

Memorandum of Understanding

between

**NSW Department of Environment, Climate Change
and Water**

and

Energy & Water Ombudsman NSW (EWON)

in regard to

**NSW Energy Efficiency Strategy –
Home Power Savings Program**

Memorandum of Understanding

This Memorandum of Understanding is made on the day of 28 February 2011

between the following Parties:

**DECCW Department of Environment, Climate Change and
Water**

Address:
Water and Energy Programs
Department of Environment and Climate Change
Level 14, 57-59 Goulbourn Street,
SYDNEY NSW 2001

and

Energy & Water Ombudsman NSW (EWON)

Address:
Energy & Water Ombudsman NSW
Level 10, 323 Castlereagh St
SYDNEY NSW 2000

1. Background and objectives of the HPSP

- 1.1** In June 2008, the NSW Government announced an Energy Efficiency Strategy which is being managed by the Department of Environment, Climate Change and Water (DECCW). A key component of this Strategy is to support low income households by conducting a household energy efficiency Assessment and refit, which helps households to save on energy use and costs and also reduce carbon emissions. The Home Power Savings Program (HPSP) is expected to help low income households save up to 20% on their power (i.e. 10% through the Power Savings Kit and 10% through implementing the Power Savings Action Plan).
- 1.2** Every eligible household that joins the program will get a **FREE**:
- **home visit by an energy expert** to identify ways to save power in their home
 - **power saving kit** to help kick start savings which includes:
 - 4x energy efficient light bulbs
 - low flow shower head
 - shower timer
 - tap aerator
 - draught excluding door snake
 - draught excluding strips around the door
 - standby saver power board
 - **personal power savings action plan**
- (See Attachment 2 for further details about the HPSP components).
- 1.3** EWON provides an independent way of resolving customer complaints about all electricity and gas suppliers in New South Wales and some water suppliers. EWON through dispute resolution and outreach community education has contact with individuals across NSW who are experiencing difficulty in paying their energy bills. EWON has agreed to refer customers to the HPSP, with their approval, to assist them in reducing their energy consumption and costs. As part of HPSP DECCW will collect, use and retain information about energy and water customers EWON refers to the HPSP to:
- conduct the energy efficiency Assessment;
 - produce Power Action Plans; and
 - monitor the effectiveness of the HPSP
- 1.4** DECCW will undertake or subcontract quality assurance activities, which may include inspections of Assessment/retrofit work and obtaining feedback from Customers.
- 1.5** The HPSP has approved funding from the NSW Government and will be delivered state wide over a 3.5 year period starting in early 2010 and ending June 2013. The HPSP is expected to reach 220,000 low income households throughout NSW and will include Customers living in social housing (public, community and Aboriginal), privately rented and owner-occupied dwellings.

2. Definitions

Word phrase	Definition
Assessment	The energy efficiency Assessment and refit activities undertaken at a dwelling under the HPSP
Assessor	A qualified person employed by a Contractor to perform Assessments
Client	Energy and water customers EWON refers to the program
Contractors	The Contractor/s delivering the energy Assessment services and includes its subcontractors, personnel and distributors
DEAS	DECCW's Energy Assessment System. A computer system developed by DECCW to be used by the Program
DECCW	Department of Environment, Climate Change and Water NSW
Dwelling	A property that is the principal place of residence of one or more Customers
Eligible	<ul style="list-style-type: none">Customers are eligible for the HPSP if they live in NSW, and if they meet the eligibility criteria outlined in Attachment 1.
HPSP	Home Power Savings Program
MoU	Memorandum of Understanding
Parties	Refers to DECCW and EWON
Resident(s)	A person(s) who normally reside at the dwelling

3. Disclaimer

3.1 This MoU:

- does not give rise to any legally enforceable rights or obligations between the Parties;
- places no limitations on the performance of functions and exercise of powers of the Minister, Director-General or DECCW under any legislation; and
- is non-exclusive. DECCW may consult with other groups or stakeholders regarding any of the issues in the MoU.

4. Statement of purpose

- 4.1 This MoU outlines the structure of a commitment to HPSP by both Parties. It outlines the intent, aims, objectives, roles and responsibilities of a partnership between the DECCW and EWON to support the implementation of HPSP.

5. Aims and objectives of the partnership

- 5.1 Through this partnership the DECCW and EWON agree to recognise the mutual benefits to be gained through maximising the uptake and impact of HPSP amongst eligible energy and water customers.

6. MoU Management

- 6.1 The Director of Water and Energy Programs at DECCW, and the Energy & Water Ombudsman NSW are authorised to sign the MoU.
- 6.2 The primary HPSP contact at DECCW for the purpose of this MoU is the Stakeholder Manager, and for EWON, the Manager Service Development Linda Brown lindab@ewon.com.au and on (02) 8218 5263.

For all other contact the Community Development Officer Narelle Brown can be contacted at narelleb@ewon.com.au, and on (02) 8218 5241.

DECCW's Stakeholder Manager can be contacted at powersavings@environment.nsw.gov.au and on (02) 9995 5470.

- 6.3 This MoU will commence on the date of this MoU (see page 1) and will continue for the duration of the HPSP.
- 6.4 This MoU may be terminated by either party giving the other party three months notice in writing.
- 6.5 This MoU may be amended or varied from time to time provided that such amendments or variation is evidenced in writing and signed by the Parties.

7. Statement of agreement

Working together

DECCW and EWON will work together to promote the HPSP to all eligible energy and water customers, so as to maximise take up of the HPSP.

7.1 Location of the households included in the scope of this MoU

- 7.1.1 This agreement covers eligible energy and water customers who reside in NSW.

7.2 DECCW's role

DECCW agrees to provide the following support to EWON:

7.2.1 Online nominations

EWON staff will be able to refer energy and water customers directly through to the HPSP through the following website:

<http://www.savepower.nsw.gov.au/households/home-power-savings-program/request-a-callback-now.aspx>.

The energy and water customers will then receive a call back from the Contractor's team, who will aim to book an appointment for an Assessment with the Client.

7.2.2 Training

DECCW (upon request) will provide relevant material (ie. presentation slides) for EWON to include in their training programs and manuals.

7.2.3 *HPSP fact sheet*

DECCW (upon request) will provide EWON with a fact sheet for staff, which provides an overview of the HPSP, case studies, detailed information about what happens during an Assessment, frequently asked questions, and contact details for further information.

7.2.4 *Support contacts*

DECCW's Stakeholder Manager will meet with EWON's Manager Service Development and Community Development Officer on a bi-annual basis to provide HPSP updates. The location of the meetings will rotate between the two Parties' offices.

7.2.5 *Promotional brochures and posters*

DECCW (upon request) will provide EWON with promotional HPSP brochures (quantities to be determined) for distribution to energy and water customers who meet the eligibility criteria. DECCW will also supply posters upon request (quantities to be determined).

7.2.6 *Regular E-updates*

DECCW will provide EWON's Manager Service Development and Community Development Officer with regular e-updates regarding the HPSP's success including the level of participation across NSW.

7.2.7 *Articles for newsletters*

DECCW (upon request) will provide editorial articles and images (where appropriate) for EWON to use in organisational newsletters, websites, publications and e-updates. Copy and images may not be altered without prior written approval from DECCW (see section 9.2 for further information).

7.2.8 *Intake and Investigation Officer scripts*

DECCW will provide EWON with a script, to ensure consistency in the promotion of the HPSP.

7.2.9 *Stakeholder Advisory Group*

EWON's Community Development Officer is EWON's representative at DECCW's Stakeholder Advisory Group. The group will meet two or three times a year (or as required) to advise DECCW regarding the implementation and evaluation of the HPSP.

7.3 **EWON's role**

EWON agrees to conduct the following forms of promotion/information to all eligible energy and water customers:

7.3.1 *Newsletter publication - EWON News*

The EWON newsletter is produced twice a year and is distributed to a wide range of stakeholders, consumers and community agencies, including government and non-government providers

7.3.2 *Outreach presentations to stakeholders across NSW*

EWON's Community Development Officer and Aboriginal Project Officer will provide information on the HPSP at community forums, workshops and outreach

presentations across NSW to individuals, community workers and government and non-government stakeholders, as appropriate.

7.3.3 Referral for energy and water customers

Referrals to the HPSP will be provided to eligible customers as part of EWON's dispute resolution process.

8. Issues Management

8.1 Issues resolution and escalation processes

- 8.1.1** If either party believes behaviour of the other Parties does not reflect the principles underpinning this MoU, this will be raised with the DECCW Stakeholder Manager or the Manager Service and Development as appropriate. It is essential that these officers communicate with a view to timely resolution of the issue.
- 8.1.2** If the matter is not resolved at this level, the matter should be raised with the HPSP Project Manager, or the Energy & Water Ombudsman at EWON as appropriate, or their nominee. The HPSP Project Manager can be contacted at powersavings@environment.nsw.gov.au or on (02) 9995 5431.

9. Information and communication

9.1 Dealing with media and release of information

- 9.1.1** The Parties agree to:
- a) consult with each other in the development of media statements. EWON will not issue media releases or make comments to the media regarding any aspects of the HPSP without prior approval from DECCW.
 - b) coordinate any reporting activities including evaluation reports on activities associated with the HPSP

9.2 Branding

9.2.1 Newsletters

DECCW will supply editorial articles, images and logos to EWON for inclusion in organisational newsletters. Text, images and logos must not be altered unless approved by DECCW. Branding guidelines will be supplied to EWON in due course and must be adhered to.

9.2.2 Brochures

EWON will distribute HPSP brochures to Clients where appropriate. If EWON choose to include the HPSP brochure in any organisational mail outs, EWON will cover the cost of collating mail and postage.

- 9.2.3** Co-branding of HPSP brochures is permissible where DECCW branding is not compromised. DECCW must be consulted during the design/layout phase and must sign off on final design before printing can commence EWON is required to cover the cost of printing, storing and distributing co-branded materials.

Should EWON choose to promote their involvement in the HPSP by including the DECCW logo on their organisation's website, DECCW branding guidelines apply.

9.3 Process for referring Clients

9.3.1 *Encourage Clients to self register*

EWON staff can refer energy and water customers to the HPSP by providing the relevant HPSP contact details 1300 662 416

<http://www.savepower.nsw.gov.au/households/home-power-savings-program/about-the-program.aspx> to the energy and water customers enabling them to self register

9.4 Customer privacy and the protection of personal information

9.4.1 DECCW and EWON must comply with the Privacy and Personal Information Protection Act 1998 (NSW), which regulates the collection, storage, quality, use and disclosure of personal information.

9.4.2 DECCW and their third Parties (e.g. the Contractors) have agreed that all personal information they receive will only be used in connection with, or for the purposes of fulfilling their obligations to the HPSP.

9.4.3 Published reports of the HPSP will include only general statistical information. No personal information that can be used to identify Customers will be included in any publication.

10. Resources

10.1 To be committed



10.1.1 The DECCW has committed staff time of a Program Manager, Stakeholder Manager, administrative Personnel, and senior management where necessary, to the management of DECCW's responsibilities under the HPSP.

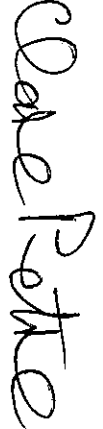
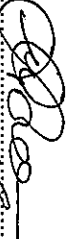
10.1.2 The NSW Government has committed a budget of \$63,000,000 for the entire HPSP under the NSW Energy Efficiency Strategy.

11. Payments

11.1 Each party will cover their own costs.

12. Signatures

<p>SIGNED for and on behalf of the DEPARTMENT OF ENVIRONMENT, CLIMATE CHANGE AND WATER</p> <p></p> <p>.....</p> <p>Date: 28.2.2011</p> <p>.....</p>	<p>In the presence of</p> <p>Narelle Brown</p> <p>(Print Name)</p> <p>.....</p> <p></p> <p>(Signed)</p> <p>.....</p>
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<p>SIGNED for and on behalf of Energy & Water Ombudsman NSW</p> <p></p> <p>.....</p> <p>28.2.11</p> <p>.....</p> <p>Date:</p>	<p>In the presence of</p> <p>Narelle Brown</p> <p>(Print Name)</p> <p>.....</p> <p></p> <p>(Signed)</p> <p>.....</p>
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Attachment 1 – HPSP eligibility criteria

Households are eligible for HPSP if one of the residents meets the following criteria:

	Eligible if they	Evidence at time of Registration	Evidence at time of Assessment
1 IF	Have not previously received an Assessment at this dwelling.	Contractor's or DEAS records of Assessments performed.	None required.
2 IF	Are registered as a member of a recognised Energy Utility hardship program.	Oral or written 'declaration' at time of Registration.	Recent letter from Energy Utility showing evidence of membership of hardship scheme.
3 OR			
3a IF	Own or rent the dwelling which must be in NSW and the dwelling is their normal place of residence.	Oral or written 'declaration' at time of Registration.	Sight of an Energy Utility Bill related to the dwelling that is addressed to the Customer or the spouse / partner of the Customer. OR Sight of a local council rates bill related to dwelling addressed to the Customer or the spouse / partner of the Customer.
4b AND	Contribute to the energy utility bills for the dwelling.	Oral or written 'declaration' at time of Registration.	Sight of an Energy Utility Bill related to the dwelling and addressed to the Customer or the spouse or partner or immediate family member of the Customer.
4c AND	Hold one of the following:	Oral or written 'declaration' at time of Registration.	Sight of the relevant Card in the name of the Customer.
Either	Centrelink, Pensioner Concession Card;	As above.	As above.
Or	Centrelink, Low Income Health Care Card;	As above.	As above.
Or	Department of Veterans Affairs, Pensioner Concession Card;	As above.	As above.
Or	Department of Veterans Affairs, Repatriation Health Card	As above.	As above.

Attachment 1 – HPSP eligibility criteria

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	Eligible if they	Evidence at time of Registration	Evidence at time of Assessment
1	IF Have not previously received an Assessment at <u>this dwelling</u> .	Contractor's or DEAS records of Assessments performed.	None required.
2	IF Are registered as a member of a recognised Energy Utility hardship program.	Oral or written 'declaration' at time of Registration.	Recent letter from Energy Utility showing evidence of membership of hardship scheme.
3 3a	OR IF Own or rent the dwelling which must be in NSW and the dwelling is their normal place of residence.	Oral or written 'declaration' at time of Registration.	Sight of an Energy Utility Bill related to the dwelling that is addressed to the Customer or the spouse / partner of the Customer. OR Sight of a local council rates bill related to dwelling addressed to the Customer or the spouse / partner of the Customer.
4b	AND Contribute to the energy utility bills for the dwelling.	Oral or written 'declaration' at time of Registration.	Sight of an Energy Utility Bill related to the dwelling and addressed to the Customer or the spouse or partner or immediate family member of the Customer.
4c	AND Hold one of the following: Either Centrelink, Pensioner Concession Card; Or Centrelink, Low Income Health Care Card; Or Department of Veterans Affairs, Pensioner Concession Card; Or Department of Veterans Affairs, Repatriation Health Card	Oral or written 'declaration' at time of Registration. As above. As above. As above. As above.	Sight of the relevant Card in the name of the Customer. As above. As above. As above.

Attachment 2 – HPSP components

The HPSP will deliver a household energy efficiency Assessment and retrofit service to each eligible energy and water customer who EWON refers and participates in the HPSP.

A. A household Power Savings Assessment

For each participating household, the energy efficiency Assessment will proceed as follows:

1. Household finds out about HPSP.
2. Householder calls the Contractor to make an appointment for the Power Savings Assessment.
3. If the property is owned by a private or social landlord, then attempts will be made by the Contractor to obtain permission from the landlord prior to the Assessment. If landlord permission is not obtained the Assessment can still take place, but the kit items install will be restricted (as some are deemed to be alterations to the property).
4. Assessor arrives at home.
5. Household signs consent forms to a) allow DECCW to access energy billing details, b) permit the Assessment to take place in their home. Household also presents concession cards and energy bills (if available).
6. Household provides some demographic information to Assessor including number and age of residents.
7. Using an Assessment Tool (which is the laptop based energy software Assessors use to conduct the energy Assessment) provided by DECCW, the Assessor walks around the home with the householder and records information about the householder's power use.
8. The Assessor installs the Power Savings Kit (See section B below).
9. The Assessment Tool generates a number of power saving recommendations for the householder. The householder selects up to 5 actions they wish to prioritise.
10. Within 2 weeks of the Assessment, a) the occupier will receive a Power Action Plan, outlining further ways they can save money on their power bills; b) where rented (and the landlord has provided permission for the full kit to be installed), the landlord will also receive a Property Power Action Plan, outlining energy saving improvements they can make to the dwelling.

B. Power Savings Kit

The following retrofit items (and services) are listed in priority order based on their cost effectiveness and potential to reduce power use. Note: the measures will be customised based on the household Assessment.

Item	Number
Low flow shower head*	1
Compact Fluorescent Lights (CFL)	4
Shower timer	1
Draught excluder – perimeter seal (around doors and windows)*	3 metres
Draught excluder – snake	2
Draught excluder – door bottom seal*	1
Tap aerator*	1
Bag	1
Standby saver power board	1

* Indicates items which can not be installed without landlord permission – in instances where the property is rented.