



ACT
Government

Environment, Planning and
Sustainable Development



Dear 

I refer to your email of the 12 October 2020 to the Minister for Climate Change and Sustainability, Mr Shane Rattenbury MLA, about access to a discount from ActewAGL as part of the Energy Efficiency Improvement Scheme (EEIS) for the installation of a new efficient heating and cooling system for your home. I appreciate your focus on adequate heating and cooling given the upcoming arrival of your baby. I am responding as the ACT Government is currently under Caretaker arrangements as part of the ACT Election.

The EEIS works by requiring electricity retailers to deliver energy saving activities to ACT households and businesses. The Scheme allows flexibility for retailers to determine the terms and conditions on the offers they make to customers, including pricing, use of rebates/discounts and approved products. Larger retailers (Tier 1 retailers) must undertake energy saving activities, while smaller retailers (Tier 2 retailers) can choose to deliver activities or make a monetary contribution to the Scheme which is used to fund energy efficiency programs. ActewAGL is currently the only Tier 1 retailer.

The ACT Government administers the scheme but does not offer rebates associated with the EEIS. It is a commercial decision by ActewAGL Retail whether to offer rebates and/or discounts. The legislation covering the scheme includes provision for situations where a split system reverse cycle air conditioner can be installed, irrespective of whether a household has a pre-existing gas flue heater. But I reiterate that it is a decision for ActewAGL, whether or not to still provide you this service and offer you a rebate. There is therefore no requirement for approval from the Environment, Planning and Sustainable Development Directorate for an installation to take place.

The ACT Government offers a range of other services and programs that may assist you with information on energy efficiency and cost saving around your home. You can visit www.assistance.act.gov.au and www.actsmart.act.gov.au or call the Actsmart team on 1300 141 777.

Yours sincerely

Geoffrey Rutledge
Deputy Director-General
Environment, Planning and Sustainable Development

October 2020



RECORD OF CONTACT/CONVERSATION

Conversation time: 9:30am, Friday, 15 January 2021

CONVERSATION WITH: [REDACTED] and Nicole Sanhueza Smith (EPSDD)

CONTACT PHONE: [REDACTED]

SUBJECT DISCUSSED: The delivery of the Energy Efficiency Improvement Scheme (EEIS) by ActewAGL and cost point difference of services with competitors

Advice provided by EEIS – Program Officer, Nicole Sanhueza Smith:

- [REDACTED] raised concerns that ActewAGL refused to provide an itemised quote for a heating system upgrade and after shopping around found that the quoted price from ActewAGL was on average \$500 dearer than competitors.
- [REDACTED] was under the impression that the ACT Government provided a rebate for inefficient appliance upgrades and the rebate was administered through ActewAGL. The quoted price point difference between ActewAGL and competitors gave [REDACTED] the impression that any 'rebate' being offered by the ACT Government was being absorbed by ActewAGL and the savings were not being passed onto the consumer.
- I acknowledged [REDACTED] concerns and provided clarification that any form of rebate being offered was a commercial decision by ActewAGL and not from the ACT Government.
- I explained the requirements of the EEIS on energy retailers and the difference between the requirements of Tier 1 and Tier 2 retailers.
- [REDACTED] was satisfied with the further explanation of the rebate but did raise a concern that the scheme isn't clear and as he received an Actsmart brochure regarding efficient appliances upgrade at the 'Good Guys' that references ActewAGL and their appliance promotion, it can be misleading to consumers in believing that the ACT Government is the organisation providing the rebate.
- I acknowledged the confusion that this creates to consumers and requested that [REDACTED] sends to the EEIS inbox the communications he's received from ActewAGL.
- I provided reassurance that the EEIS team would review the communications so that future consideration can be given to the language used in promoting the EEIS to better provide clear and transparent understanding of the scheme to consumers.
- I offered to consult with ActewAGL in identifying the reasoning behind the refusal to provide an itemised quote. [REDACTED] accepted this offer.
- [REDACTED] also provided feedback that overall the customer service provided by ActewAGL was satisfactory and helpful aside from the lack of itemised invoicing.

**Electronic approval at the Director/Executive Director level required. Place the approval email in the Objective file.*

From: [McGlynn, Gene](#)
To: [McGuire, AnnaX](#)
Cc: [EPSDD DLO](#); [EPD Ministerials - Sus and CC/SL Sup Team](#); [Malouf, Ros](#); [Humphreys, Emma](#); [Cullen, Cat](#)
Subject: FW: Issues for consideration in re-designing the EEIS
Date: Wednesday, 27 January 2021 9:23:27 PM
Attachments: [ACT Master Plumbers Association - 1 Page Summary Heatpump Rebates.pdf](#)
[Designing a re-vamped EEIS. Issues for consideration.docx](#)

OFFICIAL

Hi Anna,

As discussed on Friday, dealing with these suggestions fully would require either dealing with hot water separately from the EEIS (which would raise issues around how this is funded) or a pretty complete redesign of the EEIS (which would raise a lot more issues). Both issues would likely require approval from Cabinet to operate at any scale. At the moment, we are looking at putting together some background info, including how Canberra's rate of uptake of heat pump hot water relates to the national story, what has happened to solar hot water, etc.

I am hoping we can have first cut at some information and possible response by around the end of next week. I suspect the writers will be wanting something sooner. So, it may be worthwhile to send them a holding reply to indicate that we are looking into the issues.

On the accreditation system, we are working on this as a priority, noting the need to ensure it is legally and practically robust.

Gene

From: McGuire, AnnaX <AnnaX.McGuire@act.gov.au>
Sent: Sunday, 24 January 2021 6:00 PM
To: McGlynn, Gene <Gene.McGlynn@act.gov.au>
Cc: EPSDD DLO <EPSDDDLO@act.gov.au>
Subject: FW: Issues for consideration in re-designing the EEIS

Hi Gene

If you're able to consider these suggestions and get back to us with advice on any revisions/adjustments needed that would be great.

Also, it sounds like you're onto this, but we'd also appreciate any advice on changes needed for streamlining the accreditation system under the current scheme.

Thanks

Anna

From: Harvest Hot Water <harvesthotwater@gmail.com>
Sent: Friday, 22 January 2021 9:48 AM
To: McGuire, AnnaX <AnnaX.McGuire@act.gov.au>; McGlynn, Gene <Gene.McGlynn@act.gov.au>
Subject: Re: Issues for consideration in re-designing the EEIS

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.

Anna and Gene

Here also for your information is a note setting out the ACT Master Plumbers' position on the EEIS rebates for heat pump water heaters. This amplifies some of the views that [redacted] and [redacted] highlighted in the meeting yesterday.

Kind regards

Erik

On Fri, Jan 22, 2021 at 9:43 AM Harvest Hot Water <harvesthotwater@gmail.com> wrote:

Hi Anna and Gene

Good to meet yesterday, and thanks for a constructive meeting.

After our discussion on how a re-vamped Scheme might work, we thought it might be useful as a first step to put some of the issues down on paper as a sort of work plan for further investigation of the issues.

Attached is the quick note that we prepared. The second page lists various issues that we identified, and a few possible lines of inquiry. No doubt you will have plenty of other issues and concerns, so please feel free to add them into the note, and we will do our best to investigate them.

As a general point, it certainly makes sense to tap into existing systems as far as possible, so we will look at how the CER systems work, and how the Victorian energy efficiency scheme works in particular.

Kind regards

Erik

--

Erik Olbrei

Harvest Hot Water

<https://harvesthotwater.com.au/>

Mobile 0422 986 470

--

Erik Olbrei

Harvest Hot Water

<https://harvesthotwater.com.au/>

Mobile 0422 986 470

From: [McGuire, AnnaX](#)
To: [McGlynn, Gene](#)
Cc: [RATTENBURY; EPSDD DLO](#)
Subject: FW: Letter to Minister Rattenbury re EEIS
Date: Friday, 29 January 2021 4:23:49 PM
Attachments: [Discussion paper - Re-designing the Energy Efficiency Improvement Scheme.pdf](#)
[Letter to Shane Rattenbury 29Jan2021.pdf](#)

Hi Gene

Here's some follow up information from Erik on their suggestions for the EEIS. This is more comprehensive, so if you can consider these suggestions in preparing the response that would be great.

Thanks

Anna

From: Harvest Hot Water <harvesthotwater@gmail.com>

Sent: Friday, 29 January 2021 3:59 PM

To: RATTENBURY <RATTENBURY@act.gov.au>

Subject: Letter to Minister Rattenbury re EEIS

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.

Dear Fiona or Michael

Please find attached a letter to the Minister, following our meeting with him last week, as well as a discussion paper we have prepared.

Kind regards

--

Erik Olbrei

Harvest Hot Water

<https://harvesthotwater.com.au/>

Mobile 0422 986 470



Shane Rattenbury MLA
Attorney-General
Minister for Consumer Affairs
Minister for Water, Energy and Emissions Reduction
Minister for Gaming

Member for Kurrajong

21/01035

Dear [REDACTED]

Thank you for your email of 15 December 2020 regarding the Energy Efficiency Improvement Scheme (EEIS). I appreciate the commitment you have made to reducing greenhouse gas emissions in your home. It is only through the actions of people like you that the ACT can meet its ambitious climate change targets.

The EEIS requires electricity retailers to achieve energy savings in households and small to medium businesses. Larger electricity retailers must undertake approved energy saving activities, while smaller retailers can either deliver activities or pay a contribution to fund those initiatives. These contributions fund other energy efficiency programs and activities delivered by the ACT Government, including support for low income and vulnerable households to improve the sustainability of their energy use.

ActewAGL is currently the only retailer large enough to be obligated to deliver eligible energy efficiency activities under the Scheme. The EEIS team is investigating options to encourage smaller retailers to deliver EEIS activities to support increased competition in the ACT energy efficiency sector.

The EEIS sets the requirements for over 20 eligible energy efficiency activities that retailers must comply with to receive abatement credits to meet their obligation under the Scheme. However, the EEIS does not prescribe the terms and conditions on offers retailer may make to encourage uptake. These are business decisions of individual retailers.

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rattenbury@act.gov.au



@ShaneRattenbury



shanerattenburymla



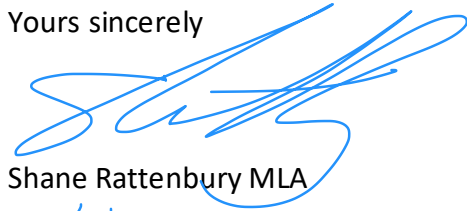
shanerattenbury

As you noted, electricity retailers pass on the costs of EEIS compliance through to ACT electricity customers; however, the expected overall energy savings are estimated to be significantly greater than the costs of the Scheme. The energy savings from the EEIS place downward pressure on the cost of electricity for all ACT residents by reducing the demand on distribution infrastructure (poles and wires), by reducing generation costs in times of peak demand and reducing the cost of ACT maintaining its 100% renewable electricity commitment. The Scheme also supports the ACT's emissions reduction targets.

The ACT Government continuously reviews its regulations and programs to ensure they operate effectively and as expected. Feedback like yours plays an important role in improving the EEIS.

Thank you for raising this matter with me. I trust this information is of assistance

Yours sincerely



Shane Rattenbury MLA

30/1/21



RECORD OF CONTACT/CONVERSATION

Conversation time: 3:58pm, 8 February 2021

CONVERSATION WITH: [REDACTED] and Emily Kilham (EPSDD)

CONTACT PHONE: [REDACTED]

SUBJECT DISCUSSED: Support for the installation of split system reverse-cycle air conditioners under the Energy Efficiency Improvement Scheme (EEIS) as well as other support available to low-income households via the suite of Actsmart programs.

Advice provided

- [REDACTED] explained that he is contemplating moving out of ACT public housing and purchasing a private property. As he has a range of serious health conditions, he emphasised that the installation of a well-functioning split system reverse-cycle air conditioner would be paramount to him moving into private housing.
- [REDACTED] had some prior knowledge of the EEIS but I provided a very brief overview of the scheme and noted that one of the energy saving activities currently offered by ActewAGL is heating and cooling system upgrades. I noted that ActewAGL is obligated to deliver a portion of the required energy savings to priority households but emphasised that any discounts available in his circumstances would be determined by ActewAGL and would also be dependent on factors such as what sort of heating system was already installed in the property and whether or not there was sufficient access to allow for an upgrade.
- [REDACTED] asked if upgrades to ineffective or insufficient split systems already installed in a property were available under the EEIS, noting that this may be necessary to cater to his health needs. I said it was my understanding that the upgrade activity offered by ActewAGL was available only for upgrades from gas heating systems but endeavoured to obtain a definitive answer to this question and provide a further response (see attached email correspondence).
- [REDACTED] then described the difficulty he saw in moving out of ACT public housing and into a private residence given that public housing residents have ready access to a range of supports. He felt that those people in similar circumstances but living in private housing do not have access to the same supports.
- I thanked [REDACTED] for this feedback and noted that we have a suite of Actsmart programs that provide support to low-income households. Specifically, I provided some information on:
 - The Actsmart Home Energy Efficiency Program
 - The Solar for Low-Income Households Program



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Objective File No 21/11124

- The Sustainable Home Advice Program
- Finally, I mentioned that Care Financial have a no-interest loans scheme for the purchase of essential goods and services that may be worth seeking further information on.
- [REDACTED] thanked me for the information provided and asked if I could send him an email with a summary.

Attachment A

Email correspondence with [REDACTED]

**Electronic approval at the Director/Executive Director level required. Place the approval email in the Objective file.*

From: [Kilham, Emily](#)
To: [REDACTED]
Subject: Information on the EEIS and Actsmart households programs
Date: Tuesday, 9 February 2021 1:40:00 PM

OFFICIAL

Dear [REDACTED]

Thank you for your email enquiry regarding the installation of a split system reverse-cycle air conditioner and for your time on the phone today. I would also like to thank you for your feedback about the lack of coordinated responses to support those constituents seeking greater independence through exiting social housing.

As agreed, I am now sending you through a summary of the information I provided on the phone as well as some clarification regarding your question about upgrades to split systems that may already be installed in a property.

As I mentioned on the phone, the [Energy Efficiency Improvement Scheme](#) (EEIS) obliges electricity retailers to achieve energy savings in households and small-to-medium enterprises. A proportion of these energy savings must be delivered to priority households. At present, ActewAGL is the only Tier One electricity provider in the ACT and also the only retailer obliged to deliver energy savings activities. ActewAGL is free to choose which of these activities it offers to consumers, and the nature and pricing of activities delivered are commercial decisions by the electricity retailer. Energy savings activities currently being delivered by ActewAGL include heating and cooling upgrades, hot water service and decommissioning and responsible disposal of inefficient refrigerators or freezers.

If you were to purchase and move into a private property, the EEIS could provide a pathway to receiving an upgrade to a reverse-cycle air conditioner that takes into account financial constraints experienced by low-income households. However, any discounts available in your particular circumstances would be determined by ActewAGL and would also be dependent on factors such as what sort of heating system was already installed in the property and whether or not there was sufficient access to allow for an upgrade. Under the EEIS legislation, you would be eligible for an appliance upgrade if the existing appliance was an electric resistant fixed panel heater, electric resistant fixed slab or ducted heater, or a gas ducted heater.

Given the importance of a split system in managing your health conditions, I would recommend contacting the ActewAGL energy shop (6280 0994) prior to purchasing your new home to discuss your eligibility for a discounted upgrade and to ensure that the appliance you require is available for installation by ActewAGL.

If you are also interested in exploring further opportunities for improving energy efficiency in your home, [Actsmart](#) offers a suite of programs that also provide support to low-income households:

- The [Actsmart Home Energy Efficiency Program](#) (delivered by St Vincent de Paul Society) supports low-income households to reduce their energy bills (electricity and gas) by educating people about energy usage and modifying homes to become more energy efficient. This includes in-home energy assessments, tailored advice to reduce energy use,

draught-proofing and the provision of new energy efficient appliances and fittings.

- The [Solar for Low Income Program](#) provides the opportunity for eligible households in the ACT to invest in rooftop solar panels to help reduce their energy costs. Eligible participants are able to access a subsidy of up to 50% of the total cost of a solar system.
- The [Sustainable Home Advice Program](#) provides access to expert advice on how to reduce energy use in your home and save money on power bills. This includes in-home or over-the-phone home energy assessments, the Actsmart Sustainable Home Advice line (call 1300 141 777) and [free workshops](#).

The ACT Government has recently announced several different [climate action initiatives](#) and work is currently underway to deliver these initiatives as soon as possible. We will be updating the Actsmart website regularly with further information. In the meantime, I am happy to add you to our contact list if you are interested and send through any updates as they become available.

Finally, Care Financial have a [no-interest loans scheme](#) for the purchase of essential goods and services that may be worth you seeking further information on.

Please do not hesitate to contact me if you have any further queries.

Kind regards,
Emily

Emily Kilham | Project Officer

Phone: 02 6205 9725 | Email: Emily.Kilham@act.gov.au

Energy Efficiency Improvement Scheme | Climate Change and Energy

Environment, Planning and Sustainable Development Directorate | ACT Government

Level 2, 480 Northbourne Avenue Dickson ACT 2602 | GPO Box 158 Canberra City ACT 2601

www.actsmart.gov.au

I pay my respects to the Traditional Custodians of the ACT past, present and future, the Ngunnawal people, and I acknowledge their continuing connection to Country and their unique cultural practices.



ACT
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Environment, Planning and
Sustainable Development

Objective File No A28310460

RECORD OF CONTACT/CONVERSATION

Conversation time: Tuesday 2 March 2021, 15:00

CONVERSATION WITH: [REDACTED] and EPSDD officer Nicole Smith

CONTACT PHONE: [REDACTED]

SUBJECT DISCUSSED: The delivery of the eligible activity of insulation under the energy efficiency improvement scheme

Advice provided

- [REDACTED] raised his interest in delivering insulation under the energy efficiency improvement scheme (EEIS) and was seeking information on how to become involved.
- [REDACTED] was provided with an overview of the EEIS including that it is an obligation based regulatory scheme that requires electricity retailers to support households and small to medium businesses make energy savings.
- Ms Smith advised [REDACTED] that to deliver EEIS eligible activities, including insulation his business can either apply to tender to work with ActewAGL, the Tier 1 retailer, or become an approved energy savings provider (AESP) and partner with a Tier 2 retailer to deliver activities.
- [REDACTED] demonstrated an interest in potentially participating under both options and requested an email with further information on the appropriate contact in ActewAGL as well as further detailed information of the AESP process.
- [REDACTED] also raised concerns regarding cost benefits of lower R-value and higher R-value bats and the disconnect between R-value products and R-value ratings achieved by those products in various installation scenarios.
- Ms Smith responded to this comment by detailing the Energy Efficiency (Cost of Living) Improvement (Eligible Activities) Codes of Practice for insulation and the requirements to achieve an R-value of no less than 5.0 was decided on due to research on best practice of climactic zone and recommendations from stakeholder input.
- [REDACTED] appeared satisfied with this response but also raised the point that when designing programs industry stakeholders will often have a biased interest. [REDACTED] recommended expert contacts for consideration for future insulation related projects including Director and Scientist of Lighthouse Architecture and Science, [REDACTED]
- Ms Smith advised [REDACTED] of the intended development of the minimum standards for renters and offered to pass on his details and the names of the experts he had mentioned in case stakeholder input is requested. Ms Smith explained that the stakeholder engagement strategy had not yet been developed so I could not provide any form of guarantee on who would be contacted.

**Electronic approval at the Director/Executive Director level required. Place the approval email in the Objective file.*

From: [EPD-EEIS](#)
To: [REDACTED]
Cc: [#EPD EEIS](#)
Subject: Re: Insulation Retrofit Programs
Date: Thursday, 4 March 2021 1:50:29 PM

OFFICIAL

Good Afternoon [REDACTED]

Thank you for expressing your interest in being involved in insulation and draught stopping retrofit programs for the ACT.

As discussed over the phone Tuesday 2 March, the EEIS is a regulatory scheme that requires electricity retailers to support households and small to medium businesses save energy. Large electricity retailers (Tier 1) need to undertake their own energy saving activities with households and businesses. Smaller retailers (Tier 2) can either undertake their own activities or pay a financial contribution to the ACT Government.

Currently, ActewAGL is the only Tier 1 retailer under the EEIS and the only retailer obligated to delivery activities. It is the decision of the retailer to select which eligible activity to deliver. Insulation and draught proofing are currently eligible activities offered under the EEIS for electricity retailers to choose to deliver, though none currently undertake these particular activities. Businesses can tender for work to contract with an electricity retailer who is delivering activities, or a business can become an approved energy savings provider (AESP) under the EEIS and then partner with a Tier 2 retailer to deliver activities.

To deliver insulation under the EEIS by any of the above ways, insulation installers must have [Clean Energy Council \(CEC\) insulation installer accreditation](#), as prescribed by [the Energy Efficiency \(Cost of Living\) Improvement \(Eligible Activities\) Codes of Practice](#). The qualification needed to apply for accreditation with CEC is expected to be available in the coming months through a CIT course. The ACT Government is funding student placements for this course, making it no cost to participants this year. To express your interest in completing this course, contact CIT on their general line (02) 6207 3188 in April.

For more information regarding the tender process with ActewAGL, you can email them on energyefficiency@actewagl.com.au.

Information about the process of becoming an AESP can be found [here](#). However, please note that this process is currently under review, with updates expected in the coming months. To register, you will need to provide proof of the above qualification and CEC accreditation.

The ACT Government is developing further measures which complement the EEIS and has introduced Minimum Standards for Renters and the Sustainable Household Scheme (SHS). To keep up to date on the latest programs and initiatives, regularly visit the actsmart.act.gov.au website or register your interest to receive the latest information regarding the SHS [here](#). These initiatives will encourage increased opportunity for businesses to participate.

If you have any further questions regarding the EEIS or the delivery of insulation under the EEIS,

please feel free to contact us on EPD-EEIS@act.gov.au or (02) 6207 78022.

Kind Regards,

Nic Smith | EEIS Team

Phone 02 6207 8022 | EPD-EEIS@act.gov.au

Climate Change and Energy | Environment, Planning and Sustainable Development | ACT
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www.actsmart.gov.au



Shane Rattenbury MLA
Attorney-General
Minister for Consumer Affairs
Minister for Water, Energy and Emissions Reduction
Minister for Gaming

Member for Kurrajong

21/06746

Dear [REDACTED]

Thank you for your email of 16 January 2021 about heat pump hot water system incentives available in the ACT. I am pleased to hear about your interest in energy efficiency upgrades that will not only benefit the environment but also assist the ACT Government meet its 2045 zero net emissions target.

The Energy Efficiency Improvement Scheme (EEIS) is one of the energy efficiency initiatives delivered in the ACT. The EEIS is a legislated scheme that requires electricity retailers to achieve energy savings in households and small to medium businesses. Larger electricity retailers (Tier 1) must deliver approved energy saving activities, while smaller retailers (Tier 2) can either deliver activities or pay a contribution to fund those initiatives. The ACT Government encourages smaller retailers to deliver activities to support increased competition in the ACT energy efficiency sector.

Your energy retailer, Origin Energy, is categorised as a Tier 2 retailer under the EEIS and has opted to pay the contribution, rather than deliver activities. If you are interested in Origin Energy delivering energy saving activities under the EEIS, feedback can be provided by contacting them directly to express your interest.

Under the 10th Parliamentary Agreement, the ACT Government has agreed on incentives to upgrade to more energy efficient electric appliances including hot water heat pumps. Through the 2020-21 budget, the ACT Government will be offering zero-interest loans of up to \$15,000 to eligible households under The Sustainable Household Scheme. This initiative will finance a range of products that aim to reduce household emissions. Please check for future updates on <https://www.act.gov.au/our-canberra> or call our Actsmart team on 1300 141 777.

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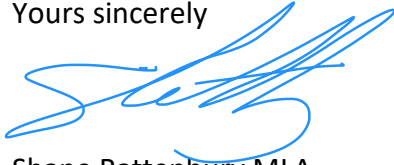
shanerattenburymla



shanerattenbury

Thank you for bringing this issue to my attention, your feedback will help us improve our programs and initiatives aimed at increasing energy efficiency and reducing emissions in order to benefit the Canberra community.

Yours sincerely



Shane Rattenbury MLA

8/3/21

From: EPD-EEIS
To: [REDACTED]
Subject: Your enquiry regarding discounts available for upgrades to reverse cycle air conditioning
Date: Wednesday, 17 March 2021 11:15:00 AM

OFFICIAL

Dear [REDACTED]

I write in response to your email of 12 March 2021 to Chief Minister Barr. Your enquiry was passed on to Minister Rattenbury – as the Minister responsible for the Energy Efficiency Improvement Scheme (EEIS) – and then to me to provide a response.

It is good to hear that you are interested in upgrading to a more efficient heating and cooling appliance. Individual actions to improve energy efficiency at the household level will play an important role in facilitating the Territory's transition towards energy efficient options and pursuing the pathway to net zero emissions.

The EEIS is a regulatory scheme that requires electricity retailers to achieve energy savings in households and small-to-medium businesses. Large electricity retailers are required to undertake approved energy saving activities with households and businesses to meet an energy saving obligation. Smaller retailers can either undertake approved activities or pay a financial contribution to the ACT Government. ActewAGL is currently the only retailer large enough to be obligated to deliver eligible energy efficiency activities under the EEIS. All other retailers currently elect to pay a financial contribution, though this may change in the future.

Under the rules of the EEIS, electricity retailers delivering activities can determine the terms and conditions on the offers they make to customers, including offering discounts. They receive no government funding to deliver these energy saving activities. Moreover, discounts are not mandated under the EEIS and are purely a commercial decision by the retailer. In this regard, it is important to note that the discounts offered by ActewAGL are not Government-funded rebates; therefore, there are no \$2000 to \$5000 ACT Government rebates to access heating upgrades.

The information currently included on the Actsmart website regarding offers provided for upgrades to reverse cycle split systems is a reference to the discount that was previously offered by ActewAGL. We are currently in the process of updating this information following a very recent decision by ActewAGL to reduce the discount.

The upgrades offered by electricity retailers under the EEIS may not always be the best solution for everyone, so Canberrans are encouraged to request multiple quotes and choose the most fitting option for their circumstances. The ACT Government is developing further measures which will complement the EEIS and other existing energy efficiency programs. Given your interest in upgrading your heating and cooling system, the upcoming Sustainable Household Scheme may be of particular relevance to you. This scheme will offer zero-interest loans of up to \$15,000 to eligible households for products that will reduce household energy use and costs including rooftop solar panels, household battery storage and efficient electric appliances, such as efficient electric heating systems. An online form to register your interest to receive future updates about the Sustainable Household Scheme is available on the Actsmart website: <https://www.actsmart.act.gov.au/>.

Please do not hesitate to contact the EEIS team directly at EPD-EEIS@act.gov.au if you have any further queries or concerns.

Kind regards,

Emily Kilham

EEIS Team

EPD-EEIS@act.gov.au

Climate Change and Energy | Environment, Planning and Sustainable Development Directorate |
ACT Government

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www.actsmart.gov.au



Andrew Barr MLA

Chief Minister

Treasurer

Minister for Climate Action

Minister for Economic Development

Minister for Tourism

Member for Kurrajong

21/21857

Jeremy Hanson MLA

Member for Murrumbidgee

ACT Legislative Assembly

HANSON@parliament.act.gov.au

Dear Mr Hanson

Thank you for your email of 3 March 2021, expressing concerns raised by your constituent about recent changes to the discounts available from ActewAGL for heating and cooling upgrades.

The ACT Government is committed to supporting greater energy efficiency in ACT households and businesses to achieve a just transition towards net zero emissions, and to have a sustainable future for the Canberra community in the face of climate change. A key measure to do this is through the delivery of the Energy Efficiency Improvement Scheme (EEIS).

It appears the rebates mentioned by your constituent are related to the EEIS scheme. The EEIS is a regulatory scheme that requires electricity retailers to help households and small to medium businesses save energy. Large electricity retailers, such as ActewAGL, are required to undertake energy saving activities with households and business. Smaller retailers can either undertake activities or pay a financial contribution to the ACT Government. These financial contributions fund other energy efficiency programs and activities delivered by the ACT Government. ActewAGL is currently the only retailer large enough to be obligated to deliver eligible energy efficiency activities under the EEIS. All smaller retailers currently elect to pay a financial contribution, though this may change in the future.

Over twenty eligible energy efficiency activities can be delivered by energy retailers under the EEIS. Retailers must follow the requirements for each activity they deliver to meet their obligations. They do not receive ACT Government funding to deliver EEIS activities. While electricity retailers can make offers and discounts on their products when delivering EEIS activities – such as ActewAGL has done with its heating and hot water appliance upgrade activities – the EEIS does not prescribe the terms and conditions on such offers.

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AndrewBarrMLA

andrewbarrmla

Pricing and terms and conditions are based on the business decisions of individual retailers. As such, ActewAGL's decision to change its pricing for delivering certain activities is a commercial decision made by the company, with no input or guidance from the ACT Government.

The ACT Government is developing further measures to complement the EEIS and other existing energy efficiency programs for households. I recently announced the Governments' Sustainable Household Scheme which will provide zero-interest loans of up to \$15,000 to eligible households for products to help reduce their energy use and costs. The scheme will include rooftop solar panels, battery storage, efficient electric appliances - such as electric heating and cooling systems and electric vehicles. If your constituent would like more information on the Scheme, there is an online form available on the Actsmart website www.actsmart.act.gov.au where they can register their interest to receive future updates. Or they can call Access Canberra on 13 22 81 to be referred to the Actsmart team who will register their interest in the Scheme.

If your constituent is interested in finding out more about the supports (many of which are provided free of charge) available to improve energy efficiency in their home, they can make contact with the Actsmart team via the Sustainable Home Advice line (call 1300 141 777 or email ActsmartAdvice@act.gov.au).

I thank you for raising these concerns on behalf of your constituent and assure you that this feedback will be taken on board as we look to optimise the EEIS.

Yours sincerely



Andrew Barr MLA
Chief Minister

22 MAR 2021



Shane Rattenbury MLA
Attorney-General
Minister for Consumer Affairs
Minister for Water, Energy and Emissions Reduction
Minister for Gaming

Member for Kurrajong

21/15242

Dear [REDACTED]

Thank you for your email of 17 February 2021, expressing your concerns about recent changes to the discounts available from ActewAGL for heating and cooling upgrades. I note you also wrote to Minister Steel on this matter, who has asked me to respond on his behalf as it falls within my portfolio.

The ACT Government is committed to supporting greater energy efficiency in ACT households and businesses to achieve a just transition towards net zero emissions and improve living standards for Canberrans in the face of a changing climate. We are particularly focussed on supporting those who can least afford appliance upgrades. A key measure to improve energy efficiency in the ACT is through the delivery of the Energy Efficiency Improvement Scheme (EEIS).

The EEIS is a regulatory scheme that requires electricity retailers to help households and small to medium businesses save energy. Large electricity retailers, such as ActewAGL, need to undertake their own energy saving activities with households and business. Smaller retailers can either undertake their own activities or pay a financial contribution to the ACT Government. These financial contributions fund other energy efficiency programs and activities delivered by the ACT Government. ActewAGL is currently the only retailer large enough to be obligated to deliver eligible energy efficiency activities under the EEIS. All smaller retailers currently elect to pay a financial contribution, though this may change in the future.

Over 20 eligible energy efficiency activities can be delivered by energy retailers under the EEIS. Retailers must follow the requirements for each activity they deliver to meet their obligations. They do not receive ACT Government funding to deliver EEIS activities. While electricity retailers can make offers and discounts on their products when delivering EEIS activities – such as ActewAGL has done with its heating and hot water appliance upgrade activities – the EEIS does not prescribe the terms and conditions on such offers. Pricing and terms and conditions are based on the business

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@ShaneRattenbury

shanerattenburymla

shanerattenbury

decisions of individual retailers. As such, ActewAGL's decision to increase its pricing for delivering certain activities is a commercial decision made by the company, with no input or guidance from the ACT Government.

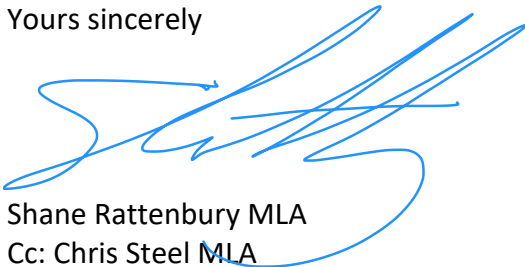
In recognition that there are often significant financial barriers for households wishing to undertake energy efficiency upgrades, the ACT Government is developing further measures to complement the EEIS and other existing energy efficiency programs. As you noted, the Government is in the process of developing the Sustainable Household Loan Scheme. This scheme will offer zero-interest loans of up to \$15,000 to eligible households for products that will reduce household emissions including rooftop solar panels, household battery storage and efficient electric appliances, such as efficient electric heating systems. An online form to register your interest to receive future updates about the Sustainable Household Loan Scheme is available on the Actsmart website www.actsmart.act.gov.au.

You can also contact Access Canberra on 132281 to be referred to an Actsmart team member who will register your interest in the Scheme.

In the meantime, if you are interested in finding out more about the supports currently available to improve energy efficiency in your home, I would encourage you to make contact with the Actsmart team via the Sustainable Home Advice line (call 1300 141 777 or email ActsmartAdvice@act.gov.au).

I thank you for raising your concerns with me and assure you that this feedback will be taken on board as we look to optimise the EEIS.

Yours sincerely



Shane Rattenbury MLA

Cc: Chris Steel MLA

7/4/21



Shane Rattenbury MLA
Attorney-General
Minister for Consumer Affairs
Minister for Water, Energy and Emissions Reduction
Minister for Gaming

Member for Kurrajong

21/28603

Mr Andrew Barr MLA
Chief Minister
By email: barr@act.gov.au

Dear Chief Minister

Thank you for your letter dated 8 April 2021 for budget proposals to come to the 2021-22 Budget under my portfolio of Water, Energy and Emissions Reduction. I note your request to bring forward the following business cases to the Expenditure Review Committee of Cabinet:

- Solar grants for low income (note proposed approach below);
- Community clubs building efficiency upgrade fund;
- Vulnerable household energy support; and
- Clean catchments, Clean waterways – Cleaning up Lake Tuggeranong (note that the proposal will be broader than Lake Tuggeranong).

These proposals will be developed and submitted to you in line with the Phase 1 and Phase 2 timelines and Budget Process Rules

I note that your request to bring forward a bid for Solar Grants for Low Income Households will be incorporated into a larger proposal as below:

Phase 2	Sustainable Household Scheme (rearrangement of existing funding)	Your letter included a separate business case for Solar Grants for Low Income Households. My intention is to include this in a proposal seeking to rearrange the funding already agreed for the Sustainable Household Scheme (\$150M loan scheme). This will include adjustments based on the design agreed in the Climate Action Sub-committee. I am proposing the scheme includes a Solar Grants element that will continue the current Solar for Low Income Program , but will be integrated as a backstop element for those low-income households who are unable to access loans under this scheme. This business case will also include a partnership campaign to alert and educate households about the changed environmental and economic balance between gas and electric appliances and equipment, to ensure informed choices and assist the gas transition, as discussed at the Climate Action sub-committee on 12 April. I propose this initiative is co-sponsored by you as the Minister for Climate Action and me as the Minister for Water, Energy and Emissions Reduction.
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As you requested, I have asked EPSDD to consider whether there are lower priorities from which resources could be reallocated to make new budget bids unnecessary. However, given the growing pace and scope of activities in energy and emissions reductions, I do not consider this to be possible at this time. Prior to the election, the Directorate considered the most impactful activities to ensure resources were well focused on priorities, noting that delivering the range of activities included under our Climate Change Strategy would well exceed resourcing capacity. As a result, forward focused and some consultation activities have been restricted to focus on delivery of stated government priorities while ensuring the continued smooth operation of government processes. This includes servicing the much stronger government interest in climate change following announcement of new initiatives. Further reductions would introduce serious risk of long-term policy failures, while there are important issues needing to be addressed including gas transition, the effects of Covid on energy pricing, creating a new ecosystem to support zero emissions vehicles, and ensuring the community remains informed of and committed to our world-leading approach to climate change.

In addition to the proposals listed in your letter I am seeking your agreement to bring forward the budget proposals listed in table below:

Budget Phase	Initiative Ref No.	Initiative Name	Reasons for bringing to 2021-22 Budget
Phase 1	EPSDD C06	Social Cost of Carbon	This initiative supports delivery of PAGA measure A.1.ix requiring all new government leases and retrofits to be zero emissions and is central to the government achieving its public target of reaching zero emissions in its own operations by 2040. It is necessary to achieve two overdue and at-risk actions of the ACT Climate Change Strategy 2019-2025. Action 5.14 commits Government to replace all space and water heaters with electric systems at the end of their economic lives. Action 5.11 commits Government to invest an interim price of \$20 per tonne of emissions from government operations into measures to meet the Zero Emissions Government target.
Phase 1	EPSDD C08	Community Zero Emissions Grants	This program provides the key mechanism to leverage ideas and resources from the community to reduce emissions and engage the whole community in climate change action. This is therefore vital to the strategic direction announced in the ACT Climate Change Strategy 2019-25, while delivering on Strategy actions 1.1 and 1.4 directly. The current grant program finishes in June 2021.
Phase 1		Zero Emissions Vehicles Registration Waiver (change of waiver scheme costs)	This will adjust the expected budget impacts of this program based on the extension of this program to used vehicles including grey imports. This initiative will be co-sponsored by me as the Minister for Water, Energy and Emissions Reduction and by you as the Treasurer and Minister for Climate Action.
Phase 1	EPSDD E11	Energy Efficiency Improvement Scheme (EEIS) Administration	Current funding for the EEIS ceases on 30 June 2021. Without adequate funding to administer the EEIS, the Minister and the EEIS Administrators will not be able to enact their legislated functions and responsibility. I note that this funding is to enable access to the Tier 2 retailer contributions made under the EEIS and reserved for Activities to achieve the objects of the Act. Therefore, this initiative seeks access to the funding gained from the act for the purposes of the act.

I note that there are two initiatives included in your letter that have been reallocated to Minister Gentleman as the lead minister in his role as Minister for Planning, and that EPSDD has funding to progress these activities through 2021-22. I therefore seek your agreement for me not to bring these initiatives forward. These initiatives are:

- Support enacting legislation to require charging infrastructure for new multi-unit residential and commercial buildings and investigating measures to retrofit charging structures to existing buildings
- Legislate to prevent new gas mains network connections in future stages of greenfield development and commence a transition project with industry and other stakeholder, to advance all-electric infill developments

You also requested a proposal to 'investigate options to support clubs to become heat and smoke refuges. Funding is not needed for this proposal at this time, as it is currently being investigated by JACS, and by EPSDD via the \$5M clubs efficiency fund. This is also a proposal that is led by myself in collaboration with Minister Cheyne.

I understand that you, as the Minister for Climate Action, are planning to bring forward an initiative on Climate Adaptation and Resilience, which will be developed by EPSDD in cooperation with CMTEDD. This is an important priority as we have seen the potentially devastating impacts of climate change and need to continue to ensure our infrastructure, buildings and community address these impacts where possible and build resilience to unavoidable impacts. Current funding for these activities expires in 2020-21, so this would benefit from progression in Phase 1 of the budget process. I suggest that this initiative be co-sponsored by me as the Minister for Water, Energy and Emissions Reduction.

I look forward to working with you and my colleagues to deliver these important commitments for the Government and the Canberra community.

Yours sincerely

Shane Rattenbury MLA



Shane Rattenbury MLA
Attorney-General
Minister for Consumer Affairs
Minister for Water, Energy and Emissions Reduction
Minister for Gaming

Member for Kurrajong

21/53039

Dear [REDACTED]

Thank you for your email of 16 June to Minister Vassarotti about incentives in the ACT for cavity wall insulation. I am responding as this issue falls within my portfolio responsibilities.

I am pleased to hear about your interest in improving the energy efficiency of your home. The ACT Government is committed to promoting and supporting increased energy efficiency in Canberra households as a means of improving thermal comfort, reducing energy bills and moving the ACT closer to achieving net zero emissions by 2045.

While there are currently no ACT Government grants or rebates available for the installation of cavity wall insulation, we recognise the value of insulation activities as cost-effective measures for improving energy efficiency and thermal comfort. Both ceiling and underfloor insulation are eligible energy saving activities under the Energy Efficiency Improvement Scheme (EEIS). To support implementation of insulation activities both under the EEIS and more broadly, the ACT Government has funded the design and delivery of a training course to create a ready pool of accredited insulation installers in the Territory.

As part of its broader focus on achieving a just transition towards net zero emissions and improving living standards for Canberrans in the face of a changing climate, the ACT Government has committed to 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.

The Vulnerable Household Energy Support Scheme aims to increase thermal comfort, improve health and wellbeing, and reduce energy costs for low-income households. While the range of measures under the scheme are still being developed, it is expected to include increased access to energy efficient heating and cooling appliances and improvements to the thermal performance of dwellings. The measures in the scheme will also support the implementation of the new minimum

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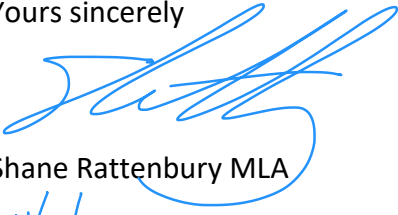
shanerattenbury

energy performance standards for rental properties. The Government is currently investigating options for implementing these standards.

If you are interested in finding out more about the supports currently available to improve energy efficiency in your home, I would encourage you to contact the Actsmart team via the Sustainable Home Advice line (call 1300 141 777 or email ActsmartAdvice@act.gov.au).

Thank you for bringing this issue to my attention. Your suggestion will be considered as we develop future programs and initiatives aimed at increasing energy efficiency and reducing emissions to benefit the Canberra community.

Yours sincerely



Shane Rattenbury MLA

4/7/21

From: [RATTENBURY](#)
To: [EPSDD DLO](#)
Subject: FW: Letter plus attachment to Minister Rattenbury: Ramping up the Energy Efficiency Improvement Scheme
Date: Monday, 5 July 2021 3:23:25 PM
Attachments: [Letter to Shane Rattenbury 1 June 2021.pdf](#)
[A high-performing EEIS could make the ACT a leader in energy efficiency.pdf](#)

From: Harvest Hot Water <harvesthotwater@gmail.com>

Sent: Tuesday, 1 June 2021 12:36 PM

To: RATTENBURY <RATTENBURY@act.gov.au>

Subject: Letter plus attachment to Minister Rattenbury: Ramping up the Energy Efficiency Improvement Scheme

Hi

Please find attached a letter with an attachment for the Minister. This is a follow-up to a meeting a group of us had with the Minister in January, to discuss the performance of the Energy Efficiency Improvement Scheme (EEIS).

Kind regards

--

Erik Olbrei

Harvest Hot Water

<https://harvesthotwater.com.au/>

Mobile 0422 986 470



Harvest Hot Water

ABN 29 182 579 512

www.harvesthotwater.com.au

Mob. 0422 986 470

Email: harvesthotwater@gmail.com

1 June 2021

Mr Shane Rattenbury MLA
Minister for Water, Energy and Emissions Reduction
Legislative Assembly Building
London Circuit, Canberra City 2601

Dear Minister

Ramping up the performance of the Energy Efficiency Improvement Scheme (EEIS)

It has been over four months since our January meeting to discuss the performance of the EEIS. In the meantime the need for action has become ever more urgent:

- The ACT is falling short of its 2025 emission reduction targets due to EEIS under-delivery;
- The EEIS should be de-commissioning four times as many gas appliances as it currently does;
- ActewAGL's EEIS arrangements appear to be in breach of national competition law;
- Market failures preventing faster uptake of energy efficient appliances remain unaddressed;
- ACT households, despite contributing over \$11 million a year, see few benefits; and
- An opportunity to position the ACT as a national leader in energy efficiency is being missed.

At our January meeting, our group recommended the ACT Government adopt ambitious 10-year targets for the EEIS, viz.

- **Climate action:** disconnect 90,000 ACT households from fossil gas by 2030;
- **Energy efficiency:** slash energy use for space heating and hot water by 50% by 2030 against a 2020 baseline; and
- **Household energy bills:** slash space heating and hot water costs by 50% in real terms by 2030 against a 2020 baseline.

It is concerning that little has resulted from our meeting. Environment and Planning have indicated they are not considering the adoption of ambitious targets, nor do they propose to address ActewAGL's anti-competitive practices, open the Scheme to market competition, or push smaller electricity retailers to participate in the Scheme. While they are arranging for installers registered with the Clean Energy Regulator to be accredited to the Scheme, this will have little impact as few ACT installers are registered with the CER. And unless smaller electricity retailers start participating in the Scheme, it will have no impact at all.

You have often highlighted the achievements of the EEIS, and there is no doubt the first phase from 2013-2017 was highly successful. But the 'second phase' since 2018, with the EEIS designated in the ACT Climate Strategy as "*a key mechanism for delivering on the ACT's emission reduction targets*", is an entirely different kettle of fish. The EEIS is failing to deliver anywhere near the replacements of inefficient gas space and water heaters that are needed to deliver its share of the ACT Climate Strategy targets (notably the call for 90,000 household disconnections from gas by 2030).

Additionally, the just-released IEA *Net Zero by 2050* report makes a massive call for renewed climate ambition. It specifically highlights energy efficiency as a key measure to achieve emission reductions, calling for annual improvements of 4.2% up to 2030. It calls for a focus on building sector initiatives such as fuel-switching from gas to heat pump appliances aiming at halving building energy use by 2030 compared to 2020 levels. This is precisely what the EEIS could achieve, and it is an opportunity for the ACT to provide sorely needed national leadership in energy efficiency.

There are many reasons why the EEIS is not performing as it should:

- No performance measures or targets have been established for the Scheme: it drifts along rudderless, without going anywhere in particular;
- As a retailer obligation rather than a certificate scheme, it places the fox in charge of the chickens. It is left to electricity retailers to implement the Scheme as they see fit. But they have little interest in ensuring its success, as that can only lead to reduced energy sales;
- Market competition is non-existent: ActewAGL has appointed just three out of the hundreds of available ACT firms to deliver EEIS-supported appliance installations;
- A tilted playing field has emerged, where the EEIS rebates provided to the three favoured installers have the effect of undercutting all other installers;
- ActewAGL uses one third of the rebates not to promote energy efficiency but to lock customers in to ActewAGL by siphoning out that part of the rebate over a 3-year period in the form of electricity bill reductions;
- Environment and Planning has not accredited a single abatement provider in eight years;
- Not one of the smaller electricity retailers has participated in the Scheme in eight years. An evaluation found that 30% of Scheme benefits were foregone as a result; and
- Despite EEIS rebates, the prices of energy efficient appliances remain high, and so the fundamental market failure problem of high upfront costs persists.

The evidence that underpins the above propositions is set out in an attachment to this letter. This is drawn from our submission to the ACT Inquiry into Renewable Energy Innovation.

The EEIS *can* be transformed into a high-performing energy efficiency scheme. A re-vitalised EEIS with current funding levels could replace 10,000 inefficient appliances a year, or four times what the Scheme is currently achieving, with a \$1000 rebate provided for each replacement.

But reforms are needed urgently, not least to end any suggestion that national competition laws are being breached. This can be done by opening the EEIS to competition: ActewAGL needs to purchase energy savings from a competitive market of ACT installers, and all smaller electricity retailers should be required to participate in the Scheme. The attachment provides details of how this can be done.

As I am sure there is strong interest and support in the Legislative Assembly for the ACT to meet its climate and emission reduction targets and to achieve major gains in energy efficiency, I am copying this correspondence to all MLAs for their information.

I look forward to hearing back from you in the near future.

Kind regards



Erik Olbrei
Director

From: [McGuire, Anna](#)
To: [EPSDD DLO](#)
Subject: FW: Energy Efficiency Improvement Scheme (EEIS) - follow-up on January meeting and June letter
Date: Wednesday, 7 July 2021 1:23:08 PM

Hi Karley
Another email from Mr Olbrei for the team to consider as they draft the response.
Thanks
Anna

From: Harvest Hot Water <harvesthotwater@gmail.com>
Sent: Wednesday, 7 July 2021 1:18 PM
To: McGuire, Anna <Anna.McGuire@act.gov.au>
Subject: Re: Energy Efficiency Improvement Scheme (EEIS) - follow-up on January meeting and June letter

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 Anna

I'd like to mention two issues -

Accreditation of Energy Savings Providers

Firstly, you might like to know that the one change that EPSDD has actually made to the EEIS since our January meeting is of no value whatsoever.

This relates to accreditation of Energy Savings Providers (ESPs - that is, heat pump appliance installers like Harvest Hot Water). Under the rules that EPSDD has established, ACT installers are (amazingly) **ineligible** to participate in the EEIS - unless they are accredited to the Victorian or NSW energy efficiency schemes. But what local installer is? The change the Directorate has made is that ACT installers registered with the Clean Energy Regulator (as Harvest is), can now apply for accreditation to the EEIS. In fact they have accredited Harvest Hot Water. It took them 13 months to do it (!!), and this was the first time in 8 years that they have accredited anybody to the Scheme.

With my freshly-minted EEIS accreditation in hand, I approached both Origin Energy and EnergyAustralia, offering to save them \$100,000 - \$200,000 by selling them energy savings under the EEIS. Both retailers declined my offer, opting instead to continue paying the penalty. As I have pointed out before, the Point Advisory evaluation found that 30% of the modelled benefits of the Scheme are lost through non-participation of Tier 2 retailers.

I should add that while EPSDD has set up a byzantine process for ESP accreditations, the proposed arrangement for accreditation to the Sustainable Households Scheme (the \$15,000 zero-interest loan scheme) is a model of simplicity. At a recent briefing session, Ros Malouf of EPSDD said they will require installers to undergo a licence check, a credit check and a 1-hour 'onboarding session', all in the space of a week. Why can't EPSDD emulate that procedure for the EEIS?

When can I expect a response from the Minister?

Secondly, it has been almost 6 months since our meeting in January. You mentioned I would receive a response soon. Are you able to give me a rough indication of when that might be? One reason I ask this is that time is running out for Harvest Hot Water. I need to take a decision soon as to whether to close down the business altogether. The fact is that ActewAGL's anti-competitive practices, in giving access to EEIS rebates to just three firms who then undercut all other installers, is driving energy efficiency-focused ventures like mine out of business. It is a breathtakingly perverse outcome of the EEIS. I expect you also saw Matt Wright's email to Shane Rattenbury last Friday 2 July, where he mentioned his exasperation that he lost two sales last

week alone. Matt has advised me that his firm, Pure Electric, has lost about 50-75% of its ACT heat pump hot water business since Australian Hot Water was added to the ActewAGL's list of favoured installers.

I look forward to hearing back from you.

Kind regards

Erik

On Tue, Jun 29, 2021 at 2:33 PM Harvest Hot Water <harvesthotwater@gmail.com> wrote:

Hi Anna

Thanks for that. Looking forward to seeing the response soon.

Kind regards

Erik

On Tue, Jun 29, 2021 at 12:34 PM McGuire, Anna <Anna.McGuire@act.gov.au> wrote:

Hi Erik

Thanks for following up and for summarising the issues. My apologies for the delay. As Minister Rattenbury mentioned at the World Environment Day dinner, this has been receiving attention it has just taken some time as it's a complex issue and there are a range of views on the EEIS and how it can be improved. I will discuss with the Minister this week and we will aim to get a response to you soon.

Regards

Anna

Anna McGuire

Policy Adviser

Office of Shane Rattenbury MLA | ACT Greens Member for Kurrajong

Attorney-General; Minister for Water, Energy and Emissions Reduction; Minister for Gaming; Minister for Consumer Affairs

02) 6207 1285

From: Harvest Hot Water <harvesthotwater@gmail.com>

Sent: Tuesday, 29 June 2021 10:38 AM

To: McGuire, Anna <Anna.McGuire@act.gov.au>

Subject: Energy Efficiency Improvement Scheme (EEIS) - follow-up on January meeting and June letter

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 Anna

Quite some time ago you mentioned that a letter from the Minister would be forthcoming in response to the meeting we had in January, but so far I haven't received anything. Since then, on 1 June, I wrote to the Minister raising further concerns about the EEIS.

Would it be possible to get a definitive response from the Minister in relation to the various EEIS-related issues that I have raised with him? For convenience I'll summarise the main issues:

1. Does the Minister agree that no measurable performance targets exist for the EEIS?
2. What is his view about the ambitious targets we proposed in January, viz.

Climate action: disconnect 90,000 ACT households from fossil gas by 2030;

Energy efficiency: slash energy use for space heating and hot water by 50% by 2030 against a 2020 baseline; and

Household energy bills: slash space heating and hot water costs by 50% in real terms by 2030 against a 2020 baseline.

3. Does the Minister agree that market competition is non-existent in ActewAGL's implementation of the EEIS, where just 3 out of the hundreds of ACT appliance installers have access to EEIS rebates?
4. Does the Minister propose to take any action to ensure that neither ActewAGL nor the ACT Government (as 50% owner of ActewAGL) is in breach of national competition law, specifically misuse of market power?

The argument being (a) that ActewAGL has substantial market power in the ACT heat pump and air conditioner markets by virtue of its ability to provide EEIS rebates to particular firms, and (b) its conduct has the *effect* of substantially reducing competition, since the three firms which receive rebates undercut all other firms, who are therefore unable to compete in these markets.

5. Is the Minister concerned that despite EEIS rebates the upfront cost of energy efficient appliances remains high (particularly water heaters), and so the EEIS has not addressed the fundamental market failure problem of high upfront costs?
6. Is the Minister concerned that in the last financial year the EEIS replaced just 2,500 gas appliances, when with the available funding, it could and should replace around 10,000 a year?
7. Is the Minister concerned that the ACT is unlikely to meet its 2025 emission reduction targets due to the EEIS replacing insufficient numbers of gas appliances?

Recent studies for Evoenergy by Core Energy and Resources and the Centre for International Economics project annual household disconnections from gas at just 3,000, when the ACT Climate Strategy calls for 60,000 disconnections by 2025.

8. Is the Minister concerned that ActewAGL uses about one third of the EEIS rebates not to reduce the upfront costs of heat pump appliances, but to lock its customers in to ActewAGL?

It does this by siphoning out part of the rebates in the form of electricity bill reductions over a 3-year period.

9. Is the Minister concerned that around 30% of the modelled benefits of the EEIS have not eventuated because Tier 2 retailers choose not to participate?

The 30% estimate was provided by Point Advisory, which undertook the evaluation of the EEIS's performance over the 5 years from 2013-2017.

I look forward to receiving a response from the Minister.

Kind regards

--

Erik Olbrei

Harvest Hot Water

<https://harvesthotwater.com.au/>

Mobile 0422 986 470

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transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

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Erik Olbrei
Harvest Hot Water
<https://harvesthotwater.com.au/>
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Erik Olbrei
Harvest Hot Water
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From: [EPSDD DLO](#)
To: [EPSD Government Services](#)
Subject: FW: KARLEY: 21/58805 Ministerial-Correspondence - Rattenbury - Erik Olbrei - Energy Efficiency Improvement Scheme
Date: Friday, 9 July 2021 9:30:58 AM
Attachments: [21_58805 Ministerial-Correspondence - Rattenbury - Erik Olbrei - Energy Efficiency Improvement Scheme.obr](#)
[21_58820 Ministerial-Information Brief - Rattenbury - Outcome of Audit - ActewAGL's pricing for delivering EEIS activities.obr](#)

UNOFFICIAL

Thanks Aimie.

For item 2, can you please update the properties in the brief 21/58820 as suggested below and let the team know the new due dates. – **Dates changed – CCE advised.**

Tash – please note 3 and 4 below. Proposed updates in Rattenbury weekly brief and 3 will be an agenda item in early August.

Karley Anderson | Directorate Liaison Officer | 02 6207 7415

Environment, Planning and Sustainable Development Directorate | ACT Government

From: EPSD Government Services <EPSDGovernmentServices@act.gov.au>

Sent: Friday, 9 July 2021 9:11 AM

To: EPSDD DLO <EPSDDDLO@act.gov.au>

Subject: KARLEY: 21/58805 Ministerial-Correspondence - Rattenbury - Erik Olbrei - Energy Efficiency Improvement Scheme

Hi Karley,

Please see the below regarding the attached – I have added due dates in, due to GS 22/7 MO 29/7.

Thanks,

Aimie - x72156

From: EPSDD Support Team - Climate Change and Energy <EPSDDSupportTeam-ClimateChangeandEnergy@act.gov.au>

Sent: Friday, 9 July 2021 8:45

To: EPSD Government Services <EPSDGovernmentServices@act.gov.au>

Subject: FOR EGM ADVICE - FOR ACTION: 21/58805 Ministerial-Correspondence - Rattenbury - Erik Olbrei - Energy Efficiency Improvement Scheme

Importance: High

UNOFFICIAL

Hi Team,

Gene and the team have the following approaches in relation to the Minister's four questions raised when he signed the EEIS Harvest Hot Water Brief.

They are as follows:

1. *As discussed, please prepare a detailed letter to Mr Olbrei that shares a range of data, to explain the alternate analysis to his, and answers the detailed question in his correspondence. Proposing 29 July 2021 as due date to MO.*
2. *Please provide details on the outcome of the audit identified in para 16 as soon as available. Proposing 1 Oct 2021 as due date to MO via info brief.*
3. *I remain concerned that there are still no insulation services being offered under the EEIS, and would like to discuss options to change this outcome. Noting that a number of meetings relating to insulation accreditation will take place over the next two weeks proposing an update in the Minister's weekly brief late July and for Gene to add to Min weekly meeting agenda early Aug to discuss minister's concerns and brief him on matters relating to insulation.*

4. Given that access to the EEIS is being limited to Actew customers, this needs to be particularly taken into account in the design of the Vulnerable Households Scheme.” Proposing to provide an update via the Minister’s weekly brief in the coming weeks. Sustainability Policy has addressed this via the Healthy Homes business case.

21/58805 – we are proposing 29 July 2021 as due date to MO.

Any issues or concerns, please don’t hesitate to contact me.

Kind regards,

Jess

Jess Abel | Executive Assistant to Executive Group Manager **Gene McGlynn** and Executive Branch Manager **Daniel Harding**

Phone: 02 620 71972 | Email: Jess.Abel@act.gov.au

Climate Change and Energy | Environment, Planning and Sustainable Development Directorate | **ACT Government**
Level 2 (Ginini), 480 Northbourne Avenue Dickson ACT 2602 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

From: McGlynn, Gene <Gene.McGlynn@act.gov.au>

Sent: Thursday, 8 July 2021 7:27 PM

To: Coyles, Nicole <Nicole.Coyles@act.gov.au>; EPSDD Support Team - Climate Change and Energy <EPSDDSupportTeam-ClimateChangeandEnergy@act.gov.au>

Cc: EPSDD Support Team - Climate Change and Energy <EPSDDSupportTeam-ClimateChangeandEnergy@act.gov.au>; Collins, Cath <Cath.Collins@act.gov.au>; Harding, Daniel <Daniel.Harding@act.gov.au>; Malouf, Ros <Ros.Malouf@act.gov.au>; Cullen, Cat <Cat.Cullen@act.gov.au>; Hilliker, Mhairin <Mhairin.Hilliker@act.gov.au>; Goonrey, Carolyn <Carolyn.Goonrey@act.gov.au>

Subject: RE: FOR EGM ADVICE - FOR ACTION: 21/58805 Ministerial-Correspondence - Rattenbury - Erik Olbrei - Energy Efficiency Improvement Scheme

UNOFFICIAL

Hi Jess,

These approaches highlighted by Nic seem fine.

But to be clear, I think the deadline GS is really looking for is when we’ll have the letter back to the MO, so I think the proposal of 29 June is fine.

Gene

From: Coyles, Nicole <Nicole.Coyles@act.gov.au>

Sent: Thursday, 8 July 2021 3:55 PM

To: McGlynn, Gene <Gene.McGlynn@act.gov.au>

Cc: EPSDD Support Team - Climate Change and Energy <EPSDDSupportTeam-ClimateChangeandEnergy@act.gov.au>; Collins, Cath <Cath.Collins@act.gov.au>; Harding, Daniel <Daniel.Harding@act.gov.au>; Malouf, Ros <Ros.Malouf@act.gov.au>; Cullen, Cat <Cat.Cullen@act.gov.au>; Hilliker, Mhairin <Mhairin.Hilliker@act.gov.au>; Goonrey, Carolyn <Carolyn.Goonrey@act.gov.au>

Subject: FOR EGM ADVICE - FOR ACTION: 21/58805 Ministerial-Correspondence - Rattenbury - Erik Olbrei - Energy Efficiency Improvement Scheme

Importance: High

UNOFFICIAL

Hi Gene

Are you comfortable with me providing the response below in **green** to Jess in relation to the Minister’s four questions raised when he signed the EEIS Harvest Hot Water Brief so she can let Govt services know our approach and dates? Pls cc support team in your response as I’m on leave tomorrow and Mon so they can progress in my absence.

Please note, I have consulted Energy Policy on this proposal, and the proposal takes into

consideration what I understand was discussed with the MO in terms of timing for the audit. We plan to brief you (and others) later next week/early the week after on some information that has recently come to light about the insulation sector – just need to gather some more pieces to the puzzle before doing so.

“1. As discussed, please prepare a detailed letter to Mr Olbrei that shares a range of data, to explain the alternate analysis to his, and answers the detailed question in his correspondence. Proposing 26 July 2021 as due date to MO.

2. Please provide details on the outcome of the audit identified in para 16 as soon as available. Proposing 1 Oct 2021 as due date to MO via info brief.

3. I remain concerned that there are still no insulation services being offered under the EEIS, and would like to discuss options to change this outcome. Noting that a number of meetings relating to insulation accreditation will take place over the next two weeks proposing an update in the Minister’s weekly brief late July and for Gene to add to Min weekly meeting agenda early Aug to discuss minister’s concerns and brief him on matters relating to insulation.

4. Given that access to the EEIS is being limited to Actew customers, this needs to be particularly taken into account in the design of the Vulnerable Households Scheme.”

Proposing to provide an update via the Minister’s weekly brief in the coming weeks. Sustainability Policy has addressed this via the Healthy Homes business case.

Thanks

Nic

From: EPSDD Support Team - Climate Change and Energy <EPSDDSupportTeam-ClimateChangeandEnergy@act.gov.au>

Sent: Wednesday, 7 July 2021 12:10 PM

To: Coyles, Nicole <Nicole.Coyles@act.gov.au>

Cc: Collins, Cath <Cath.Collins@act.gov.au>

Subject: FOR ACTION: 21/58805 Ministerial-Correspondence - Rattenbury - Erik Olbrei - Energy Efficiency Improvement Scheme

Importance: High

UNOFFICIAL

Hi Nicole,

As discussed earlier this week.

Please find attached for actioning. CCE to advise on due dates ASAP as current date to MO is 19/7. Let me know so I can arrange a later date if needed.

Any issues or concerns, please don't hesitate to contact me.

Kind regards,

Jess

Jess Abel | Executive Assistant to Executive Group Manager **Gene McGlynn**

Phone: 02 620 71972 | Email: Jess.Abel@act.gov.au

Climate Change and Energy | Environment, Planning and Sustainable Development Directorate | **ACT Government**
Level 2 (Ginini), 480 Northbourne Avenue Dickson ACT 2602 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

From: EPSD Government Services <EPSDGovernmentServices@act.gov.au>

Sent: Wednesday, 7 July 2021 11:57 AM

To: EPSDD Support Team - Climate Change and Energy <EPSDDSupportTeam-ClimateChangeandEnergy@act.gov.au>

Subject: FOR ACTION: 21/58805 Ministerial-Correspondence - Rattenbury - Erik Olbrei - Energy Efficiency Improvement Scheme

Hi Jess,

I've been advised by the DLO that CCE are to advise on due dates for the attached – current due to MO date is 19/7, please let me know if the team will need longer than this and I will assign new due dates.

Ministerial Correspondence / Brief Request Form	
21/58805 Ministerial-Correspondence - Rattenbury - Erik Olbrei - Energy Efficiency Improvement Scheme	
	Due
To Minister's office	
Director-General	
Deputy Director-General	
Government Services	

To:

Climate Change and Energy	Development and Implementation	Office of the Director-General	Corporate Services & Operations
Planning and Urban Policy	Statutory Planning	Office of the Deputy Director-General	City Renewal Authority
Building Reform	Environment, Heritage and Water	Utilities Technical Regulator	Suburban Land Agency

Response By:

Minister	Director-General	Deputy Director-General
Chief Minister	Directorate	

Action Required:

Reply to Correspondence	Directorate Input	Questions and Answers
Information Brief	Officer to attend***	Media Alert / Media Release**
Meeting Brief*	For Information Only	Speech**
Caveat Brief	For Appropriate Action	Speaking Notes**
Arrangements Brief*	Phone Constituent/ Provide Report	Talking Points (as dot points)**

**For up to date meeting/event timing, please see the calendar confirmation email in the attached Objective File.*

*** In consultation with EPSDD Media.*

****Exec will advise you who is required to attend.*

Further Information:

Aimie - x72156



Shane Rattenbury MLA
Attorney-General
Minister for Consumer Affairs
Minister for Water, Energy and Emissions Reduction
Minister for Gaming

Member for Kurrajong

21/58805

Mr Erik Olbrei
Harvest Hot Water
harvesthotwater@gmail.com

Dear Mr ~~Olbrei~~ *Erik*

Thank you for your letter of January 2021 and for your further correspondence in June and July 2021 about the Energy Efficiency Improvement Scheme (EEIS). I apologise for the delay in responding to you.

I welcome your continued interest in improving the EEIS. I have highlighted your concerns to the Environment, Planning and Sustainable Development Directorate (the Directorate), and sought advice to allow a comprehensive response to the issues you have raised.

The 2018 Review of the EEIS recommended its extension to 2030, a transition to an energy savings metric to reflect the ACT's achievement of 100% renewable electricity, and several other adjustments. A copy of the review can be found at: <https://www.environment.act.gov.au/energy/smarter-use-of-energy/energy-efficiency-improvement-scheme/publications>. Some of the issues you have raised in relation to the level of activities under the EEIS may be related to these transitional issues. Both the Energy Savings Target and the Priority Household Target will be increasing in 2022. Additionally, the government's Sustainable Household Scheme (SHS) has commenced at a pilot scale and will soon be extended to the whole community. Recent data shows that the ACT is performing well on a per capita basis relative to the rest of Australia in relation to installation of air source heat pump hot water systems. With the changes to the EEIS and the SHS, this performance is likely to further strengthen.

The issues you have raised in relation to the fundamental design of the Scheme were considered in the original legislative design and the 2018 review. The benefits of the current retailer-obligation model within the ACT context was supported in these considerations and the Scheme continues to deliver cost-effective benefits for the ACT community. Data also shows that the uptake of sustainable hot water technologies in the ACT is strong and growing. Therefore, I am not currently

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[shanerattenbury](https://www.instagram.com/shanerattenbury)

contemplating fundamental changes to the Scheme in line with the proposals you have discussed with me.

However, the government continues to monitor Scheme performance, and Tier 1 and Tier 2 retailer behaviour, such as exclusivity and activity pricing, to ensure effective target setting, Scheme operation and acceptable costs. Based on this, we will continue to make cost-effective adjustments where justified. An example of this is the recent adjustment to the process for accrediting Approved Energy Savings Providers (AESPs). I congratulate you on becoming the first AESP under the EEIS, and thank you for your patience as we made improvements to the accreditation processes.

The following sections of this letter outline more detailed information in response to matters raised in the correspondence sent to my office.

Market based mechanism

The decision for the EEIS to be a non-certificate, market-based scheme was carefully considered both at the inception of the EEIS and in the 2018 Review. A market-based scheme was deemed appropriate due to the relatively small size of the ACT economy and low administration costs associated with a market-based scheme. The 2018 Review found the non-certificate format of the EEIS was working well to incentivise low-cost energy efficiency measures. It further found a certificate-based market in the ACT would likely have high price volatility, due to the narrowness of the market, creating uncertainty for both retailers and certificate providers. Barriers to Tier 2 participation were noted and considered in this process.

Targets for the EEIS

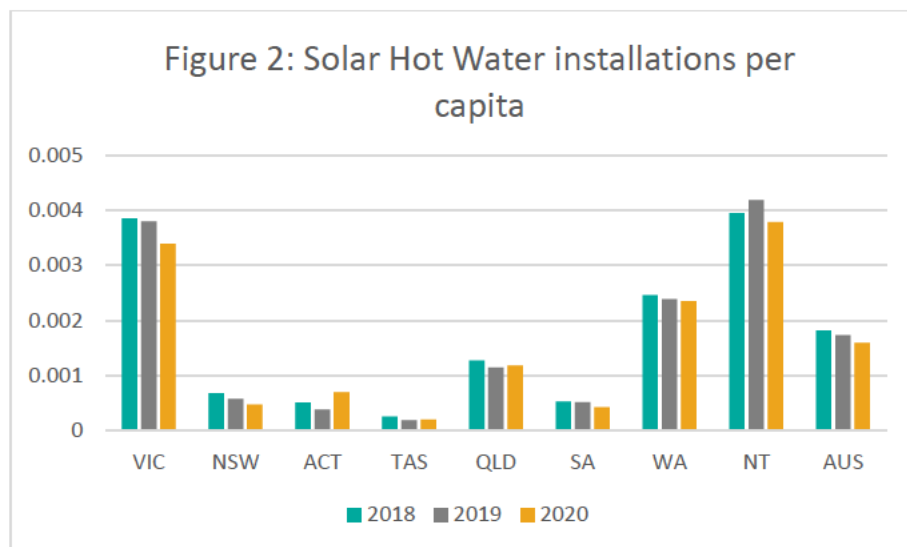
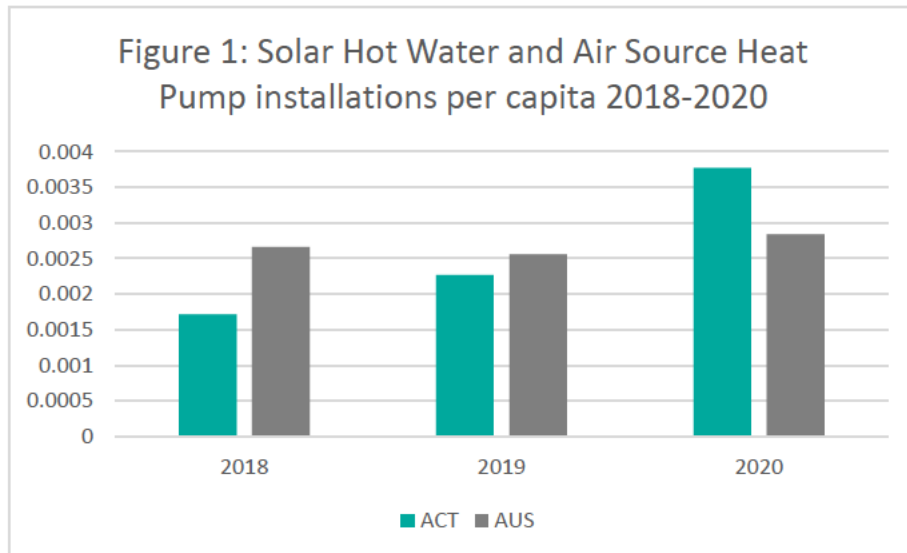
Performance targets for the EEIS are set through the Energy Savings Target, Energy Savings Contribution, and Priority Household Target, all enacted by legislation. Each year the Administrator determines the Energy Savings Result for each retailer, which determines performance against the set targets. The 2022 compliance period Energy Savings Target will increase to 12.5% (previously 8.6%). This adjustment reflects the transition of the Scheme from a greenhouse gas emissions metric, to an energy savings metric since the ACT achieved our 100% renewable electricity commitment. The cost of delivery is a key consideration in setting the Scheme targets and the Scheme has maintained a positive benefit-cost ratio. The Priority Household Target has increased to 40% for the 2022 compliance period (up from 30% in 2021). The Priority Household Target will help to expand opportunities for lower income households in the Territory to reduce their energy use and costs, and important element of a just transition as we seek to reduce greenhouse gas emissions.

The Scheme's performance is regularly evaluated. Annual reports on the operation and administration of the Scheme – including NERL retailer compliance with the *Energy Efficiency (Cost of Living) Improvement Act 2012* (the Act) and the number and type of eligible activities undertaken under the Act – are included in EPSDD Annual Reports.

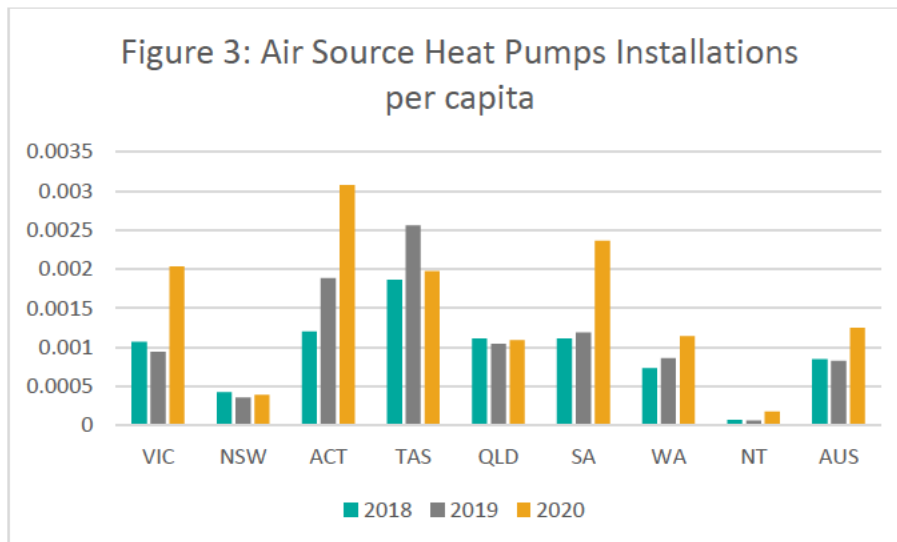
Solar Water Heater installations in the ACT

There has been an increase in the per capita uptake of solar hot water systems and air source heat pumps in the ACT over the period of 2018-2020, indicating a healthy water heater market in Canberra. The Directorate conducted this analysis using the Clean Energy Regulator's small-scale

installation data and population data from the Australian Bureau of Statistics¹. The ACT's per capita installation rates for solar hot water systems and air source heat pumps combined is tracking to overtake the Australian per capita rates in 2020 (Figure 1). This is despite installation of solar hot water systems remaining relatively low as compared to national per capita rates (Figure 2). Further, the ACT had the highest per capita installation rates of Air Source Heat Pumps for 2020 in Australia with strong year on year growth showing consumers are purchasing this technology (Figure 3).



¹ Data is sourced from Clean Energy Regulator Small-scale postcode data, available from: <http://www.cleanenergyregulator.gov.au/RET/Forms-and-resources/Postcode-data-for-small-scale-installations>. At time of download, this data was current at 31 May 2021. Note that due to RET legislation allowing a 12-month creation period, the 2020 figures will not be final until the end of 2021. Population data for analysis sourced from the Australian Bureau of Statistics, available from: <https://www.abs.gov.au/statistics/people/population/national-state-and-territory-population/dec-2020#data-download>



Products, price, and installers under the EEIS

Retailers may select approved products (or appliances) from the EEIS Register of Products. This Register draws on product registers developed and maintained under the Victorian Energy Upgrades (VEU) program, NSW Energy Savings Scheme (ESS), and the *Greenhouse and Energy Minimum Standards Act 2012 (Cth)* (GEMS) to ensure they comply with required minimum performance standards and testing criteria. If a product is suspended by GEMS, the VEU or ESS schemes then that product is no longer eligible to be used in the EEIS. This ‘harmonisation’ approach is considered a best practice approach to ensuring the best product selection options for electricity retailers obligated under the Scheme. Consumers are not obligated to purchase upgrades through providers under the Scheme and may elect to engage providers best suited to their needs.

Provision of rebates and EEIS funding

Electricity retailers do not receive ACT Government funding to deliver EEIS energy savings products or activities. Likewise, installers do not receive any rebates or compensation from the ACT Government for their participation in the EEIS. The Scheme operates by setting an obligation on retailers to make energy savings, via targets based on a percentage of their electricity sales. The EEIS legislates what energy saving activities retailers may undertake and the conditions under which they must conduct activities and report to the Government. The terms and conditions of the product offers made to consumers are not prescribed by the Scheme. Rebates and discounts that are offered to consumers are entirely a business decision of the electricity retailer to encourage consumers to contract their services to enable the retailer to meet their legislated obligations. How a retailer elects to deliver activities under the Scheme is at the discretion of the retailer. The ACT maintains that allowing retailers to make their own business decisions as to how to implement the requirement of the Scheme to be the most appropriate mechanism. The ACT Government does not offer any funds, rebates, or discounts to support retailers to meet these obligations.

The EEIS does not receive Government funding from tax revenue. The Act requires that all revenue raised as a result of the EEIS be used for purposes that are consistent with the Objects of the Act², including administration of the Scheme and ACT Government delivered energy efficiency programs/initiatives.

² <https://www.environment.act.gov.au/energy/smarter-use-of-energy/energy-efficiency-improvement-scheme/faqs>

The 2018 Review determined the Scheme was found to be effective in reaching a large proportion of ACT households and businesses over its years of operation through mass implementation of small energy efficiency measures. The Review further found the Scheme has been efficiently delivered, with an overall low administration budget and overall positive benefit cost-ratio with the cost of the Scheme in line with predictions and with other international schemes.

The Review identified there is a risk that, as the scheme transitions to a few number of larger projects (e.g. heating upgrades rather than lighting upgrades), a gap will appear between beneficiaries and non-beneficiaries as a smaller number of participants in the Scheme will benefit significantly while the majority of non-participants bear the costs. The Directorate continues to monitor and evaluate this risk in its administration of the Scheme.

Accreditation of Energy Savings Providers

I again congratulate Harvest Hot Water on its accreditation as the first Approved Energy Savings Provider (AESP) under the Scheme, allowing your business to partner with electricity retailers to deliver EEIS hot water installation activities on their behalf. I have noted Harvest Hot Water is now included on the Directorate's Register of AESPs.

Installers under the Scheme previously had to be accredited under the Accredited Certificate Provider (ACP) in the NSW Energy Saving Scheme (ESS) and/or an approved person in the Victorian Energy Upgrade (VEU) program. As you are aware, Registered Agents in the Clean Energy Regulator (CER) Small-scale Renewable Energy Scheme (SRES) are now also eligible to become Approved Energy Savings Providers. This harmonisation of accreditation method is designed to support consistency across jurisdictions, maintain the integrity and safety record of the Scheme and ensure best practice approach in all compliance requirements.

I appreciate your frustration with your recent experience with Tier 2 retailers and the Directorate continues to investigate how to remove barriers to participation of these retailers to further encourage the delivery of EEIS eligible activities.

ACT Climate Action

The ACT is firmly committed to climate action, including to develop a plan for achieving zero emissions from gas use by 2045 as outlined in the *ACT Climate Change Strategy 2019-2025*. The EEIS is not the sole mechanism to support this transition and the Directorate is developing a more detailed plan of how best to support the ACT's transition away from fossil fuel sources of gas. Although the EEIS supports the transition away from gas by delivering upgrades to efficient electrical appliances, transitioning away from gas is not an object of the Act.

The EEIS is one of the key delivery mechanisms to support ACT residents to reduce emissions and energy bills, consistent with objects of the Act. As reported in the Environment, Planning and Sustainable Development Directorate's 2019-20 Annual Report, since the EEIS commenced in January 2013, over 78,000 households and businesses have participated in the Scheme, including more than 20,500 priority low-income households. Further, 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).

The ACT has several programs that support reducing energy use and costs associated with space heating and hot water, including educational programs and no-interest loans for certain technologies, such as solar PV and battery storage systems. As well as the EEIS, this includes the new Sustainable Household Scheme, Low Income Energy Efficiency Program, Actsmart Sustainable Home Advice Service, and the Actsmart Renters Program. There are further programs targeted at reducing household energy bills including work to improve the transparency and comparability of retail electricity offers in the ACT to ensure households are on the best energy deal available to them, and the Utilities Hardship Fund to support households pay their energy bills.

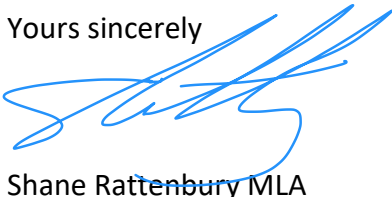
You may be interested in participating as a supplier under the new Sustainable Household Scheme (SHS). The SHS offers zero-interest loans to support the purchase of efficient household products including hot water heat pumps and reverse cycle electric heating and cooling systems. A full list of the included products is available in the SHS guidelines at:

www.actsmart.act.gov.au/data/assets/pdf_file/0008/1781324/201304-Sustainable-Household-Scheme-guidelines.pdf.

The SHS is currently in its Pilot Phase, with Phase 1 to commence in the coming months. If you are interested in participating, you can apply to the SHS loan provider Brighte to become an accredited supplier under the SHS. Further information is available at: <https://brighte.com.au/homeowners/act-sustainable-household-scheme/>.

Thank you for your continued interest in the EEIS. Your considered feedback has provided valuable inputs to the government's ongoing monitoring of the Scheme.

Yours sincerely



Shane Rattenbury MLA

3/8/21