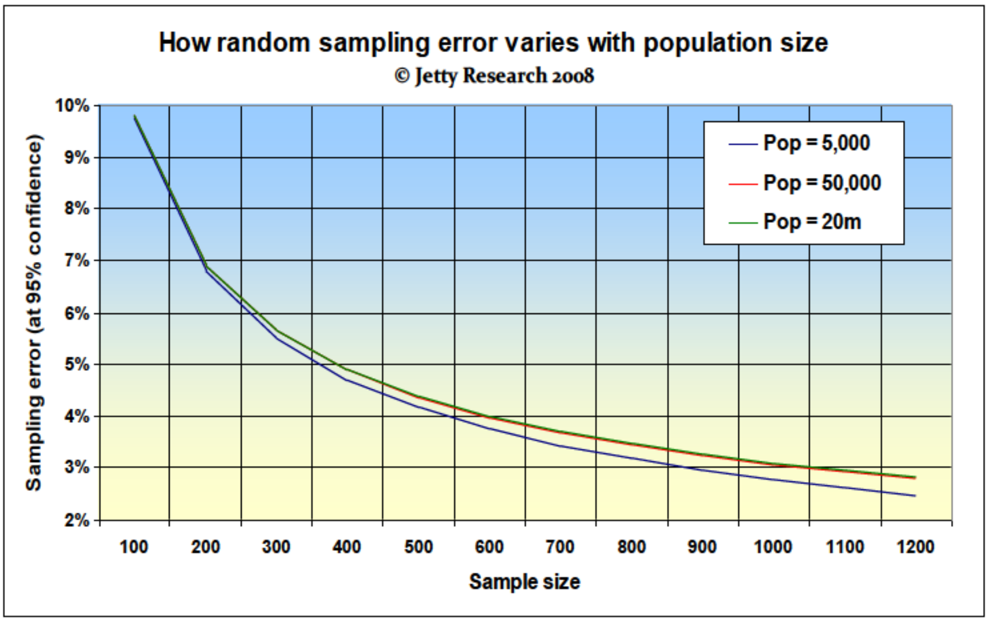
Sampling Error

Based on the total number of [redacted] residential participants who took part in one or more EEIS activity over the survey period, a sample of 650 residential participants implies a margin for error of +/- 3.3% at the 95% confidence level. (This means in effect that if we conducted a similar study 20 times, results should reflect the views and behaviour of the overall survey population to within a +/- 3.3% margin in 19 of those 20 surveys.)

Meanwhile [redacted] businesses took part in the EEIS scheme in 2019. A sample of 114 respondents equates to random sampling error of +/- 8.4% at the 95% confidence level.

As Graph i shows, margin for error falls as sample size rises. Hence cross-tabulations or sub-groups within the overall sample will typically create much higher margins for error than the overall sample. For example, using the above population sizes, a sample size of 100 exhibits a margin for error of +/- 9.8% (again at the 95% confidence level).

Graph i: How sampling error varies with sample and population size



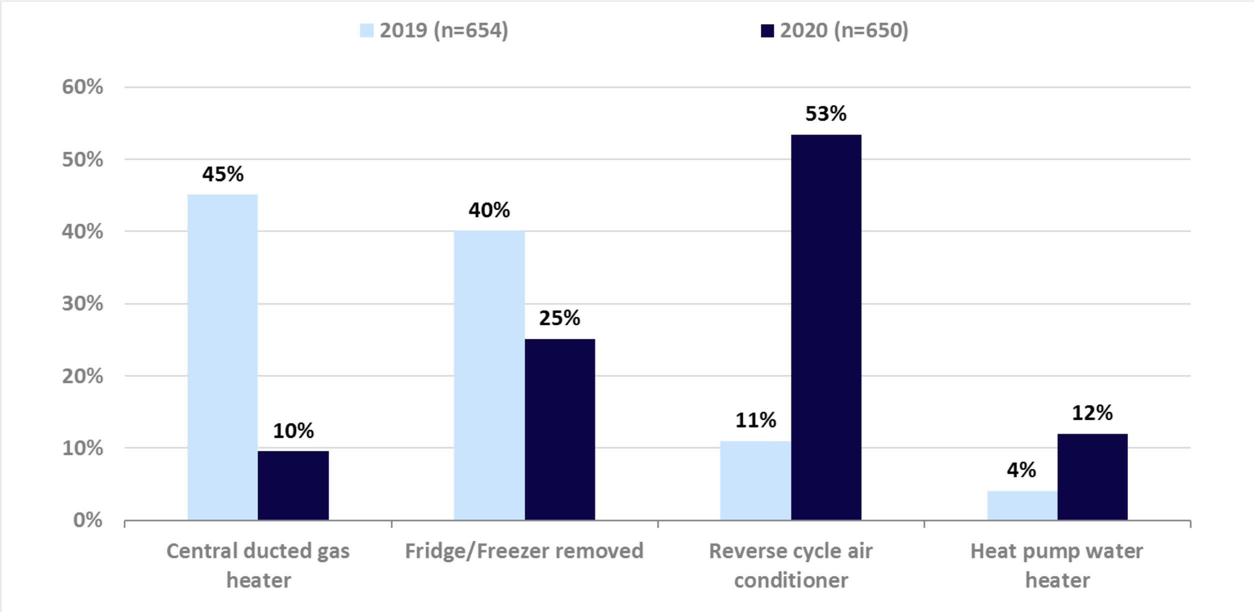
In addition to the random sampling error there may also be some forms of non-random sampling error which may have affected results. These include residents unreachable by phone, the proportion of non-respondents (refusals, no answers etc.) and/or imperfections in the survey design. However, steps have been taken at each stage of the research process to minimise such errors wherever possible.

Section A: Residential Survey

Part A1: Service Experience

The residential survey commenced with a question relating to the type of service provided:

Graph A1.1: Service provided



Over half of residents sampled had a reverse cycle air conditioner installed (53%, up from 11% last year). Far fewer residents had either a central ducted gas heater installed (10% down from 45%) or fridge/freezer removed (25% down from 40%). A further 12% had a heat pump water heater installed (up from 4% last year).[4]

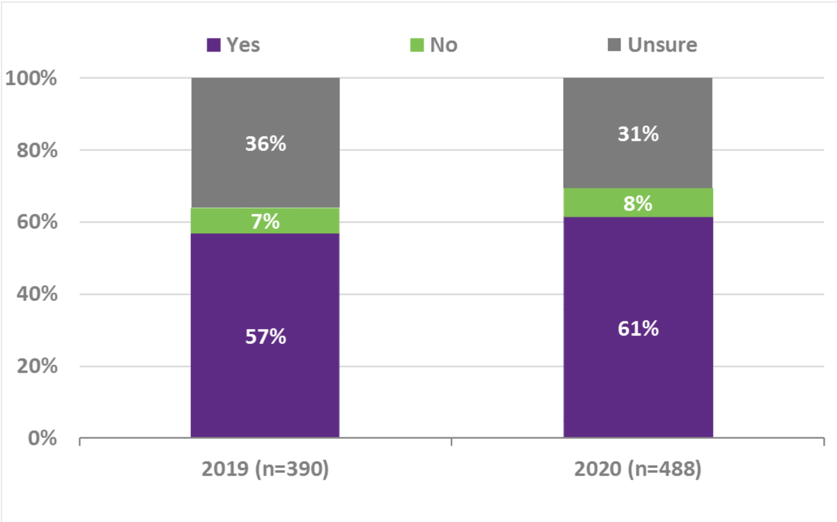
Table A1.1: Service breakdown, by priority vs. other

Service	Total		Priority household		Other	
	2019	2020	2019	2020	2019	2020
Reverse cycle air conditioner	11%	53%	21%	78%	3%	37%
Fridge/Freezer removed	40%	25%	30%	14%	49%	32%
Heat pump water heater	4%	12%	3%	8%	3%	15%
Central ducted gas heater	45%	10%	46%	0%	45%	16%

[4] Of the 2,961 records supplied, fridge/freezer removal comprised 37%, air conditioner 44%, gas heater 12% and water heater 7%. As noted previously, a maximum quota was set for fridge/freezer removals of 25%.

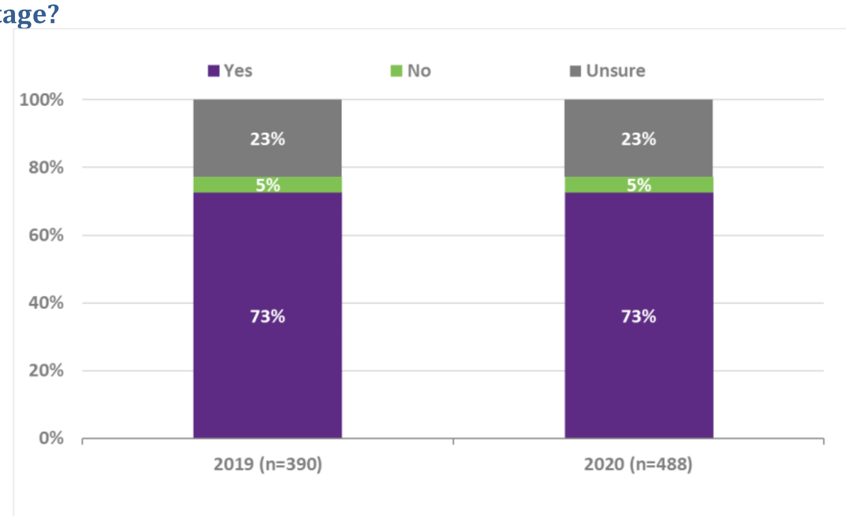
As Table A1.1 shows, the increase in reverse cycle air conditioner installation was driven by priority households (78% vs. 21% last year). Other households were equally likely to have a reverse cycle air conditioner installed as have a fridge/freezer removed.

Graph A1.2a: Installer behaviours – Did the installer show ID?



Some 61% recalled the installer showing ID (up from 57% last year). This was higher among priority households (at 75%, against 50% of non-priority).[5]

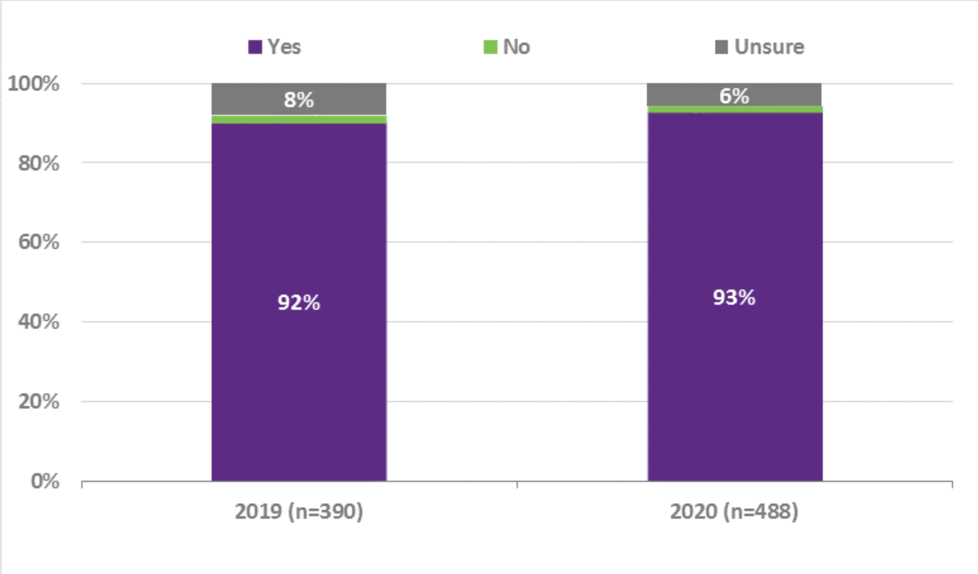
Graph A1.2b: Installer behaviours – Did the installer provide you with a form, possibly an iPad or tablet, to sign at some stage?



And, similarly to last year, almost three quarters of residents recalled that installers had provided a form to the resident to sign.

[5] While any statistically significant differences are noted through the report, see Appendix 3 for data tables showing all key residential results broken down by priority/other households and appliance type

Graph A1.2c: Installer behaviours – Did the installer disconnect and take away the old appliance/s?



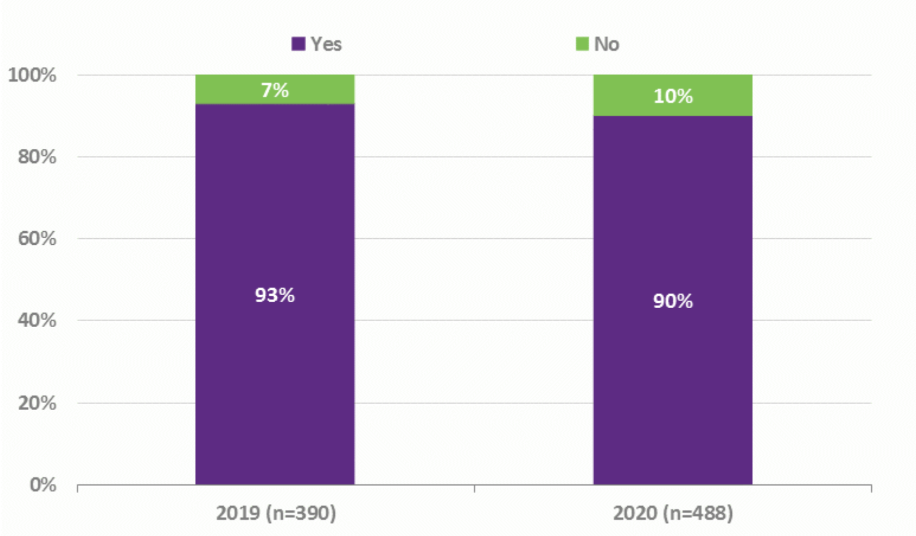
The vast majority of respondents (93%, in line with last year) recalled the installer disconnecting and removing the old appliance. Recall was lower among priority households (at 89%, against 95% of non-priority households).

For a number of residents, the process of disconnecting and removing the old appliance was not straight-forward. While some did not have an appliance to be removed and taken away, others noted that they had to wait for a second company to remove the old appliance:

- *A separate company took away the old stuff. It was all part of the same service just two separate groups.*
- *He [the installer] did disconnect but I don't remember him taking it away. I'm pretty sure he didn't and left it in the roof.*
- *Somebody else came and took the old appliance away on a different day.*

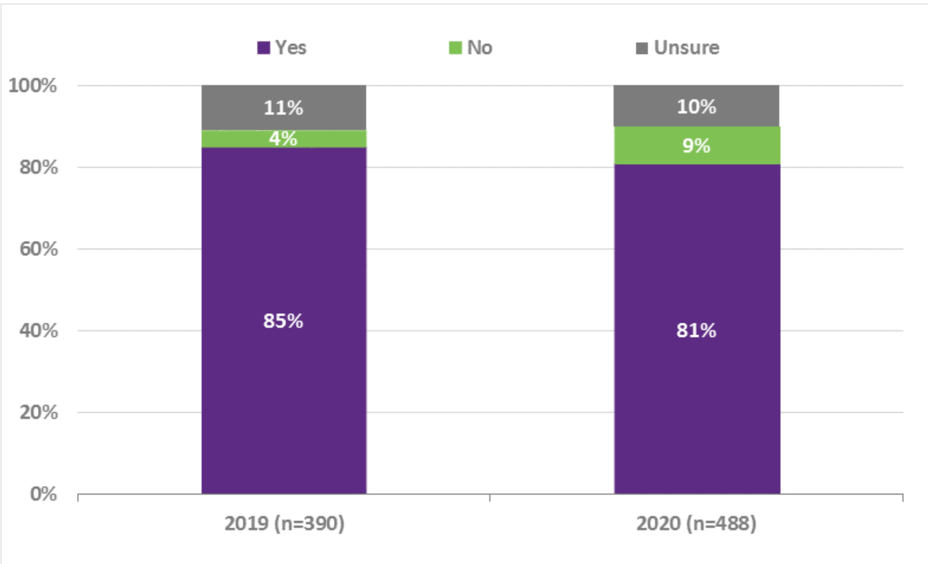
(Continued next page…)

Graph A1.2d: Did the installer leave instructions and/or demonstrate the use of the appliance adequately?



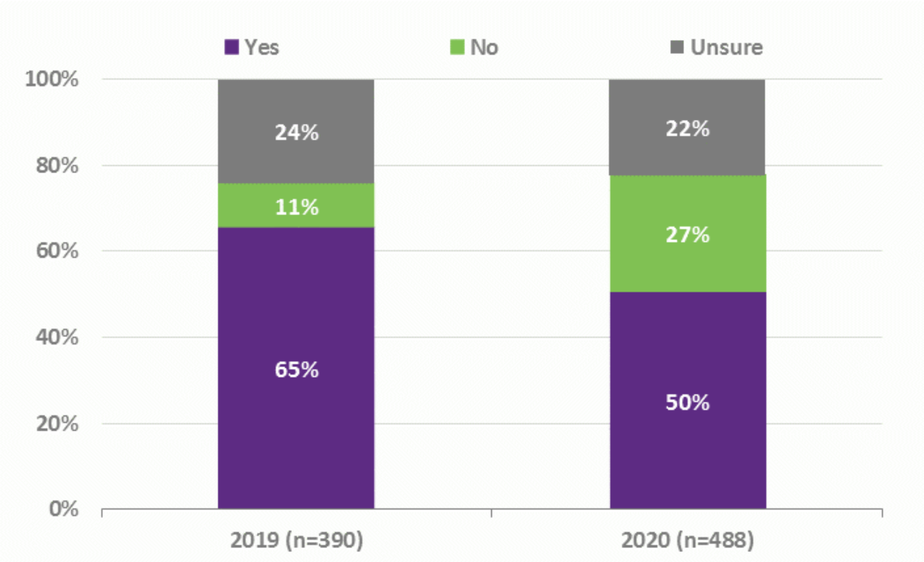
Meanwhile 90% recalled the installer leaving instructions and/or demonstrating the use of the appliance adequately, stable on last year's results.

Graph A1.3a: Installer provision of documents - Details of the new heating/cooling equipment including manufacturer specifications, warranty etc.



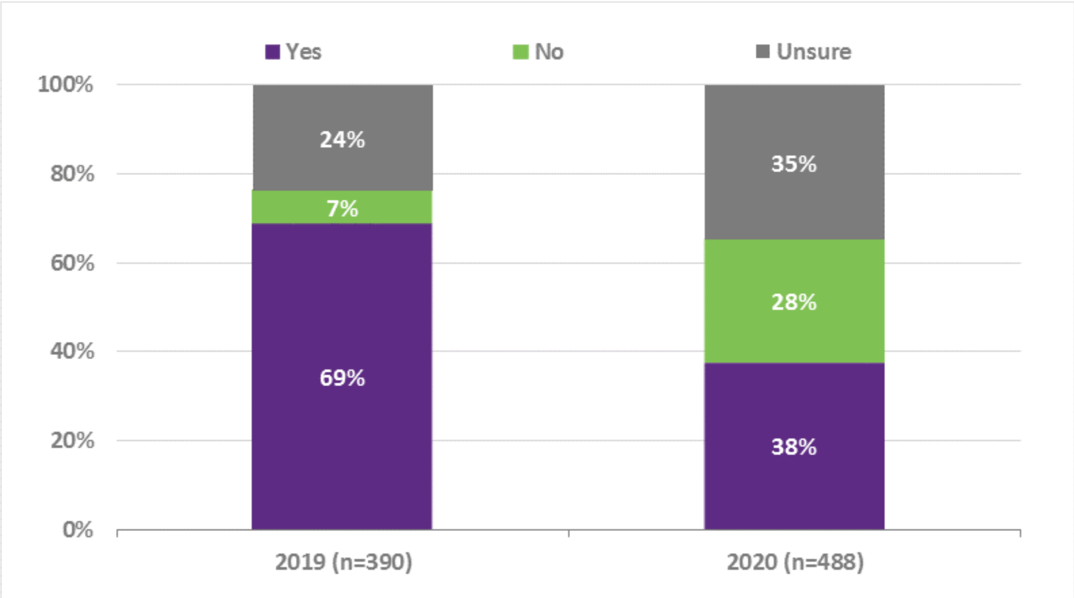
Most respondents recalled the installer leaving them with details of their new equipment (81% vs. 85% last year). This was lower among priority households (71% vs. 89% last year).

Graph A1.3b: Installer provision of documents - Details of the steps you can take should the installation or equipment be sub-optimal or unsatisfactory



Only half recalled the installer giving them details of steps to take if they had problems with the devices, representing a decline from 65% last year. Results were driven down by priority households (at 38%, vs. 61% of non-priority households) and those with reverse cycle air conditioners (44%, vs. 81% of gas heaters).

Graph A1.3c: Installer provision of documents - Copy of all certificates of compliance for works (electrical, gas)

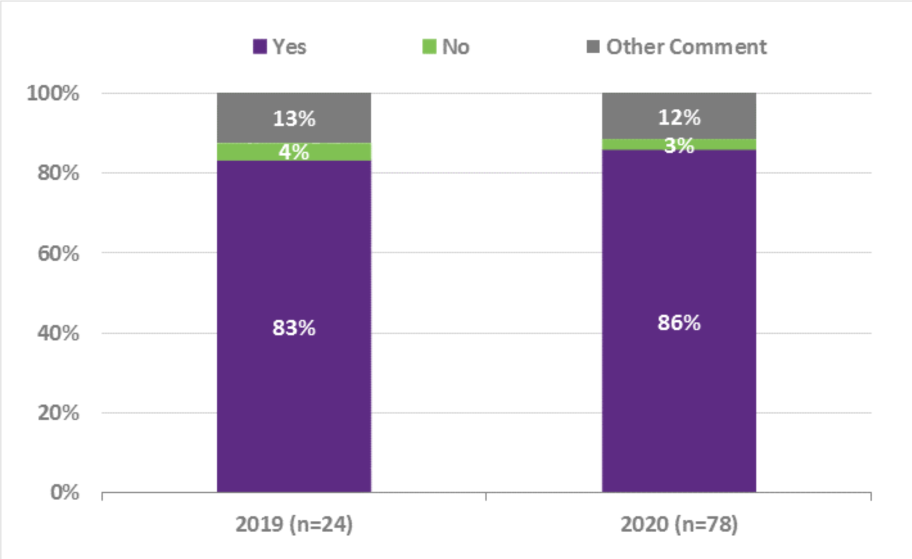


Only around two in five remembered being provided with certificates of compliance (26% of priority households, 47% of other) again representing a significant decline on last year's results. Again this decline was driven by those installing air-conditioners (at 30%, vs. 68% of gas heaters).

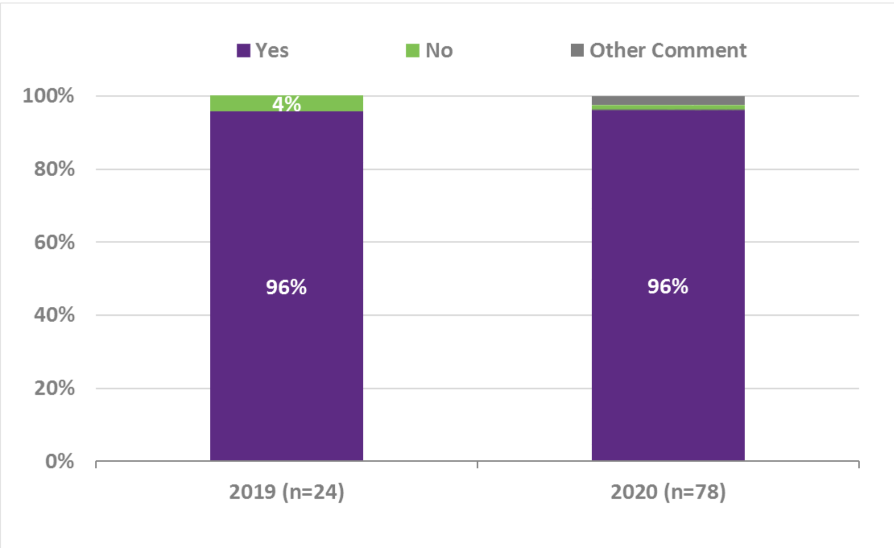
Part A2: Satisfaction with Product Provided

The next series of questions sought to understand the residential participants' satisfaction with the product they received as part of the scheme.

Graph A2.1a: Heat pump water heaters - Are you satisfied with the heat pump water heater?

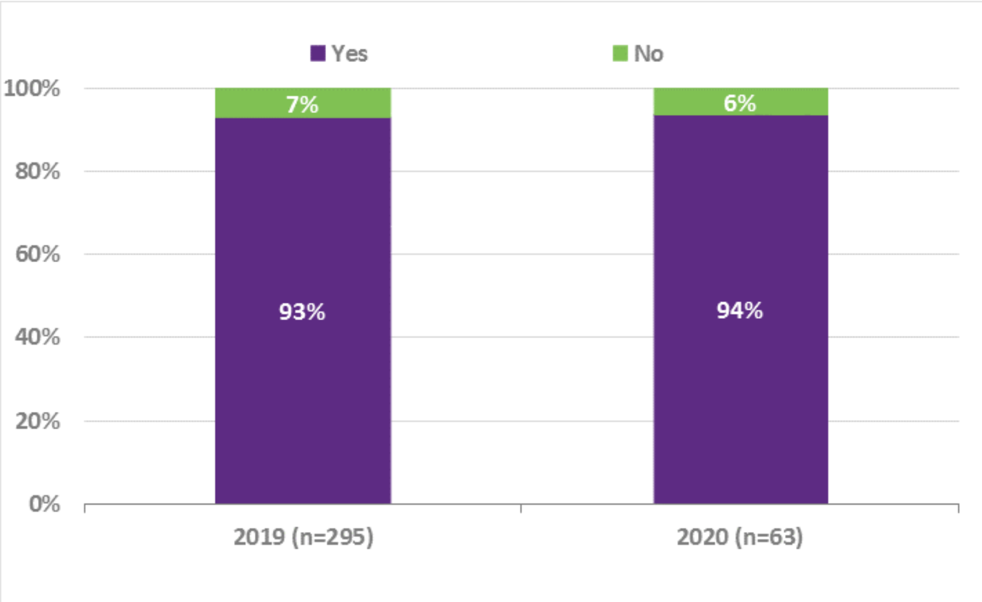


Graph A2.1b: Heat pump water heaters – And do you feel it is appropriate for your property?

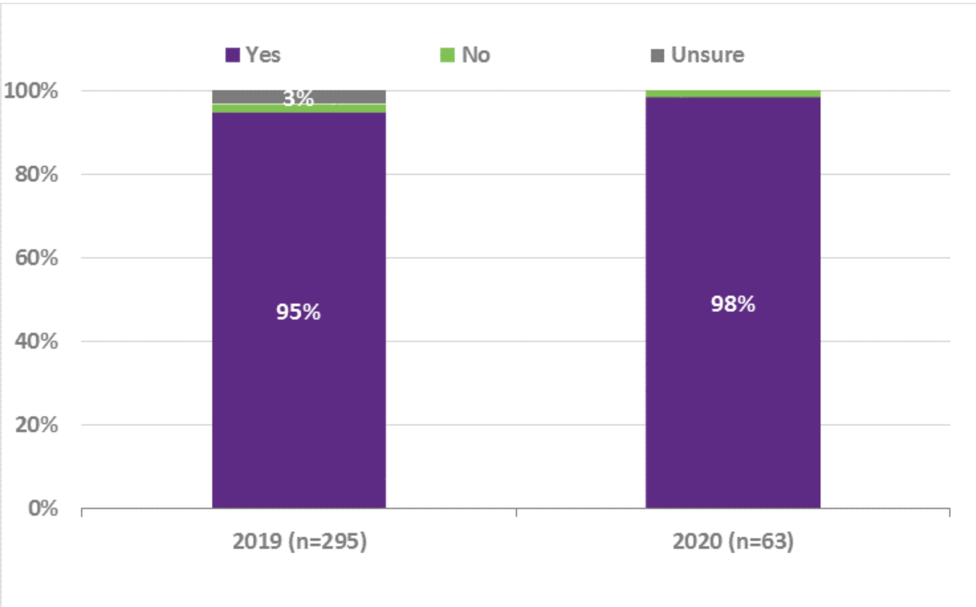


More than four out of five (of the 78) respondents were satisfied with their heat pump water heater, and almost all (96%) felt it was appropriate for their property. (There were no significant changes over time or differences between priority and non-priority households).

Graph A2.2a: Gas heaters - Are you satisfied with the central ducted gas heater?

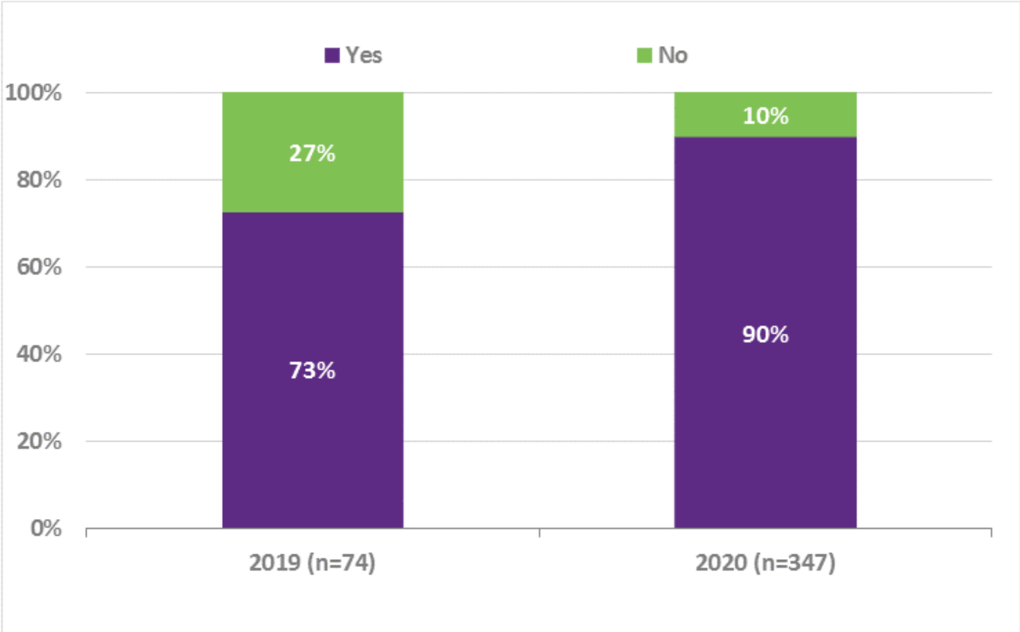


Graph A2.2b: Gas heaters - And do you feel it is appropriate for your property?

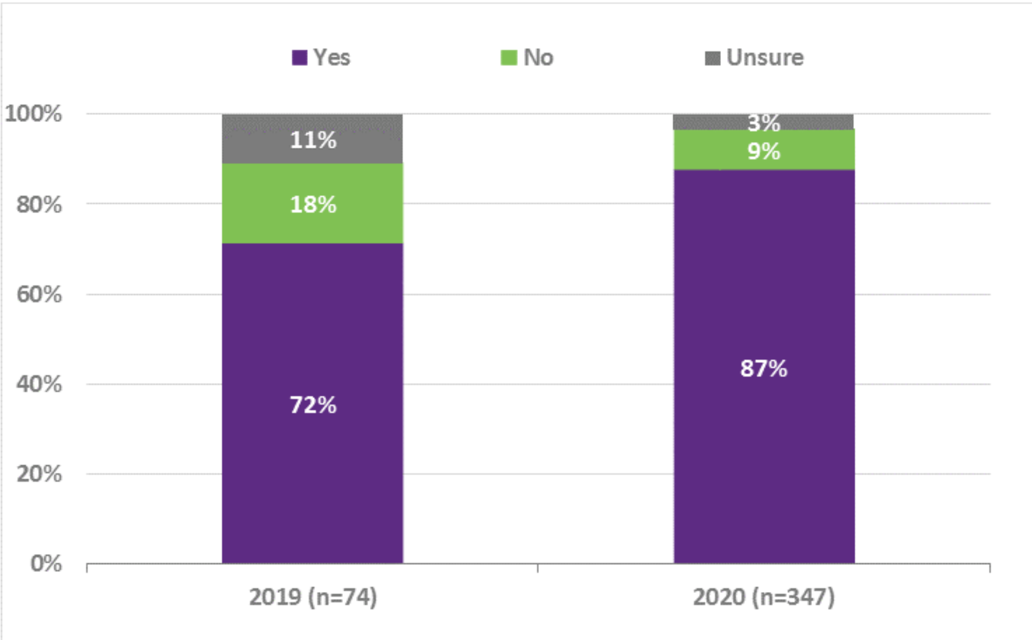


Feedback for gas heaters was extremely positive among the 63 respondents who had had them installed. Some 94% were satisfied (93% last year) and 98% felt it was appropriate for their property. Only one priority household surveyed had a gas heater installed.

Graph A2.3a: Reverse-cycle air conditioners - Are you satisfied with the reverse cycle air conditioner?



Graph A2.3b: Reverse-cycle air conditioners - And do you feel it is appropriate for your property?

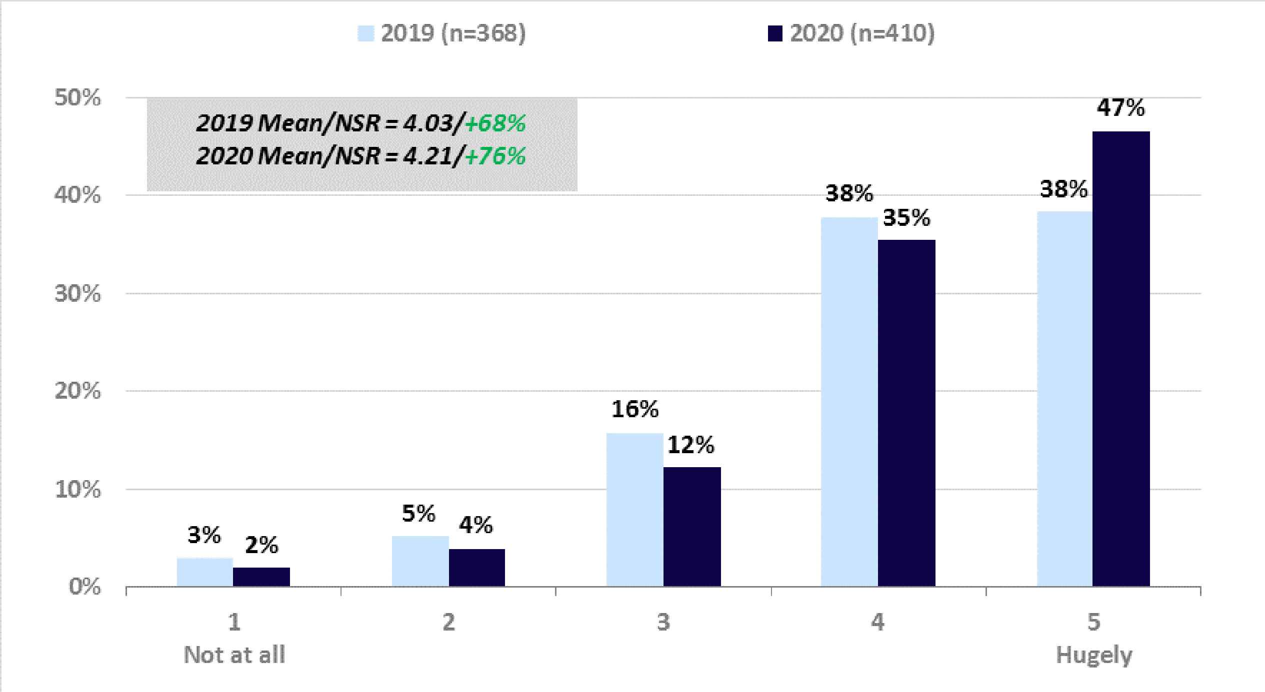


Feedback was also high for air conditioners, with 90% satisfied (an increase from 73% last year) and 87% feeling it was appropriate (vs. 72% last year). Priority households were less likely to feel the air conditioner was appropriate for their property (83% vs. 94% of non-priority households).

Part A3: Impact of the Product

The next series of questions sought to understand the impact that the new product had made in the scheme recipients' homes:

Graph A3.1: Improved comfort and room temperature



Respondents remained enthusiastic about the impact of their new appliance on keeping their home comfortable in summer and winter, with 82% believing it had made a substantial impact[6] and 76% more positive than negative. This represents an increase in perception of comfort over last year's results. (Mean scores indicated that priority households had slightly lower satisfaction levels than did other households, at 4.1 and 4.4 respectively).

Those who reported that the installation had helped to improve comfort focussed on the impact it had made to their general happiness as well as their lifestyle:

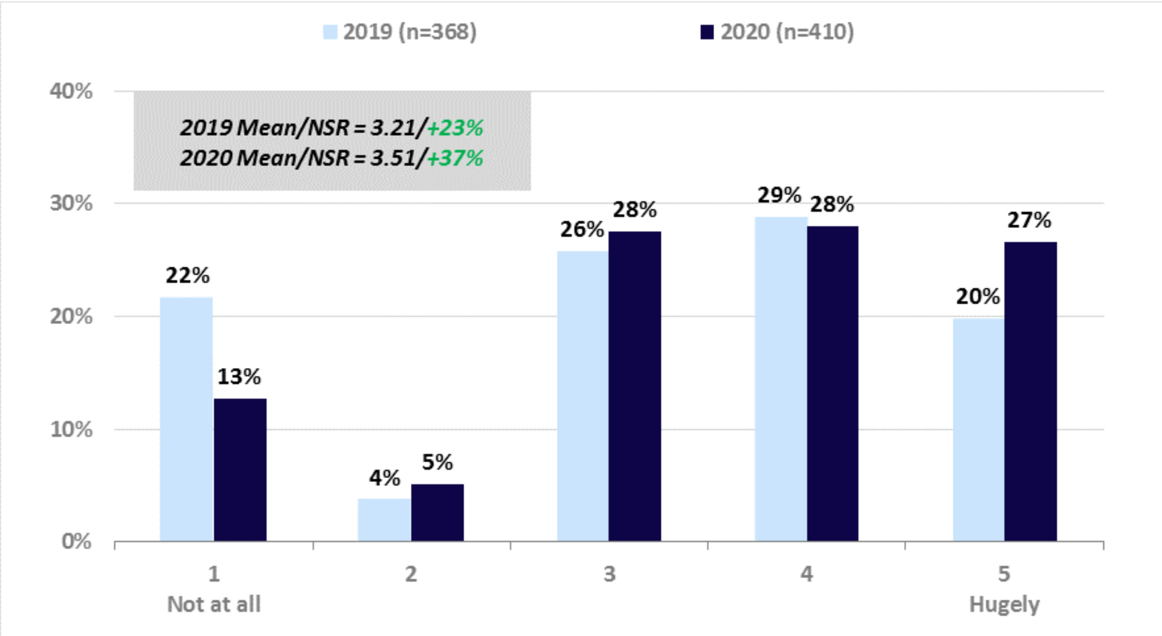
- *Probably more socialising because were not sitting in our rooms under our doonas.*
- *Canberra is often in minus so it improved lifestyle a lot. We are all happier. Every room in the house is the same temperature.*
- *I guess we feel less anxious and more comfortable in winter.*
- *In Jan and Feb in the heatwave we were stuck inside we stayed cool and out of the smoke from the fires.*
- *My partner is much happier because the room is heated up adequately to withstand the Canberra temperature.*

[6] Defined here a score of 4 or 5 on the 5-point Likert scale

Many also commented on the ease and convenience of having a modernised product:

- *The heating...touch of a button...and the cooling...has improved...especially during the fires when we were all locked into one room.*
- *We had no cooling before only gas heating/it's quieter & less dry heat/split system.*
- *More energy efficient and heats and cools the space more effectively and is quieter. It's evidenced on the bill as well.*
- *The cooling part worked a lot better, the old one was on its way out. The heating side I am still getting into that at this time of year.*

Graph A3.2: Improved physical or mental health of household members

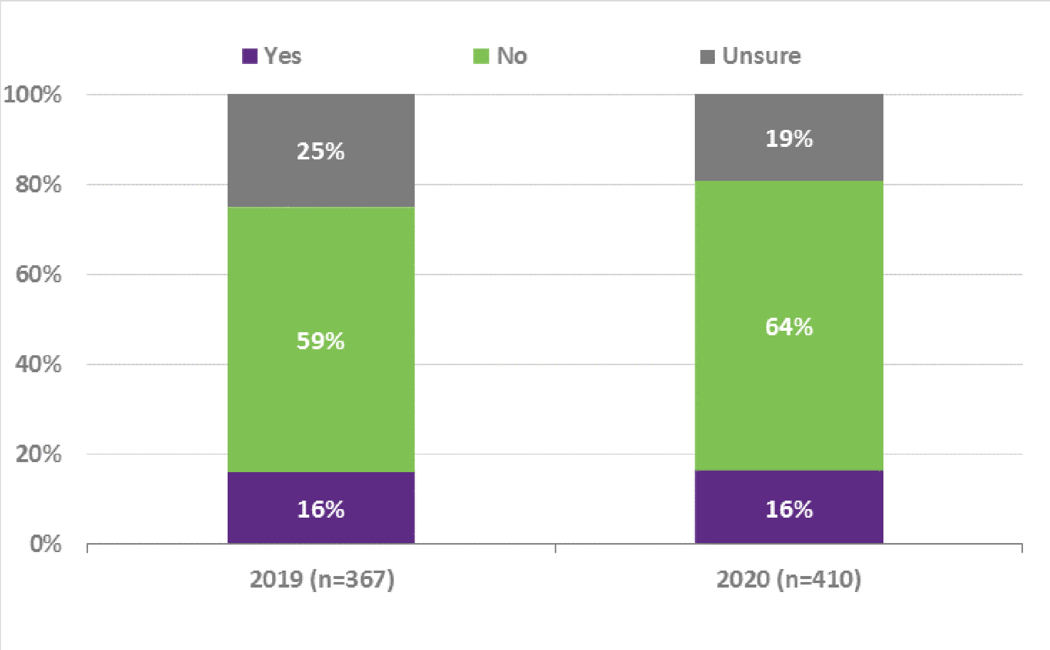


Respondents were also impressed with the impact of new appliances on improved physical or mental health – with 82% saying the new appliances had made some sort of improvement and one out of four believing it had made a "huge" difference. Again, this represents an increase over last year's results with the mean score increasing from 3.2 to 3.5 and Net Satisfaction Rating from +23% to +37%. Priority households were slightly more positive than others, with mean scores of 3.6 and 3.4 respectively.

Some comments made by those who had experienced health benefits included:

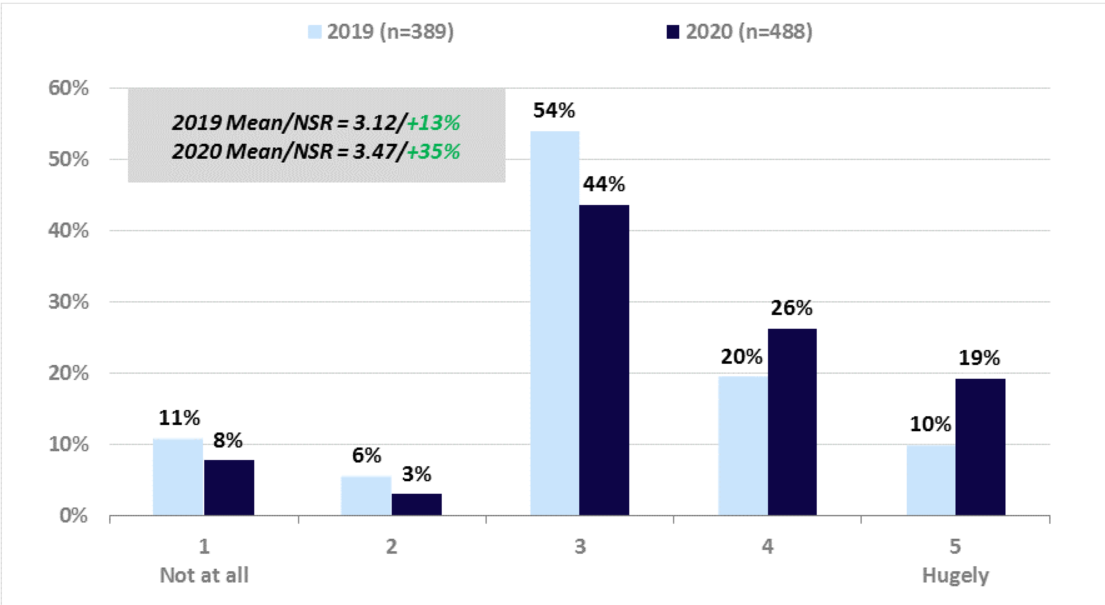
- *I don't get as much aches and pains with my arthritis as the house is a lot warmer/lots of anxiety & depression/having a more comfy home it helps me get out of bed.*
- *my 2 kids has eczema/the older is affected by the heat/scratches till he bleeds/sweat aggravates his skin/house cools better in summer/my husband has nose bleeds in heat/type of haemophilia/he is so much better now with the cooling.*
- *Reduce risk of illness when you are toasty and overall a positive feeling.*

Graph A3.3: Impact on sick days



Meanwhile 16% felt the new installation had reduced household sick days, higher among priority households (23% vs. 10% of other households).

Graph A3.4: Impact on Energy Bills



Nine out of ten respondents believed the new appliances had helped them reduce their energy bills, with 45% believing it had made a substantial improvement. Residents were more likely to perceive an impact on energy bills this year vs. last, with a higher mean score (3.47 vs. 3.12) and NSR (+35% vs. +13%). (Results were similar between both classes of households.)

When asked to indicate the savings received, many were unsure as either were yet to receive a bill or unable to identify the difference but had high hopes:

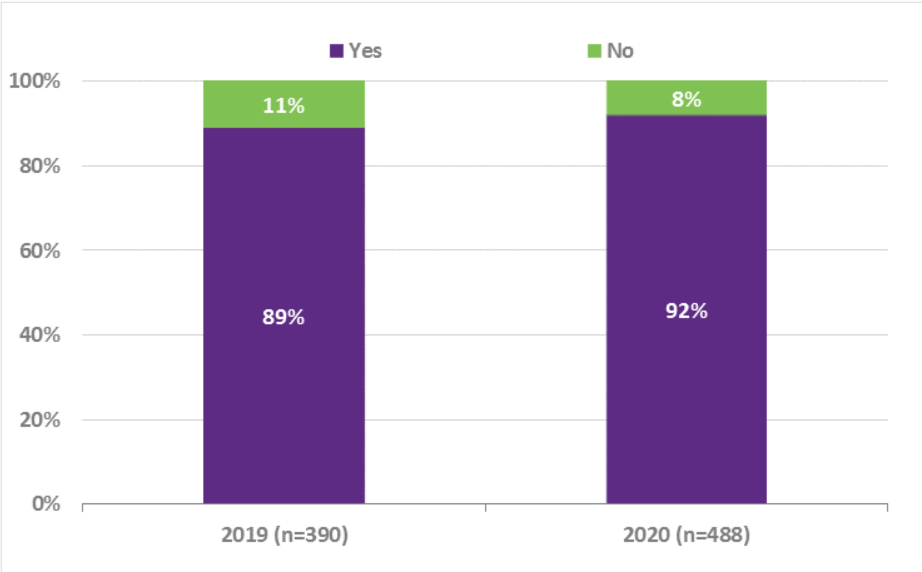
- *It's cheaper/the heater and hot water were previously running on gas - now we just get the one bill - electricity. And I've noticed a drop in what we've been paying out.*
- *Hard to tell because I use to have gas. With the next bill that's when I can have a look and see the difference. I have not had everything electrical and now I do. In September or October I will get my next bill. (Heat pump)*
- *It's a bit hard to say, I got solar on the same day. (Heat pump)*
- *Not much difference not sure if any different some bills are up and some are down and sometimes we are away so it is hard to say. (Central gas)*
- *The prices having electricity for the heating is a lot less than running the gas ducted system. My bill should be coming in the next couple of weeks. (Reverse cycle)*

Those who were able to identify a specific cost saving, suggested the savings were around 20% per year, or gave a $ saving per bill or per annum:

- *Maybe $200 for a year. (Heat pump)*
- *In terms of dollars per quarter between $40 and $80 per quarter. (Heat pump)*
- *80 %. (Heat pump)*
- *About a 20% reduction. (Central gas)*
- *Around $200 for the winter months. It usually costs me around $1000. When I got this new heating it costed me around $800. (Central gas)*
- *I would say at the least $100 to $150 per quarterly. (Reverse cycle)*

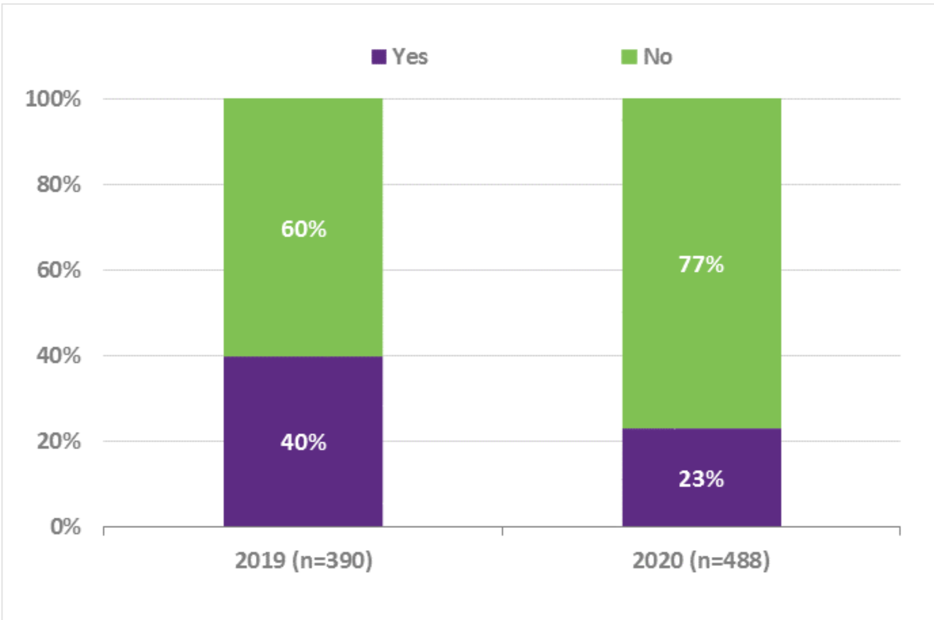
Part A4: Overall Perceptions of the Scheme

Graph A4.1: Overall satisfaction with the scheme



Similarly to last year, nine out of ten respondents were satisfied with the installation (90% priority, 94% other).

Graph A4.2: Perception of problems with the installation



Some 23% said that the installation had led to some issues or problems, down from 40% last year. Problems were higher among other households (31% vs. 14% of priority households).

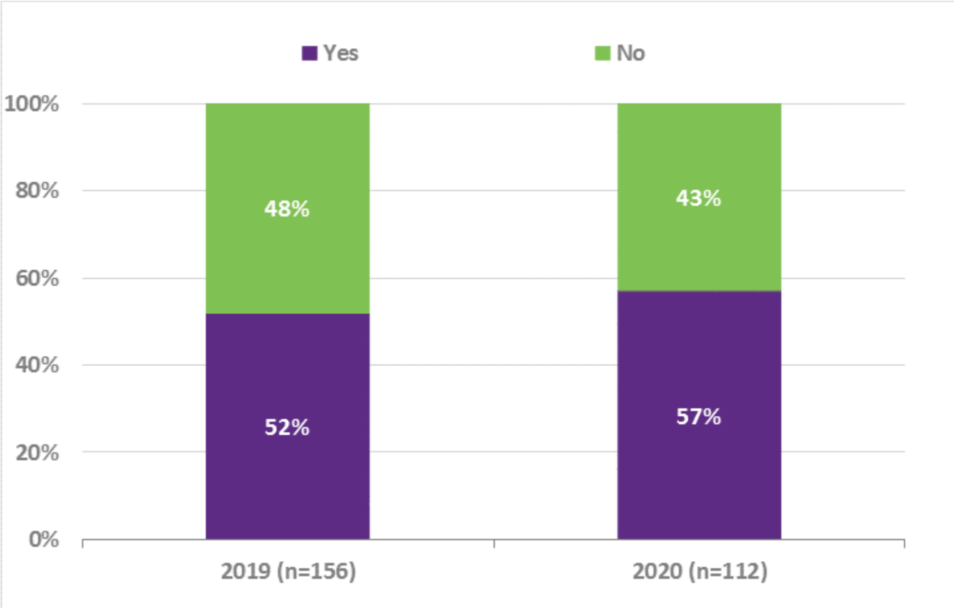
The majority of problems experiences related to faults with the product installed:

- *Every morning when I turn it on it has a high-pitched whine for 2 hours.*
- *One of the rooms is not getting enough air. They are coming to install something to push the air into other rooms.*
- *I have noticed in the past couple of weeks, when it has been on the heat cycle, it runs for a little bit and then it shuts down. The power light is flashing and it is making a funny noise. I turn it off and leave it off for half an hour, I turn it back on and it is okay. It is not right though and I will need to get it checked.*
- *The outside unit has two motors and one failed but they replaced it very quickly they were as responsive as possible.*

And some had issues with the installation process:

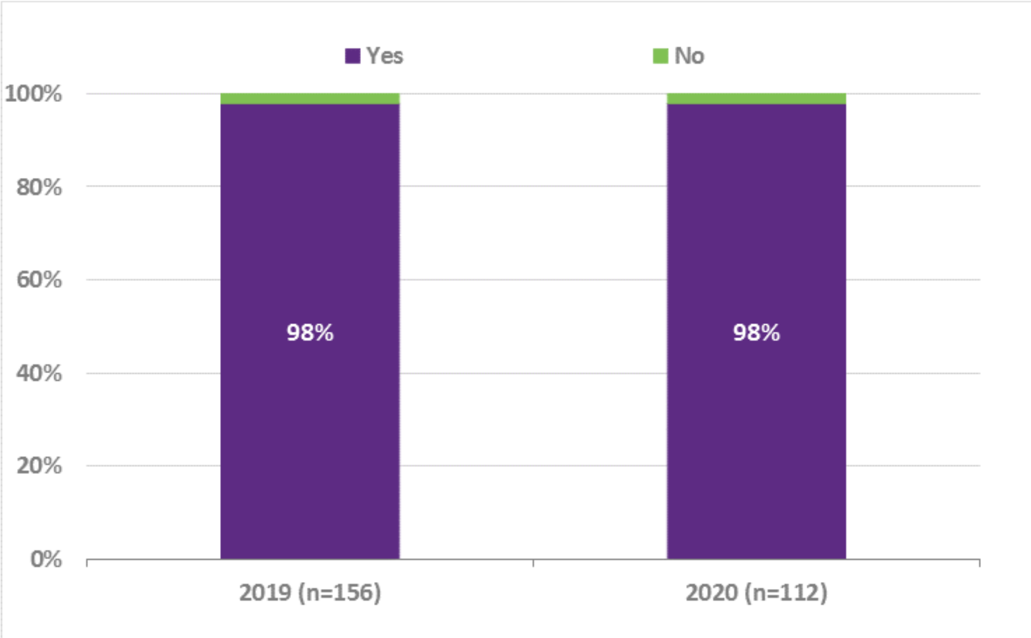
- *One of the installers did damage to ceiling with ladder.*
- *The installer accidently put a very small dint in my wall.*

Graph A4.3: Has the problem been rectified?



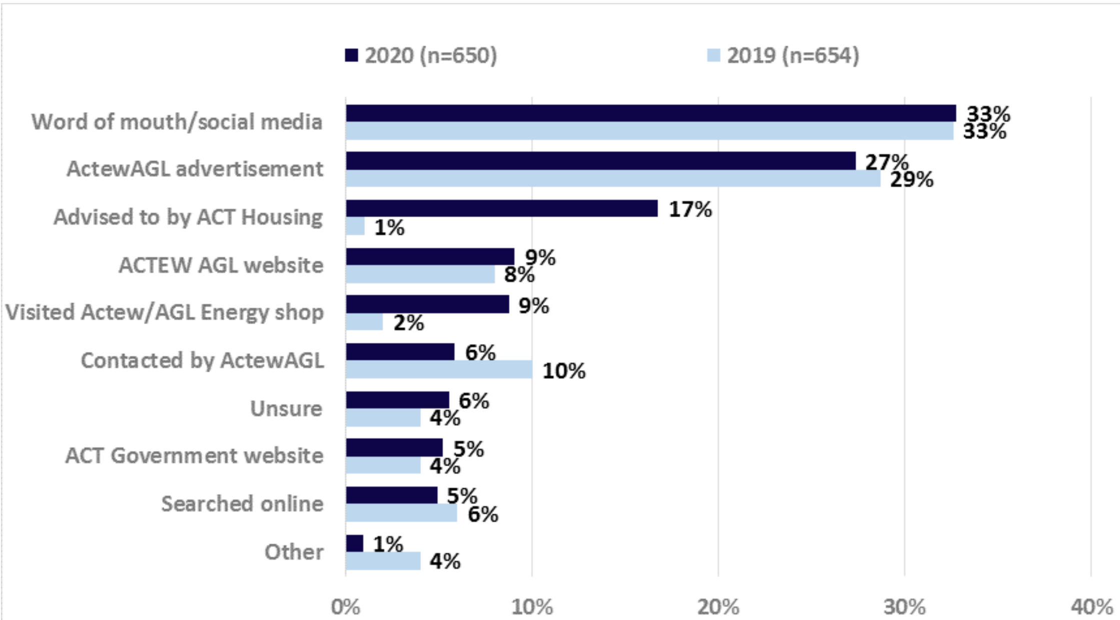
Some 57% of those with problems – or 10% of all those with installations - claimed that problems or issues had been resolved. There was a significant difference between priority and other households, with only 27% of priority households saying the issue had been rectified (against 68% of other).

Graph A4.4: Continued use of installation



In all but 2% of cases (totalling seven respondents), the installed device was still in use.

Graph A4.5: Sources of information



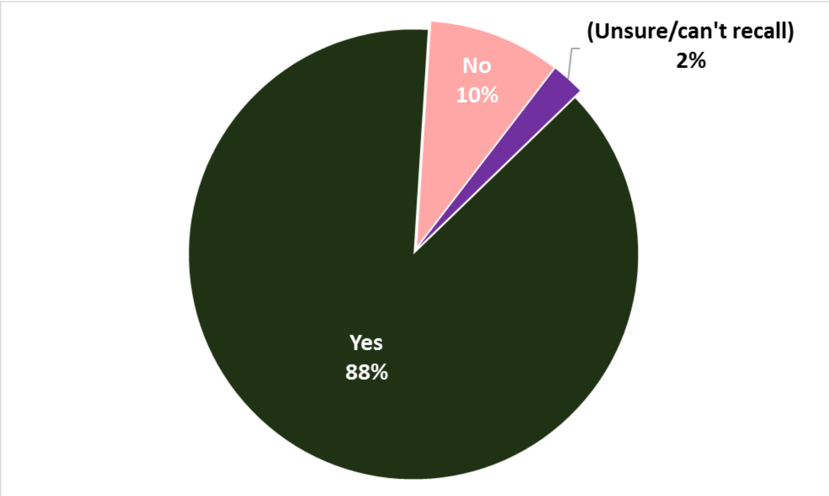
Word-of-mouth and ActewAGL ads were the main sources of information, while 17% had been advised of the scheme by ACT Housing.

Table A4.1: Sources of information, by priority vs. other

Source of information	Total	Priority household	Other
Word of mouth/social media	33%	31%	34%
ActewAGL advertisement	27%	31%	25%
Advised to by ACT Housing	17%	41%	1%
ACTEW AGL website	9%	2%	14%
Visited Actew/AGL Energy shop	9%	2%	13%
Contacted by ActewAGL	6%	10%	3%
Unsure	6%	5%	6%
ACT Government website	5%	1%	8%
Searched online	5%	2%	7%
Other	1%	2%	1%

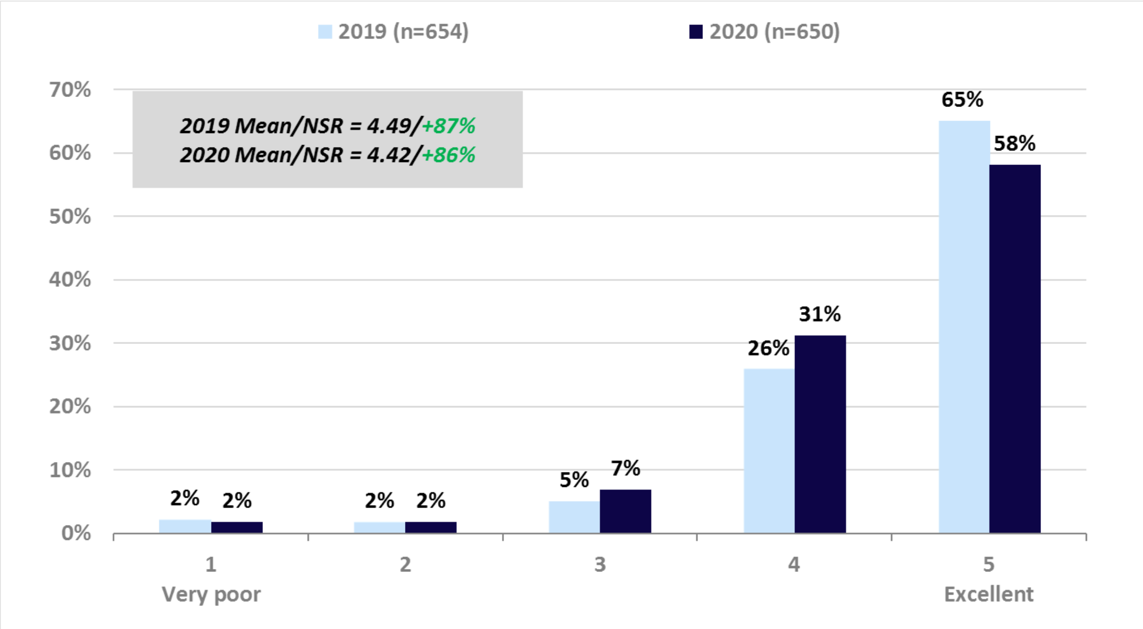
Priority households were significantly more likely to have been advised by or contacted by ActewAGL than others, while non-priority households were more likely to have searched for such offers online (though perhaps following up an advertisement in some cases).

Graph A4.6: Perception of ease of finding information about the scheme



The majority (88%) agreed it was easy to find information about the scheme.

Graph A4.7: Overall perception of the service received



Overall perceptions were extremely positive, with 58% rating the overall experience as "excellent" and a further 31% as "good". Just 4% classed it as "poor" or "very poor". These results mirrored the positive results received last year. Mean score was identical between priority and non-priority households (at 4.4).

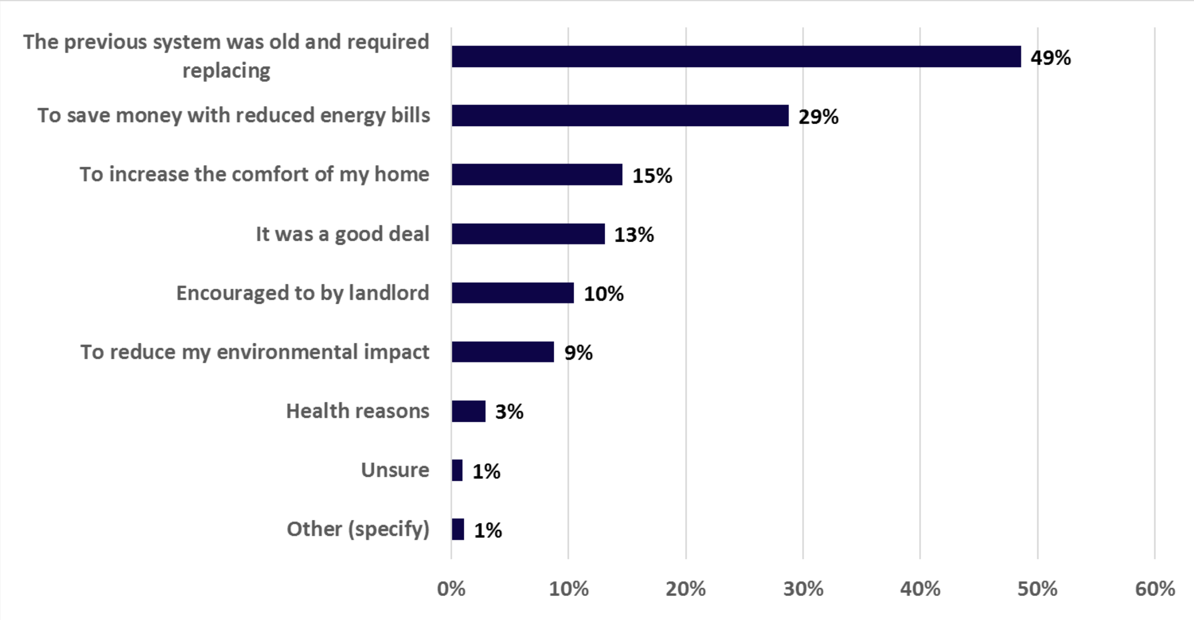
Residents were asked to explain their reasons for the score they offered. Those who felt the overall service was excellent focussed on the ease of the process, convenience and people involved in the process:

- *They were on time professional explained everything/cleaned up after themselves it all ran smoothly.*
- *The installation went well everything was cleaned away from the old unit contact in the shop went well.*
- *They did what they said they would do/took everything away on the day/put in the new furnace on time/didn't leave a mess behind as previous people have done.*
- *From the moment we walked into the shop the sales people were very helpful and they laid out a timetable and it happened like clockwork and all was well. It seemed to work well together.*
- *The fellow who came out originally, he was adorable. He was so fantastic and understanding of my needs and made it happen. I was so grateful. He really understood me and I was very happy.*
- *My interaction with the service was very positive, it was done quickly and was good for the environment.*
- *Communication was very efficient and polite. Installation and removal of appliance was very efficient.*
- *When I originally called up and the sales guy came over, he said to not do it now, wait 4 months because they are going to announce a government grant. That was helpful because it was a significant saving.*

Those few residents who felt the service was poor, tended to have specific and unique difficulties:

- *Heater is placed in the wrong place and any maintenance done is just a patch up.*
- *When they did the job they did break some of my furniture and I know it wasn't deliberate/I didn't want it in the spot where it is I wanted it in the centre of the wall.*
- *Because the product has not met my expectation.*
- *Unprofessional group installation/pieces missing at installation/wasting time waiting for tradies to turn up to complete their part.*
- *The service was poor, I had to contact them 5 times to get it done, had to get them back to rectify problems. It seemed to be too rushed, and I didn't have much choice regarding the size of the unit or the location.*

Graph A4.8: Main motivator for accessing the scheme



When asked for their main motivation for accessing this scheme around half of residents focused on the need to replace their previous system (49%) while a further 29% focused on the potential to reduce their energy bills.

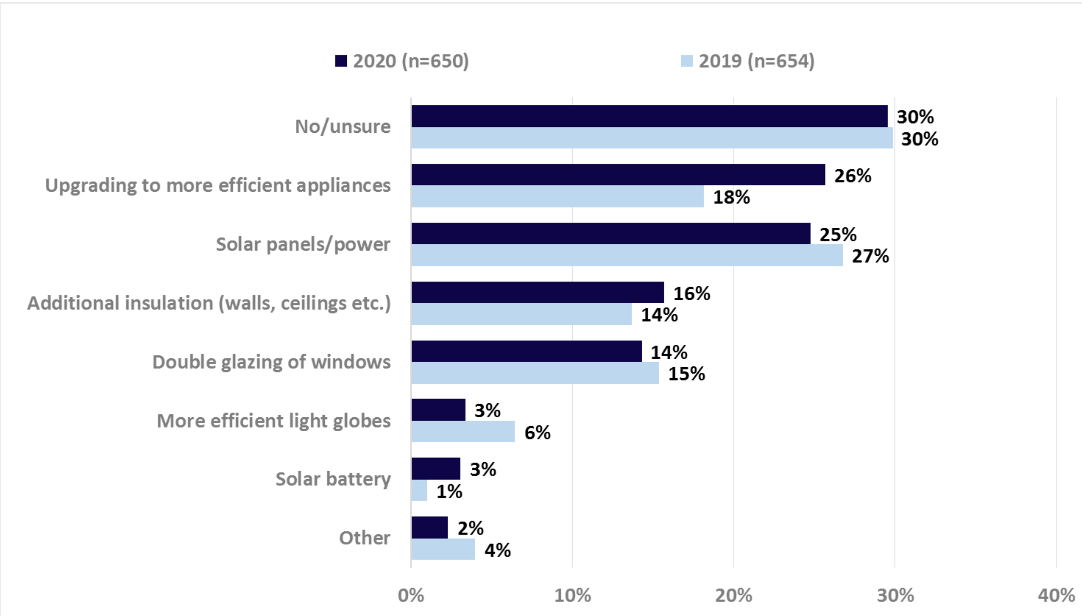
Motivators varied by household type with priority households more likely to be motivated by replacing the old system, reducing their environmental impact and the prospect of a good deal than were their non-priority counterparts:

Table A4.2: Main motivator for accessing the scheme, by household type

Main motivators	Total	Priority household	Other
The previous system was old and required replacing	49%	32%	59%
To save money with reduced energy bills	29%	25%	31%
To increase the comfort of my home	15%	20%	11%
It was a good deal	13%	7%	17%
Encouraged to by landlord	10%	25%	1%
To reduce my environmental impact	9%	3%	12%
Health reasons	3%	6%	1%
Other (specify)	1%	2%	1%
Unsure	1%	0%	1%

Residents were next asked, in an open-ended question which has been quantified below, which other energy efficient upgrade activities they thought would most help them to save energy:

Graph A4.9: Other energy efficient upgrade activities

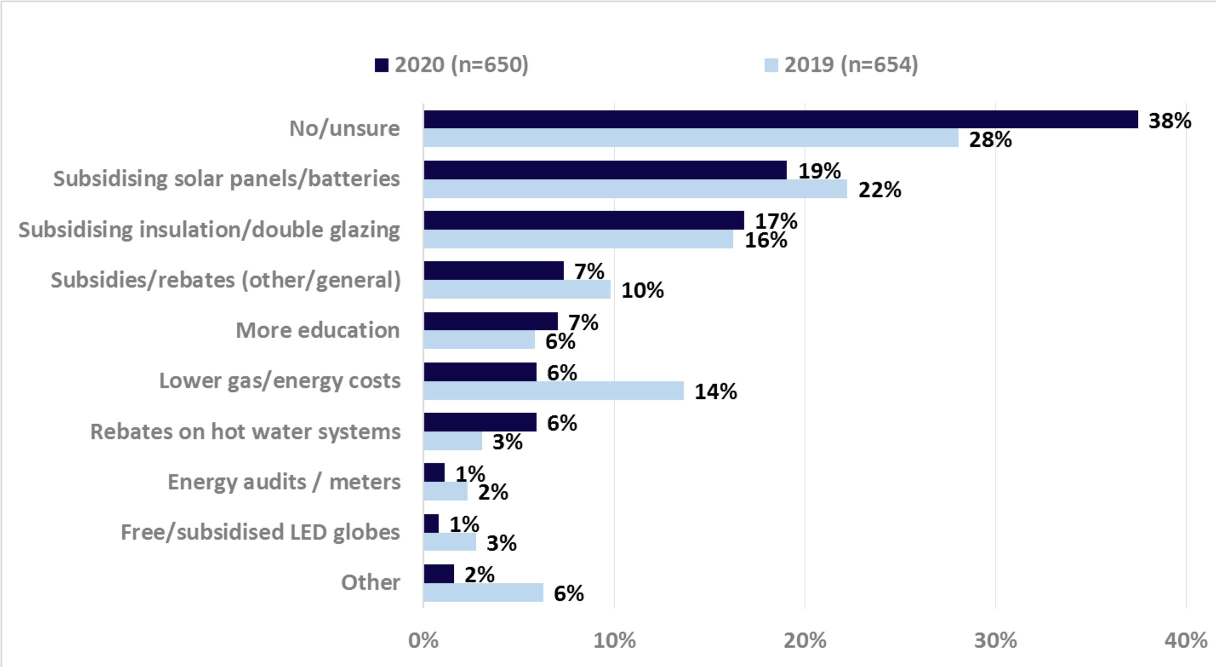


While some 30% were unsure of other energy saving activities they could implement, around a quarter reported upgrading to more efficient appliances (26% up from 18%), and a similar proportion noted solar panels/power (25%). Additional insulation was also mentioned by 16%. Other households were more likely to note double glazing of windows and solar panels/power than were priority households (19% vs. 7% and 30% vs. 17% respectively). Solar batteries made an appearance in this year's wish list, mainly from those with existing solar panels.

When discussing upgrading to more efficient appliance, there was a strong bias against gas and towards electricity as a form of heating.

Residents were next asked what else the ACT government could be doing to help households reduce their energy usage or bills:

Graph A4.10: Other ACT government actions to assist households reduce energy usage and bills

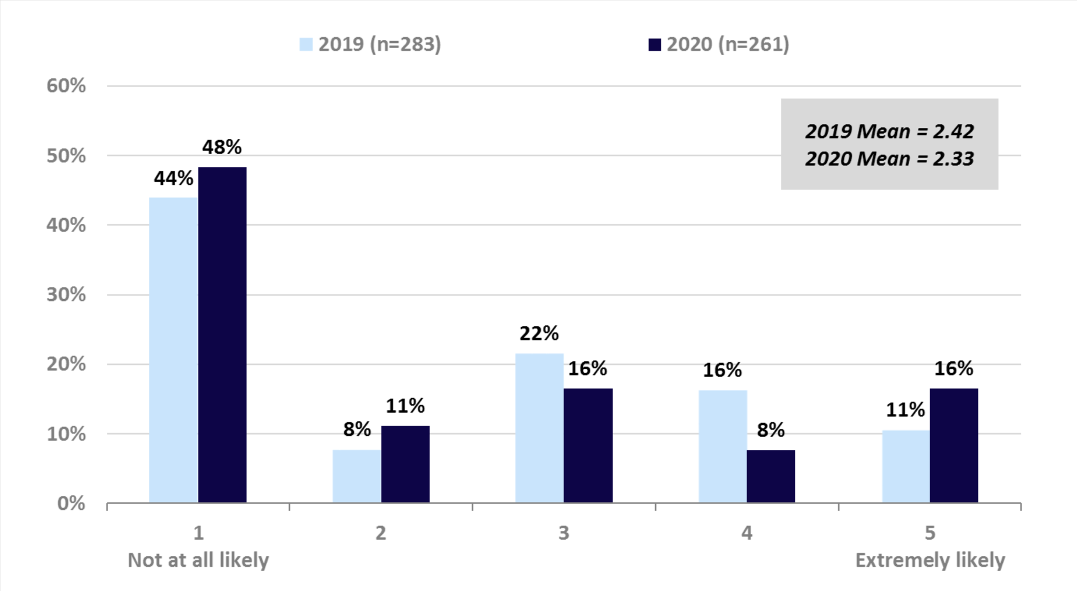


Again, around a third (38%) were unsure. The most frequently mentioned initiatives included subsidising solar panels/batteries (mentioned by 19%), subsidising insulation/double glazing (17%) and other general subsidies (7%).

Priority households were next asked if they would have undertaken these tasks without EEIS:

(Continued over page…)

Graph A4.11: Likelihood of undertaking the upgrades without the scheme



Some 48% of respondents in priority households said they would have been "not at all likely" to have undertaken upgrades without the EEIS. This "not at all likely" included 53% of air conditioning heat pumps and 21% of fridge/freezer removal.

Those who indicated that they would have undertaken the upgrades without the scheme often indicated that their old installation had broken down or required an upgrade:

- *Because the result at the end of it is worthwhile. It saves money and I don't have a noisy gas heater anymore.*
- *We had an air conditioner already. Before we put our own in we had no air conditioner at all and when housing came along and said they would put a bigger one in we thought 'good'.*
- *Because the gas heating was not effective in heating nor was it cost effective.*

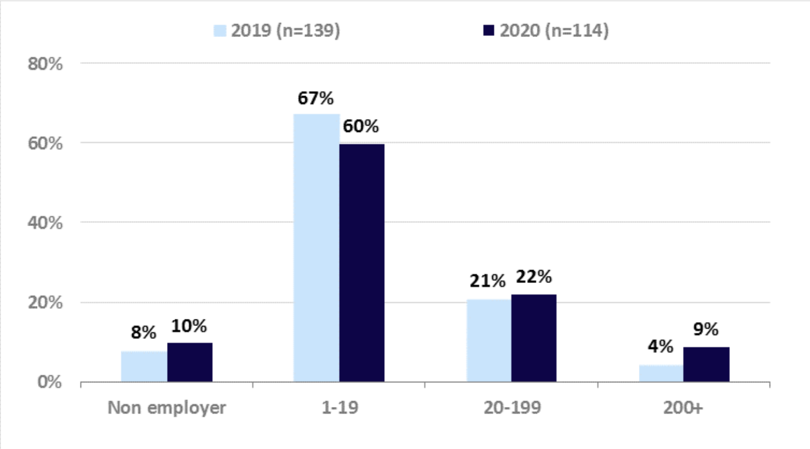
And those who were unlikely to have undertaken the upgrades without the scheme predominantly cited cost as the key reason:

- *I don't have that kind of money on a single parent pension.*
- *Because if you install anything when you leave you have to take it with you/I would not have been able to afford on the pension.*
- *Without the incentive, the installation would not be done properly at all. It would have been done half way.*
- *We would have considered it because my dad would've helped us. But we're not allowed to do anything without the approval of the Dept. Of Housing.*

Section B: Business Survey

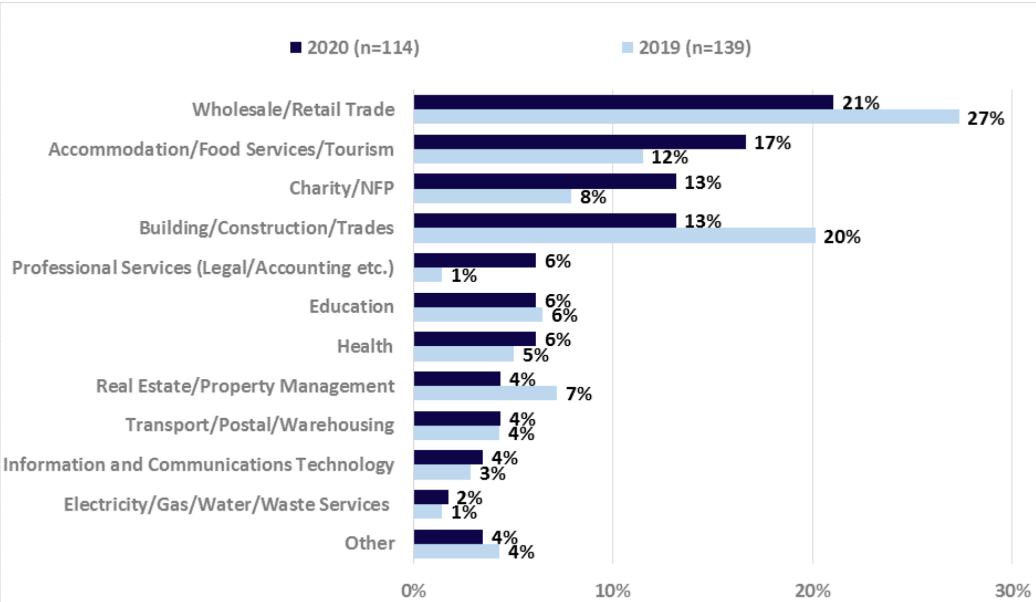
Part B1: Respondent Characteristics

Graph B1.1: Employees in business



As with last year's survey, the program appears to have focussed on smaller companies. The mix of companies by size is similar year-on-year.

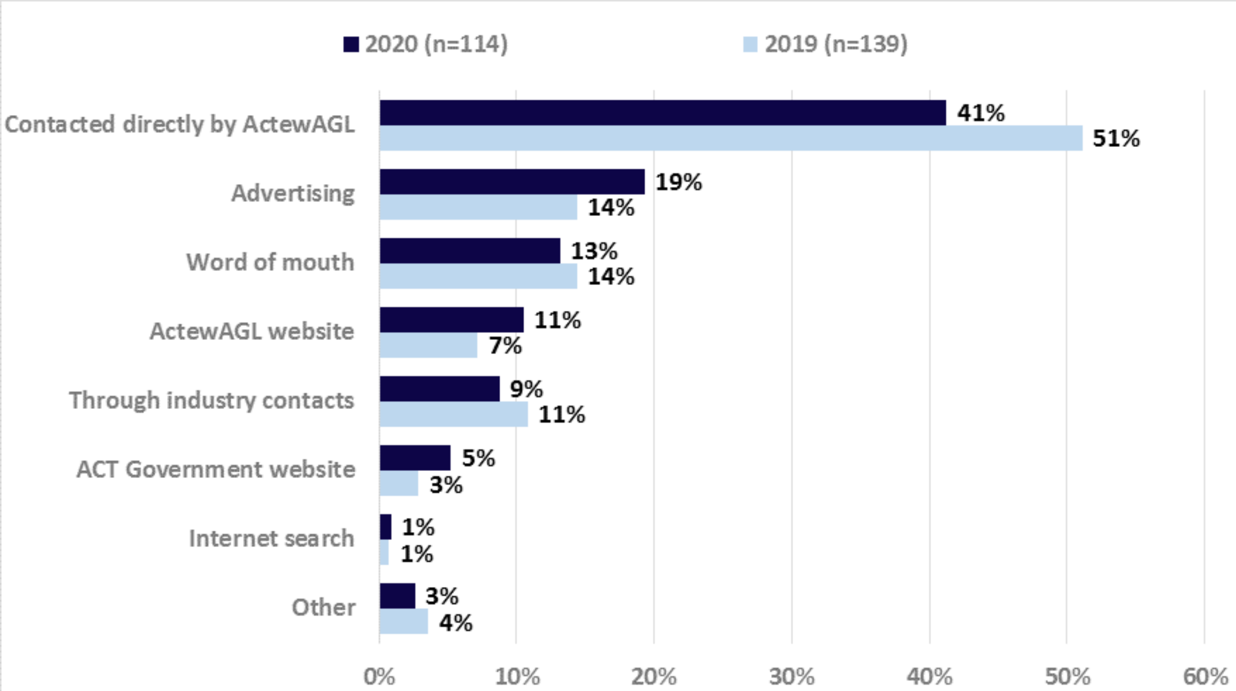
Graph B1.2: Industry



The largest proportion of respondents (21%) again worked in retail/wholesale industries. However there was an excellent mix of industries this year, with hospitality and tourism, charities/not-for-profits and construction/trades all strongly represented.

Part B2: Information Sources

Graph B2.1: How did you first find out about ActewAGL's lighting/appliance upgrade program?



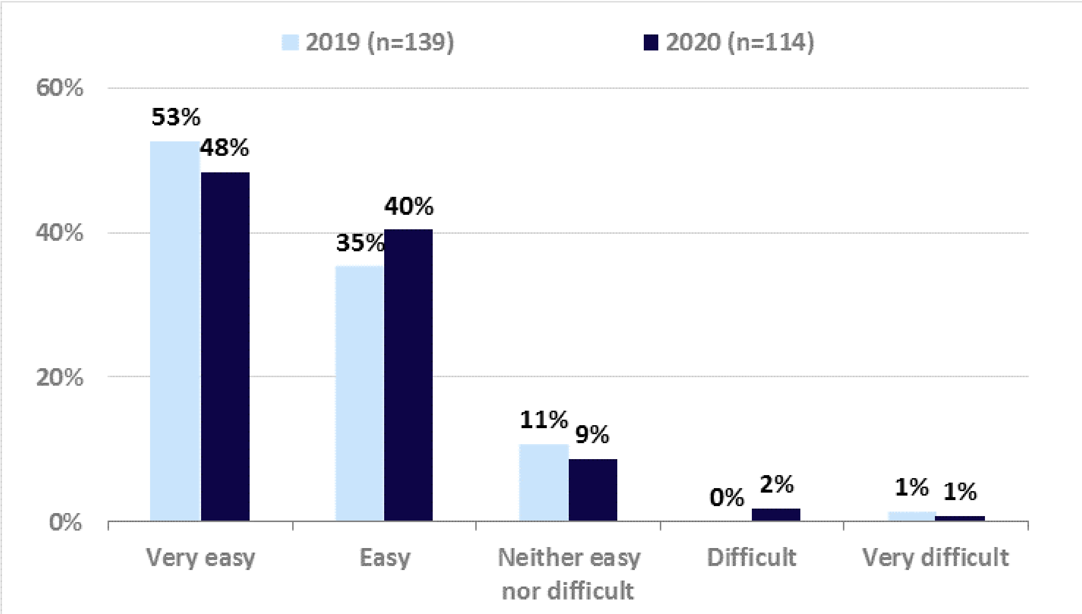
Around two out of five respondents had been approached directly by ActewAGL, slightly down on last year. A further one in five had been attracted by some form of advertising, with word-of-mouth, the Actew-AGL website and industry contacts also playing important roles.

Larger companies were more likely to have been approached by ActewAGL (46%, against 39% of smaller firms.)

Of seven "other", three were door-knocked, two came via the landlord, one via email and the last was unsure.

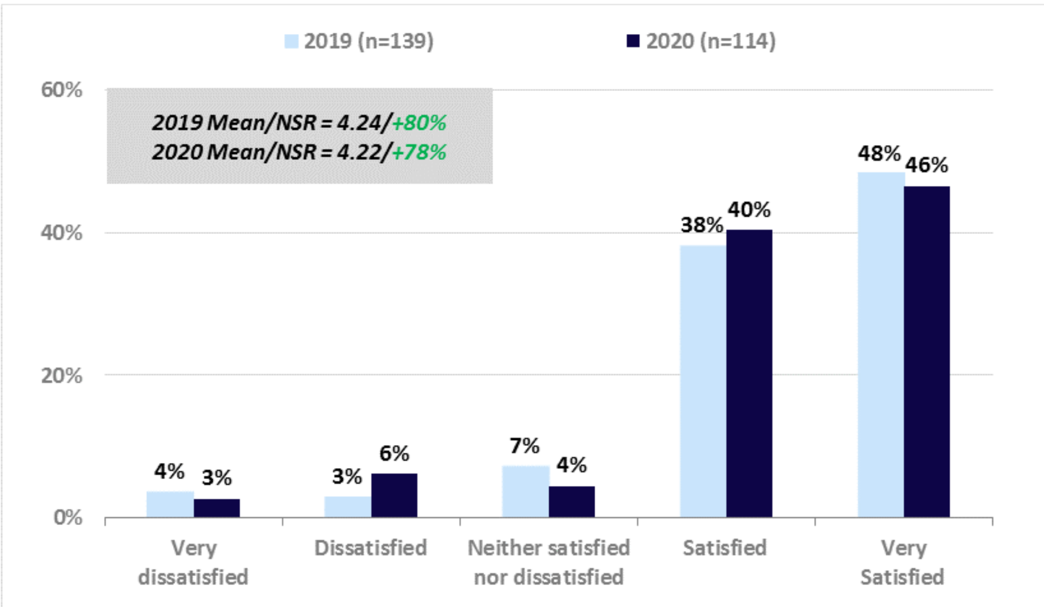
Part B3: Satisfaction with Program

Graph B3.1: How easy was it to sign up for this program?



As in 2019, the vast majority of participants found the sign-up process simple. And this was consistent between larger and smaller firms.

Graph B3.2: How satisfied are you with the installation and results of the program?



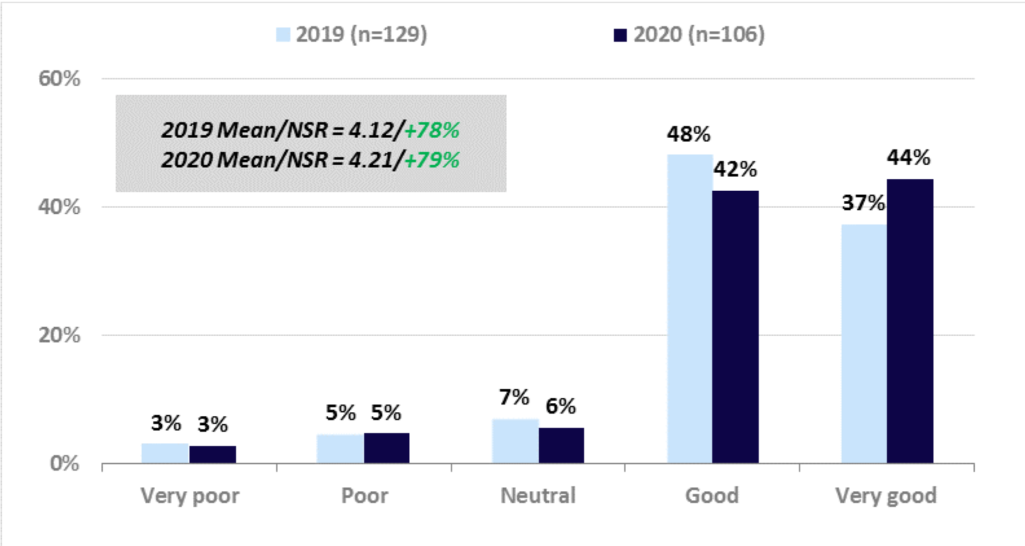
Likewise, satisfaction was extremely high with installation and results. Some 86% of those taking part in the online survey were either satisfied or very satisfied – unchanged on last year - against just 9% who were dissatisfied (for a net satisfaction rating of +80%).

Those ten respondents who were dissatisfied were then asked why this was the case. Their verbatim responses are shown below:

- *They have not contacted me, despite emailing acknowledgement of my enquiry.*
- *Because they don’t work as they have a fault - been 4 weeks and still waiting. Very unsafe.*
- *Still not working. Complete lack of communication. Still have not heard from (name supplied) despite emailing over 6 weeks ago.*
- *We are still waiting on the high level warehouse lights to be completed. We have been told these are a high bay run but this is well over 12 months now.*
- *Tradesman were lazy and inconvenient.*
- *The first people that came out said 'it was too hard' & they left. We re-applied a second time & those guys did the changeover, no problem. There was a delay between the 2, totalling a number of months*
- *We have several plans and one has not even been finished and rubbish and lights still in situ. Others seem to not have time clocks reset and the plan has had to pay for electrician to reset lights (on more than one occasion).*
- *I still haven’t got all my lights changed because no one seems to know what they are doing. I have exactly the same fluoro lights in other parts of the shop that they have changed but won’t do the other half.*
- *Firstly I’d like to start with I think it’s a great program, it gets a small business thinking how it can be more proactive in its energy use. My problem was with the contractors who carried out the work and the account ability after the work was completed.*
- *Accommodation was not originally included (we are a not for profit group accommodation centre) and limited lights replaced. Eventually the sleeping areas were included. There also other limitations as to which lights were replaced and which weren't, e.g. stairwell lights which are on for long hours were not covered and yet, in theory, would have generated more carbon credits.*

(Continued next page…)

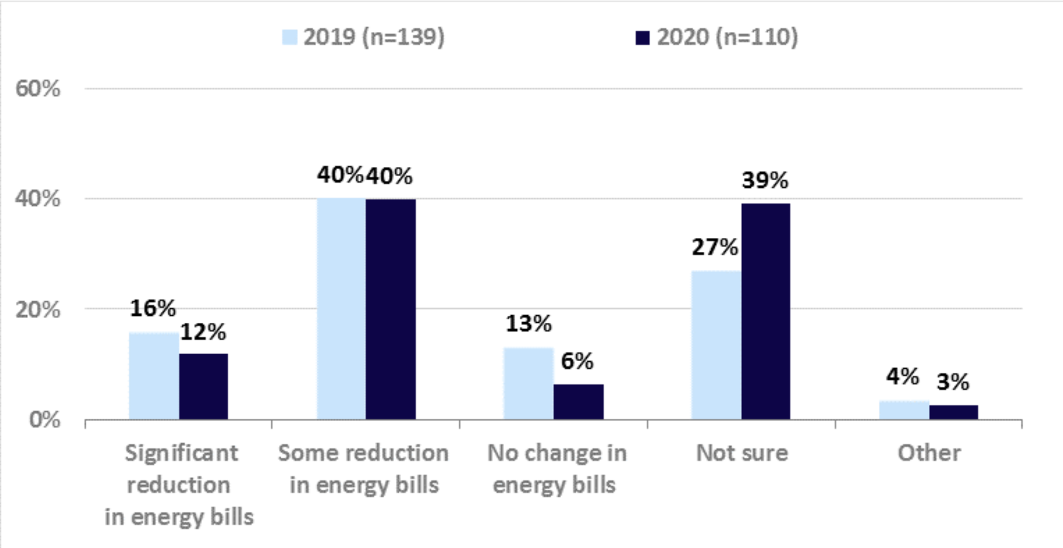
Graph B3.3: How would you rate your overall experience from first contact to the completion of the installation?



Overall satisfaction was again very high, with 86% saying the experience was either good or very good – up 1% on last year – and only 8% dissatisfied.

Part B4: Financial Impact

Graph B4.1: To what extent has the lighting upgrade reduced your energy consumption and bills?



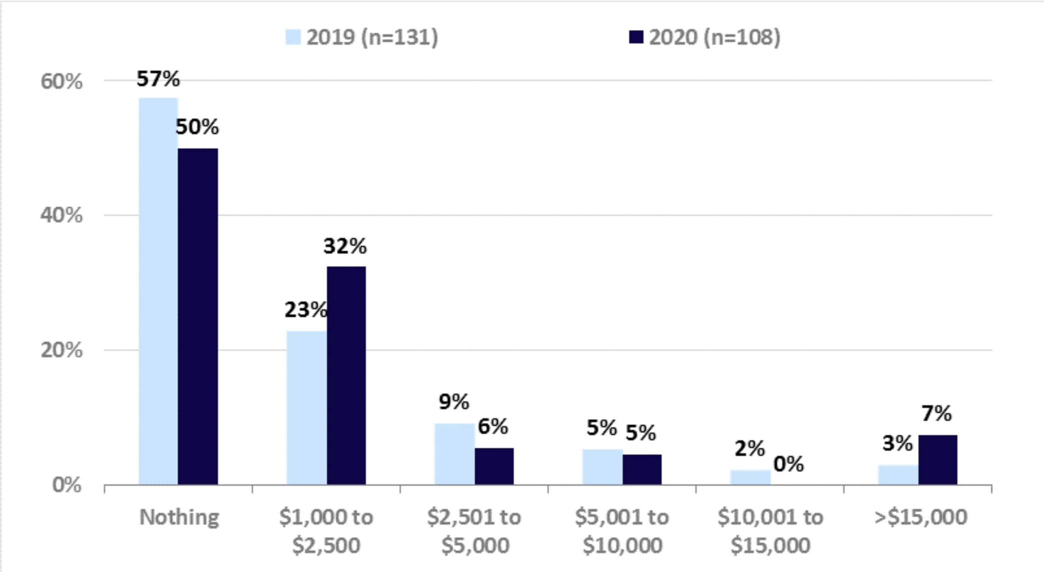
In relation to likely reductions in energy consumption and bills, results were in line with last year's survey. Just over half of respondents had seen reductions, with a larger proportion this year unsure. Smaller companies were more likely to have noticed improvement than larger ones (at 55% and 42% respectively.)

As with last year, and similarly to the residential findings, many firms struggled to estimate how much they had saved. Of 57 firms saying they had achieved reductions, only 18 were able to calculate a dollar saving – and this varied from $10 to $5000 per quarter. (Excluding these outliers, the average saved was $443 per quarter.)[7]

(Continued next page…)

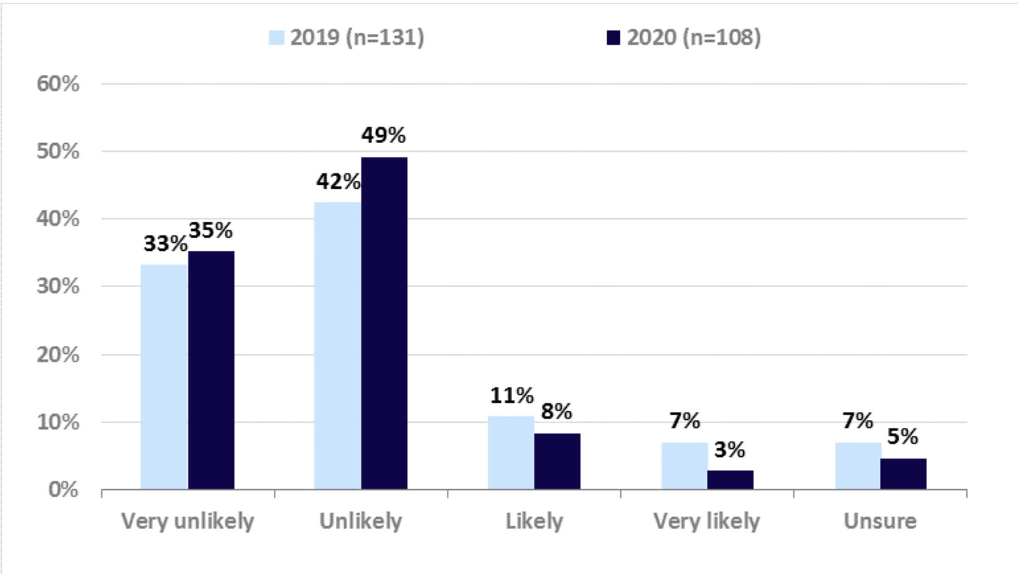
[7] Last year 22 firms calculated $-per-quarter savings. As five of these estimated savings of $2000+, against only one this year, the 2018 compliance year average saving of $675 should be treated with extreme caution. Additionally the small sample size for each year limits the usefulness of these results.

Graph B4.2: How much did you pay for the upgrade?



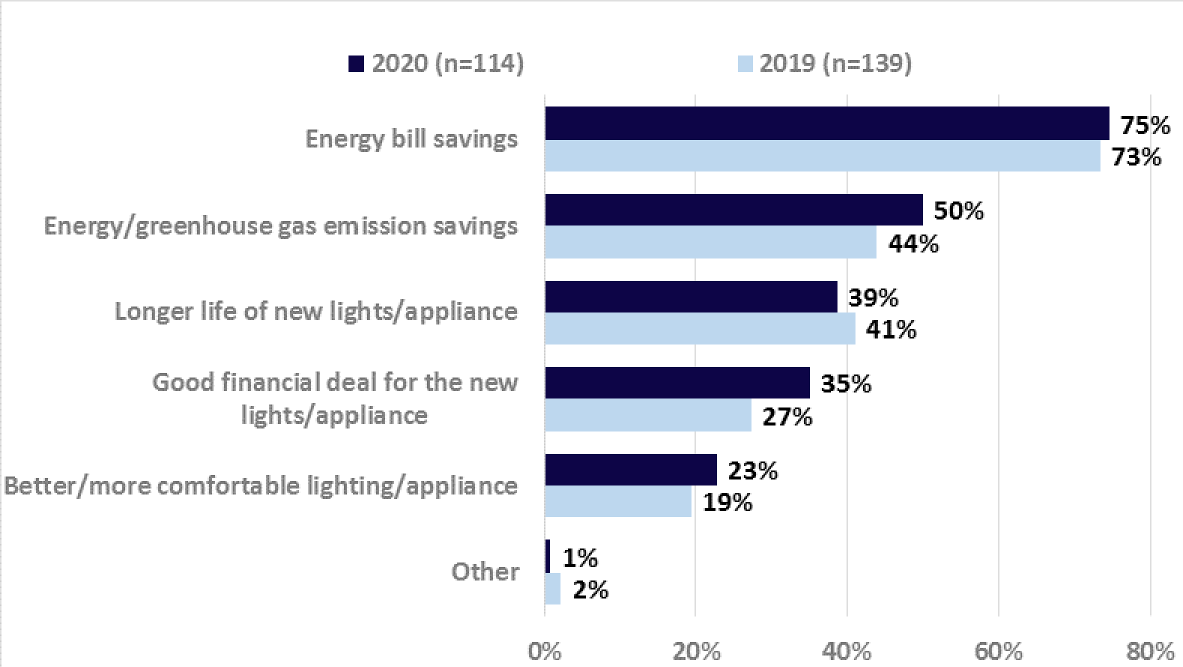
Half of those surveyed had spent nothing on their upgrade. While very few (12%) had spent more than $5,000, this did include 34% of larger firms (i.e. with 20+ employees) against just 3% of smaller companies.

Graph B4.3: How likely is it that you would have undertaken the lighting/appliance upgrade without the program?



Some 85% of respondents – up 10% year-on-year - said they would have been unlikely to have undertaken the upgrade without the EEIS program. However unlike last year, when larger companies were significantly more likely to say they would likely or very likely have undertaken the upgrade regardless, this year the proportions were roughly equal (smaller companies 12%, larger 9%).

Graph B4.4: What were your company's motivation/s for participating in the program?



Energy bill savings were again far and away the major motivator for participation in the scheme – nominated as a factor by three-quarters of those surveyed. However greenhouse gas emission reductions and longer lighting/appliance life were also considered important factors in participation (at 50% and 39% respectively).

As with last year's survey, longer life was a significantly more important factor for larger companies (at 46%, against 35% for smaller firms).

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Part B5: Awareness of Energy-Saving Technologies and Other Comments

Respondents were asked if they were aware of any other government-supported initiatives to save energy costs. Only 17 had any ideas, of which eight involved subsidies for solar panel installation.

Of the remainder, the bulk related to improving the efficiency of air-conditioning and/or heating systems – primarily using timers or sensors, but also in some cases installing more modern units.

Finally, businesses were asked if they had any final comments regarding the lighting or appliance upgrades. Twenty three chose to respond, and their verbatim answers are shown below:

- *Yes there needs to more control of the contractors who carry out the work.*
- *Would like someone to contact me about* [redacted] *and the way this job has been left.*
- *We could be saving energy cost, but like I mentioned, it's difficult to quantify. Other factors are the aging air conditioning system in the building and ceilings not insulated. However, due to the hail damage on 20-01-2020, the aging air-con units are being replaced, so we may see some improvement.*
- *We are really happy with the upgrade.*
- *Very happy, thank you ACT Govt & Actew.*
- *There was a significant cost to our small business and with no reduction in our electricity bill. It seems like 'false advertising' to me.*
- *The reason we didn't see any reduction in power cost is the far higher power usage which swamps out the cost of lighting.*
- *The person who did the work was polite but did not bother to clean up any mess he left on desks or the floor and also broke a cover and left without telling anyone.*
- *Thank you for the opportunity and we have had significant savings.*
- *Send someone out to change the rest of my lights please.*
- *I think you need to make more allowances for community/NFP and you need to revise your advertising about it being free. Or allow for other light types than the few you have.*
- *Please keep in contact thanks.*
- *Make it clear in your ads that there can be a cost. The radio ads in particular are very misleading.*
- *It's better if they upgraded even the shop's front signage, thanks.*
- *It was a great idea.*
- *It seemed a complicated process with a fair bit of administration including pre-counts, arbitrary inclusions/exclusions and photographs post conversion. Perhaps a simpler system of counting the old light bulbs? One light had been forgotten, so I emailed the photograph of the light (which proved what in the hundred globes replaced?). From beginning to end, it took a lot of my time and then to get the invoice 6-9 months later (in a different financial year) was also very unhelpful.*
- *I'm waiting on the representative to complete the next door building, please get him to get in touch with me.*
- *I was surprised that I had to pay for some of the installs area selected as it isn't covered under the scheme , as well I had to arrange for scissors lift to change the additional lights in the high ceiling in the dock area as the Tech isn't allowed to go over 4 metres to change the bulbs. I think it is false advertise over the TV's/radio advertisement when they advertised it as for Free but yet people had to pay extra to upgrade in certain area's Light fittings.*

- *I support the technology but I am not supportive of the program as it takes work away from private enterprise for the sake of Government ideology.*
- *Good job ACT Gov.*
- *Good initiative.*
- *Excellent communication from the team on the ground here in ACT, specifically* [redacted] *A credit to your organisation.*
- *Bigger variety of lights that can be changed to LED, made available.*

Appendix 1: Resident Questionnaire

Version 2
5825_EEIS_2020_VERSION_1
Last modified:11/5/20

Q1. **Hi my name is (name), and I'm calling from Jetty Research on behalf of the ACT Government. I'm calling to follow up on the energy savings appliance upgrade or fridge freezer buyback that took place in your home within the last year. I just have a few questions to ask about that installation to see if you're happy with how it all went and ensure everything was carried out properly. Do you have a moment to talk to me now?**

Offer a CALL BACK. The visit would have involved either the installation of a heater or hot water system, or removal of a fridge or freezer. If they want to speak with ACT Government direct, number is 6207 8022.

Yes	1	
No	2	Q1

Answer If Attribute "No" from Q1 is SELECTED

Q2. **Thank you for your time. Have a great afternoon/evening.**

End

Q3. **RESEARCHER: Select type.**

USE OPTIONS (top right of screen)

Priority household	1	
Other	2	Q3

Q4. **May I have your first name for the survey?**

Enter name

Q4

Q5. **And [Q4], have you had a new water heater or space heater installed within the past 18 months or so?**

FIRST THREE PROMPTED. (BUT WILL ONLY BE ONE OF CENTRAL DUCTED GAS HEATER OR REVERSE CYCLE AIR CONDITIONER)

Heat pump water heater	1		Q5_1
Central ducted gas heater	2		Q5_2
Reverse cycle air conditioner	3		Q5_3
None of these	4		Q5_4

Q6. **Did you have a fridge or freezer removed?**

Do not answer If Attribute "Heat pump water heater" from Q5 is SELECTED OR
Do not answer If Attribute "Central ducted gas heater" from Q5 is SELECTED OR
Do not answer If Attribute "Reverse cycle air conditioner" from Q5 is SELECTED

Yes	1	Go to Q6a	
No	2	TERMINATE	Q6

Q6a. **(If Q6 = yes) Were you satisfied with the removal service?**

Yes	1	Go to Q30	
No	2	Go to Q30	Q6

(NOTE: Questions 7-29 are only for those answering 1, 2 or 3 at Q5)

Q7. **Did the installer show ID?**

Yes	1	
No	2	Q7
Unsure	666	

Q8. **Did the installer provide you with a form, possibly an iPad or tablet, to sign at some stage?**

Yes	1	
No	2	Q8
Unsure	666	

Q9. **Did the installer disconnect and take away the old appliance/s?**

Yes	1	
No	2	Q9
OTHER (COMMENT)		Q9

Q10. **Did the installer leave instructions and/or demonstrate the use of the appliance adequately?**

Yes	1

No	2	Q10

Q11. Did the installer leave you with or provide to you electronically:

PROMPTED

	Yes	No	Unsure	
Details of the new heating/cooling equipment including manufacturer specifications, warranty etc	1	2	666	Q11_1
Details of the steps you can take should the installation or equipment be sub-optimal or unsatisfactory	1	2	666	Q11_2
A copy of all certificates of compliance for works (electrical, gas)	1	2	666	Q11_3

Q12. Are you satisfied with the heat pump water heater?

Answer If Attribute "Heat pump water heater" from Q5 is SELECTED

Yes	1	
No	2	Q12
OTHER (COMMENT)		Q12

Q13. And do you feel it is appropriate for your property?

Answer If Attribute "Heat pump water heater" from Q5 is SELECTED

Yes	1	
No	2	Q13
Unsure	666	

Q14. Are you satisfied with the central ducted gas heater?

Answer If Attribute "Central ducted gas heater" from Q5 is SELECTED

Yes	1	
No	2	Q14

Q15. And do you feel it is appropriate for your property?

Answer If Attribute "Central ducted gas heater" from Q5 is SELECTED

Yes	1	
No	2	Q15
Unsure	666	

Q16. Are you satisfied with the reverse cycle air conditioner?

Answer If Attribute "Reverse cycle air conditioner" from Q5 is SELECTED

Yes	1	
No	2	Q16

Q17. And do you feel it is appropriate for your property?

Answer If Attribute "Reverse cycle air conditioner" from Q5 is SELECTED

Yes	1		
No	2		Q17
Unsure	666		

Q18. On a scale of 1-5, where 1 is not at all and 5 is hugely, to what extent has your new room heating appliance helped you to improve comfort and keep your house warm during winter and/or cool in summer?

Answer If Attribute "Central ducted gas heater" from Q5 is SELECTED OR
Answer If Attribute "Reverse cycle air conditioner" from Q5 is SELECTED

Rate out of 5

1 Not at all	1	Go to Q20	
2	2	Go to Q20	
3	3		Q18
4	4		
5 Hugely	5		

Q19. Can you briefly explain the improvements?

PROBE if necessary

Q19

Q20. Using the same 1-5 scale, to what extent has your new room heating appliance helped you to improve physical or mental health of householders?

Answer If Attribute "Central ducted gas heater" from Q5 is SELECTED OR
Answer If Attribute "Reverse cycle air conditioner" from Q5 is SELECTED

On a scale of 1-5, where 1 is not at all and 5 is hugely

1 Not at all	1	Go to Q22	
2	2	Go to Q22	
3	3		Q20
4	4		
5 Hugely	5		

IF 1-2 IN Q20 SKIP TO Q22

Q21. And what, if any, types of health benefits have you had?

Answer If Attribute "Central ducted gas heater" from Q5 is SELECTED OR
Answer If Attribute "Reverse cycle air conditioner" from Q5 is SELECTED

RECORD benefits or type none

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Q21

Q22. Has the installation had an effect on reducing sick days for the household?

Answer If Attribute "Central ducted gas heater" from Q5 is SELECTED OR
Answer If Attribute "Reverse cycle air conditioner" from Q5 is SELECTED

Yes	1	
No	2	Q22
Unsure	666	

Q23. Using the same 1-5 scale, to what extent has your new appliance helped you to reduce your energy bills?

On a scale of 1-5, where 1 is the not at all and 5 is hugely

1 Not at all	1	
2	2	
3	3	Q23
4	4	
5 Hugely	5	

Q24. Can you provide an idea of how much you have saved?

Answer If Attribute "3" from Q23 is SELECTED OR
Answer If Attribute "4" from Q23 is SELECTED OR
Answer If Attribute "5 Hugely" from Q23 is SELECTED

RECORD

Q24

Q25. Are you satisfied with the installation as a whole?

Yes	1	
No	2	Q25

Q25a Can you briefly explain why?

Q24

Q26. And has the installation had any issues or problems?

Yes	1	
No	2	Q26

Q27. Can you briefly summarise the problem or issue?

Answer If Attribute "Yes" from Q26 is SELECTED

RECORD

Q27

Q28. Has this problem been rectified?

Answer If Attribute "Yes" from Q26 is SELECTED

Yes	1	
No	2	Q28

Q29. Is the installation still in use?

Yes	1	
No	2	Q29

Q30. Now [Q4], how did you hear about the scheme?

UNPROMPTED

Contacted by ActewAGL	1	
ActewAGL advertisement	2	Q30
Word of mouth/social media	3	
ACT Government website	4	
ACTEW AGL website	5	
OTHER		

Q30a (If Q30 = 4 or 5) Was information about the scheme easy to find?

Yes	1	
No	2	Q28
Unsure/can't recall	666	

Q31 What was your main motivation for accessing this scheme? (unprompted – tick any that apply or add as "other")

1. To save money with reduced energy bills
2. It was a good deal
3. The previous system was old and required replacing
4. To reduce my environmental impact
5. To increase the comfort of my home
6. Other (specify)

Q32 Which other energy efficient upgrade activities do you think would most help you to save energy?

RECORD or type dont know

Q32

Q33. Can you think of anything else the ACT government could be doing to help households reduce their energy usage or bills?

RECORD or type no

Q33

Q34. Using the same scale, where 1 is not at all likely and 5 is extremely likely, how likely would you have been to undertake these upgrades without the incentive?

Answer If Attribute "Priority household" from Q3 is SELECTED

1 Not at all likely	1
2	2
3	3
4	4
5 Extremely likely	5

Q34

Q35. Can briefly explain why?

Answer If Attribute "Priority household" from Q3 is SELECTED

Q35

Q36. Using a scale of 1 to 5, where 1 is very poor and 5 is excellent, how would you rate the overall service you received, from first contact to the completion of the installation or removal?

1 Very poor	1
2	2
3	3
4	4
5 Excellent	5

Q36

Q37. Can you briefly explain why you gave this score?

Q37

Q38. Would you be willing to provide more information, such as energy consumption data, to the EEIS in the future to help monitor savings?

Yes	1
No	2

Q38

Q39. Ánd can we provide your scores and comments along with your contact details to the ACT Government, or would you rather they remain confidential?

Happy to share	1

Prefer to remain confidential	2	Q39

Q40. And would you be willing to take part in future case studies about your experience in the program? This could include visits from ACT government staff, media and/or ministers for interviews, photographs, videos etc?

Answer If Attribute "5 Excellent" from Q36 is SELECTED

For more info, ACT Government contact number is 6207 8022.

Yes	1	
No	2	Q40

Q41. That brings us to the end of the survey [Q4]. The ACT government greatly appreciates your feedback. Did you have any questions before we finish? Have a great afternoon/evening.

End

Appendix 2: Business Questionnaire

Thank you so much for agreeing to assist the ACT Government by completing a short online survey relating to ActewAGL's lighting/appliance upgrade program. The survey takes no longer than 6-8 minutes and (if you wish) your responses can remain confidential.

The survey completion deadline is Tuesday, June 9th at 10 a m.

Please start the survey now by clicking on the NEXT button below.

Q1. Excluding yourself, how many employees are in your business?

1. Non employer
2. 1-19
3. 20-199
4. 200+

Q2. What industry does your business belong to?

1. Electricity/Gas/Water/Waste Services
2. Building/Construction/Trades
3. Information and Communications Technology
4. Wholesale/Retail Trade
5. Accommodation/Food Services/Tourism
6. Transport/Postal/Warehousing
7. Health
8. Education
9. Other __________

Q3. How did you first find out about ActewAGL's lighting/appliance upgrade program?

1. ActewAGL website
2. ACT Government website
3. Contacted directly by ActewAGL
4. Through industry contacts
5. Word of mouth
6. Advertising
7. Internet search (If possible, please specify which website in the comments box below)
8. Other __________

Q4. How easy was it to sign up for this program?

1. Very easy
2. Easy
3. Neither easy nor difficult
4. Difficult
5. Very difficult

Q5. How satisfied are you with the installation and results of the program?

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied

Q6. Can you briefly explain why you gave that rating?

Q7. To what extent has the lighting upgrade reduced your energy consumption and bills?

1. Significant reduction in energy bills
2. Some reduction in energy bills
3. No change in energy bills
4. Not sure
5. Other__________

Q8. Are you able to roughly quantify how much you are saving (ideally $ per quarter)?

Q9. How much did you pay for the upgrade?

1. Nothing
2. $1,000 to $2,500
3. $2,501 to $5,000
4. $5,001 to $10,000
5. $10,001 to $15,000
6. >$15,000

Q10. How likely is it that you would have undertaken the lighting/appliance upgrade without the program?

1. Very unlikely
2. Unlikely
3. Likely
4. Very likely
5. Unsure

Q11. What were your company's motivation(s) for participating in the program? (Tick any that apply)

1. Energy bill savings
2. Energy/greenhouse gas emission savings
3. Good financial deal for new lights/appliance
4. Better/more comfortable lighting/appliance
5. Longer life of new lights/appliance
6. Other__________

Q12. Are you aware of any other energy efficiency technologies that could be supported by government programs? (Please list any or skip to next question)

Q13. Is there anything you would like to add regarding the lighting/appliance upgrade program?

Q14. How would you rate the overall experience from first contact to the completion of the installation?

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied

Q15. Can you briefly explain why you gave that rating?

Q16. Can we provide your scores and comments to the ACT Government, or would you rather they remain confidential?

1. Happy to share
2. Would rather they remain confidential

Q17. Finally, would you potentially be willing to provide more information and/or take part in a government case study explaining the benefits of the lighting/appliance upgrade to other businesses? (If yes, the ACT Government may contact you to explain this in more detail.)

1. Yes
2. No

Thanks, that's much appreciated. Please provide your: First name

(Optional) Surname

Company name

Daytime contact number

Appendix 3: Data tables for key results

(N.B. Differences of >10% are highlighted in green or red)

By priority vs. non-priority

Theme	Question	2019		2020		Difference	
		Priority	Other	Priority	Other	Priority	Other
Service (% yes)	Gas heater	3%	3%	8%	15%	**5%**	**12%**
	RC Air conditioner	46%	45%	0%	16%	**-46%**	**-29%**
	Fridge/Freezer removal	30%	49%	14%	32%	**-15%**	**-16%**
	Water heater	21%	4%	78%	37%	**57%**	**34%**
Installer (% yes)	Show ID?	65%	48%	75%	50%	**10%**	**2%**
	Form to sign?	77%	68%	76%	70%	**-2%**	**3%**
	Disconnect and remove old appliance?	96%	98%	89%	95%	**-7%**	**-3%**
	Leave instructions and demonstrate?	91%	95%	88%	92%	**-3%**	**-3%**
	Provide specifications, warranty etc?	81%	89%	71%	89%	**-10%**	**0%**
	Steps to take if equipment unsatisfactory?	57%	74%	38%	61%	**-19%**	**-13%**
	Provide copy of compliance certificates?	59%	78%	26%	47%	**-33%**	**-31%**
Satisfaction (% yes or satisfied)	Satisfied?	86%	92%	87%	92%	**1%**	**1%**
	Appropriate for your property?	88%	94%	83%	96%	**-5%**	**2%**
	Improved comfort/room temp	74%	78%	74%	90%	**0%**	**12%**
	Improved health	52%	45%	55%	54%	**3%**	**9%**
	Reduced sick days?	20%	13%	23%	10%	**3%**	**-3%**
	Impact on energy bills	83%	84%	88%	90%	**5%**	**6%**
	Overall satisfaction	86%	92%	90%	94%	**4%**	**2%**
Problems (% yes)	Problems with installation?	43%	38%	14%	31%	-30%	**-7%**
	Problem been rectified?*	18%	24%	27%	68%	**9%**	**44%**

** Caution: small sample sizes*

By appliance type

Theme	Question	2019			2020			Difference		
		Water heater	Gas Heater	RC Air Con	Water heater	Gas Heater	RC Air Con	Water heater	Gas Heater	RC Air Con
Installer (% yes)	Show ID?	48%	55%	68%	56%	66%	62%	**9%**	**11%**	**-7%**
	Form to sign?	71%	73%	73%	74%	76%	72%	**3%**	**3%**	**-1%**
	Disconnect and remove old appliance?	86%	99%	92%	97%	97%	91%	**12%**	**-3%**	**-1%**
	Leave instructions and demonstrate?	86%	95%	85%	90%	94%	90%	**4%**	**-2%**	**5%**
	Provide specifications, warranty etc?	76%	85%	86%	82%	94%	78%	**6%**	**8%**	**-8%**
	Steps to take if equipment unsatisfactory?	62%	71%	44%	54%	81%	44%	**-8%**	**10%**	**0%**
	Provide copy of compliance certificates?	57%	74%	49%	47%	68%	30%	**-10%**	**-6%**	**-19%**
Satisfaction (% yes or mean)	Satisfied?	86%	93%	73%	86%	94%	90%	**0%**	**1%**	**17%**
	Appropriate for your property?	95%	95%	71%	96%	98%	87%	**1%**	**3%**	**16%**
	Improved comfort/room temp	N/A	80%	59%	N/A	85%	81%	**N/A**	**5%**	**22%**
	Improved health	N/A	51%	41%	N/A	53%	55%	**N/A**	**2%**	**14%**
	Reduced sick days?	N/A	16%	18%	N/A	11%	17%	**N/A**	**-5%**	**-1%**
	Impact on energy bills	43%	28%	32%	56%	40%	44%	**13%**	**12%**	**12%**
	Overall satisfaction	95%	93%	73%	95%	95%	91%	**0%**	**2%**	**18%**
Problems (% yes)	Problems with installation?	29%	39%	48%	23%	40%	20%	**-6%**	**1%**	**-28%**
	Problem been rectified?*	83%	59%	11%	78%	76%	44%	**-5%**	**17%**	**33%**

** Caution: small sample sizes*