**Standard Operating Procedure**

**Business Energy and Water program and ASHA – Embassy registrations, assessments and action plans**

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| **Purpose** |

This Standard Operating Procedure (SOP) sets out procedures for supporting embassies with energy and water advice through the Actsmart Business Energy and Water (BEW) program and Actsmart Sustainable Home Advice (ASHA).

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| **Scope** |

This procedure applies to all staff involved in the Actsmart Business Energy and Water program and Actsmart Sustainable Home Advice. This includes, but is not limited to, the energy and water assessors, managers, and any staff that take part in the administration of the programs.

Actsmart staff working with embassies, including those registering embassies, undertaking assessments and generating action plans are responsible for being familiar with this SOP and applying it in practice.

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| **Procedure** |

**Procedure – supporting embassies through the BEW program and ASHA**

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## Embassy submits a Registration Form to the BEW inbox (businessenergy@act.gov.au)

1. Registration details are entered into the BEW database
2. Client is contacted to arrange a convenient time for the assessment and to seek additional information:
	* name of person accompanying the assessor(s) on site
	* security measures at site
	* commercial only or commercial and residential use site?
	* approx size of site
	* any other energy-consuming features of the site: commercial kitchen, pool etc
	* areas of concern or interest
	* indicative capital works/upgrade budget
3. Site assessment undertaken
	* commercial site only – Actsmart BEW assessor will conduct assessment
	* commercial and residential – Actsmart BEW and ASHA assessor will conduct assessment together
4. Action plan generated:
	1. BEW assessor generates table of commercial recommendations and copies these into report template (in Word)
	2. ASHA assessor generates table of residential recommendations and adds these into report template (if applicable)
5. Recommended action items entered into BEW database (commercial only)
6. Action plan emailed to embassy in PDF format.
7. Implementation tracked - contact the embassy quarterly to evaluate which recommendations in the action plan have been implemented.

Note: this expansion to embassies is a trial and will be evaluated at the end of 2017-18 and a recommendation made to the Minister regarding continuing support to this sector.

**List of Appendices**

Appendix 1 – Embassy registration form

Appendix 2 – Embassy site assessment template

Appendix 3 – Embassy report template

Appendix 1 – Embassy registration form

Appendix 2 – Embassy site assessment template

|  |  |
| --- | --- |
| Customer | Assessment Date |
| Vehicle booked and time |  |
| Contact Name  | Contact Phone |
| Address | Hours of Opening |

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| --- |
| Lighting |

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| --- |
| HVAC |

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| --- |
| Office equipment  |

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| --- |
| Refrigeration |

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| --- |
| Kitchen |

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| --- |
| Hot Water |

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| --- |
| Other |

Appendix 3 – Embassy report template