

# Energy Savings Scheme: Home Energy Efficiency Retrofits



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## WHAT

### What is the Energy Savings Scheme (ESS)?

The ESS is a NSW government scheme designed to reduce electricity and/or gas use by creating financial incentives for households and organisations to invest in upgrades to save energy.

Home Energy Efficiency Retrofit (**HEER**) activities can be delivered under the ESS by Accredited Certificate Providers (**ACPs**) to help NSW households and small businesses<sup>1</sup> save energy by supporting a range of energy efficiency upgrades, including lighting, draught proofing and equipment upgrades.



## HOW

### How do I get involved?

Your participation is voluntary. If you would like to participate, you will need to work with an ACP to arrange an upgrade at your property. The ACP or its representatives may ask you to enter into a contract for the upgrade works. You should carefully consider any such agreement in the same way you would consider any other contract for work being conducted at your property.

If you choose to participate, you should:

- ▼ Check the installer's credentials. They should have clear photo identification and provide detailed information about the proposed upgrade and the ACP they are working with.
- ▼ Discuss the equipment they propose to install and confirm it will meet your needs. If you are a tenant, you may require the landlord's permission to install or change equipment.

<sup>1</sup> A 'small business site' means a site that is entirely occupied by one business and where the business, as a consumer of electricity at that site is either a Small Customer or is a customer of an Exempt Seller and has an annual electricity consumption below the Upper Consumption Threshold for electricity.

- ▼ Understand any commitments you are asked to make regarding the upgrade. For instance, you may be asked to agree to not go back to using the old equipment that was in place.
- ▼ Complete the necessary paperwork. At a minimum, you will be asked to sign a Nomination Form to nominate the ACP as the energy saver for the upgrade to enable them to create Energy Savings Certificates (**ESCs**) from the energy savings that will be made.

### How much will it cost?

You will have to pay at least \$30 (excluding GST) towards the cost of products, installation of the products, the site assessment and other associated works carried out at your property.<sup>2</sup> The ACP or its representatives should not complete the upgrade unless you have made the payment. The payment cannot be reimbursed to you.

The ACP or its representatives may charge additional costs depending on the type and size of the upgrade. The ACP will advise you of any additional charges.



## WHAT NEXT

### Where can I get more information?

In the first instance, you should contact the ACP. They will be able to provide more information on the products and services they offer.

The ESS website contains general information about the scheme and some answers to frequently asked questions: [www.ess.nsw.gov.au/Overview\\_of\\_Scheme/For\\_Householders](http://www.ess.nsw.gov.au/Overview_of_Scheme/For_Householders).

General inquiries about the ESS can also be emailed to [ESS@ipart.nsw.gov.au](mailto:ESS@ipart.nsw.gov.au).

<sup>2</sup> This payment is not required for upgrades provided under a Low-income Energy Program or an Exempt Energy Program under the ESS Rule.

## FREQUENTLY ASKED QUESTIONS

### Who can offer HEER activities?

Only ACPs or their representatives can offer HEER activities. ACPs are businesses accredited by the Independent Pricing and Regulatory Tribunal (**IPART**) to undertake certain energy saving activities under the ESS.

An ACP may offer HEER activities or it may contract the work to third party installers, such as electricians or air conditioning technicians. ACPs and their representatives are **not** employees or representatives of the NSW Government.

A list of ACPs and the activities they are accredited to deliver is available on the ESS website: [www.ess.nsw.gov.au/Overview\\_of\\_Scheme/For\\_Householders](http://www.ess.nsw.gov.au/Overview_of_Scheme/For_Householders). ACPs can provide more information on the specific products and services they deliver.

### Does the Energy Savings Scheme (ESS) give rebates?

No, the ESS is a certificate trading scheme which does not give direct rebates. However, under the ESS, ACPs may create energy savings certificates (**ESCs**) for the energy savings that arise from the upgrades they deliver. ACPs can then sell those ESCs and use some of the revenue they get from that sale to offer either rebates or discounted products to their customers.

### Why do I have to nominate an ACP?

The original saver of the energy must nominate an ACP to be the energy saver for the purposes of implementing the upgrade and creating ESCs. A nomination cannot be made more than once for the same upgrade and it should be made before the job is complete.

All equipment must be installed by the ACP or their representative. This is to ensure that licensed and trained technicians install the equipment correctly and safely.

### Why can't I keep my old equipment?

Removed or replaced equipment cannot be reused, resold or refurbished and must be appropriately disposed of by ACPs. This is to ensure that the old energy inefficient equipment is not used somewhere else after it is removed or replaced with new equipment.

### How do I make a complaint?

As a consumer, you should take all due care to ensure that the upgrade being done at your property meets your needs. You should approach working with an ACP as you would approach working with any other contractor who has access to your property.

If you are not happy with the quality of work, or require more information, speak to your ACP. If you are unhappy with their response, or are concerned that the ACP or its representative has not complied with the requirements of the ESS, you can contact the ESS team by email at [ESS\\_Compliance@ipart.nsw.gov.au](mailto:ESS_Compliance@ipart.nsw.gov.au).

Also, NSW Fair Trading advises business and traders on fair and ethical practice. They investigate unfair practices and ensure that the products sold in NSW are safe and meet their regulations and safety standards. More information about your rights as a consumer and how you can make a complaint is available on their website: [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au).

### How long will this program be in operation?

It is the decision of individual ACPs whether they continue their programs while the ESS is in operation. The ESS ends in 2025.