A woman with blonde hair tied back, wearing a bright green short-sleeved shirt, black shorts, a black baseball cap, and grey sneakers with blue laces, is kneeling on a light-colored tiled floor. She is focused on installing a dark brown door draft stopper into the gap between a wooden door and the floor. To her right, a pair of brown work boots sits on a dark mat. The background shows a white wall and a window with vertical blinds.

An overview of ActewAGL's activities under the ACT Energy Efficiency Improvement Scheme (EEIS)

Todd Eagles – ActewAGL Energy Efficiency Manager
2 April 2014

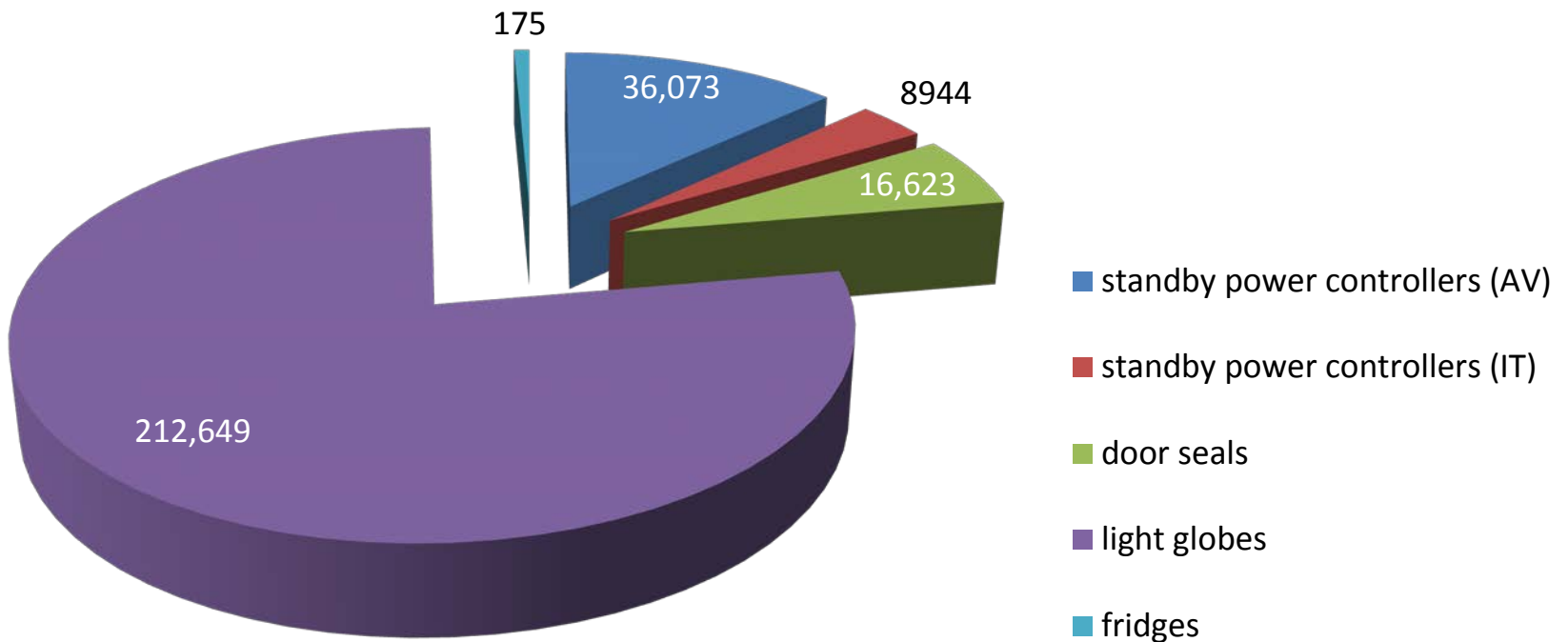


ACT EEIS

- ✓ The Energy Efficiency Improvement Scheme (EEIS) commenced 1 January 2013 (1st residential action under the ACT AP2 greenhouse gas reduction targets)
- ✓ **ActewAGL re-aligned its strategy to commence operations to ensure obligations under EEIS.**
- ✓ Eligible activities include **envelope activities**, space heating and cooling, hot water service, **lighting activities**, **appliance activities** and **decommissioning of pre 1996 fridges and freezers.**



ESHC snapshot of results





We have installed

As at the end of Feb 2014

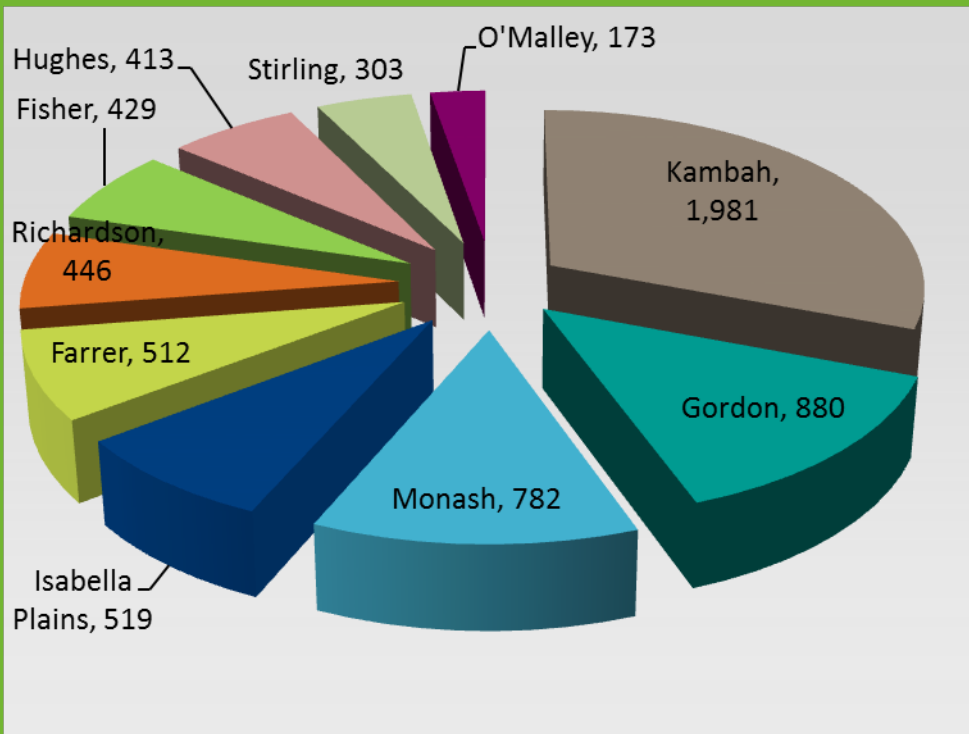
Over **24,000** houses have had an energy saving house call

Average of installed products per house

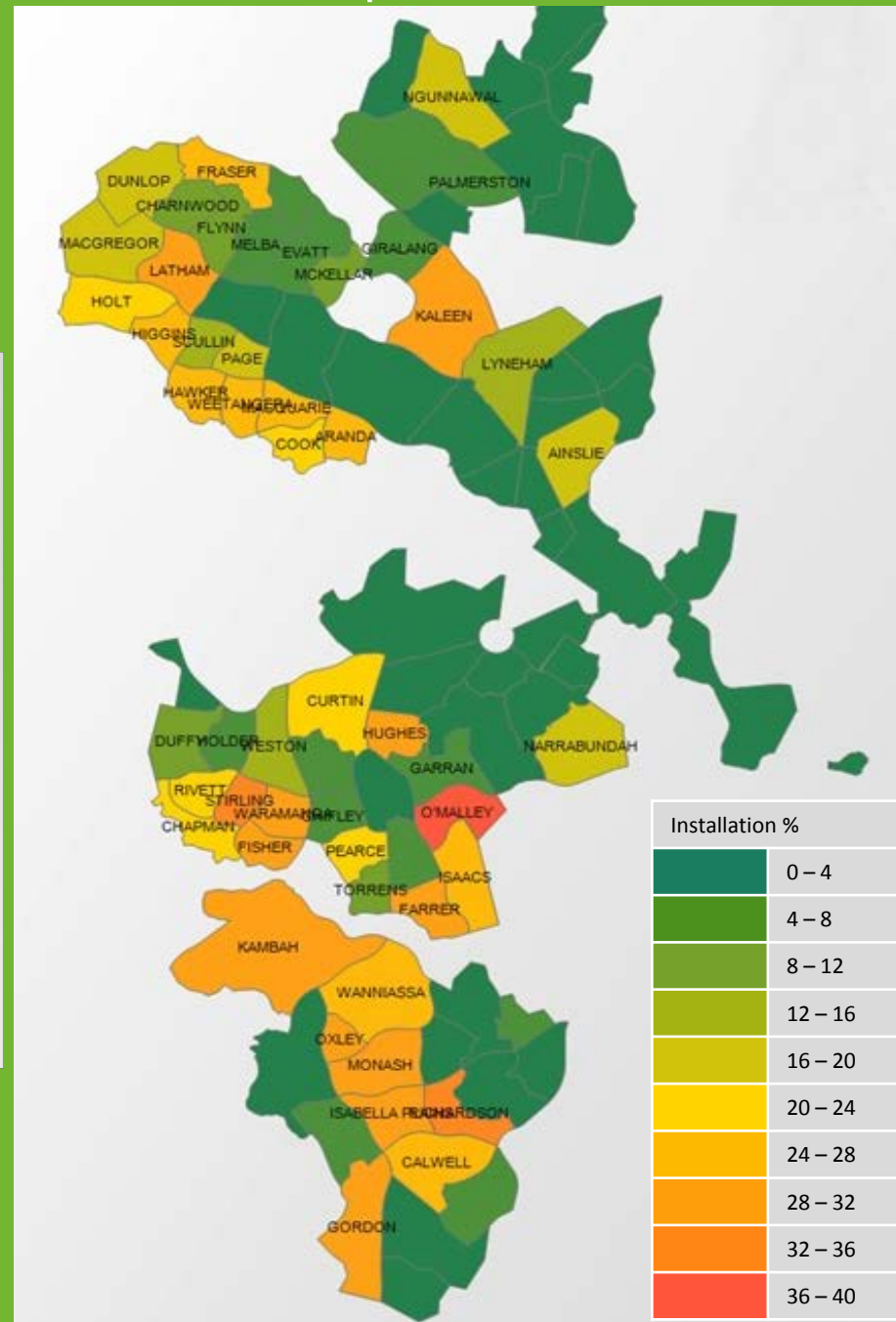
- Compact fluorescent lamps (CFL) – **8.6**
- Standby power controllers (AV) – **1.5**
- Standby power controllers (IT) – **.4**
- Door seals – **.74**

➤ Targeted suburbs

Number of installs



Installations % per suburb





ActewAGL Fridge Buyback

- A free service which commenced on the 9 January 2014
- Collection, degassing and recycling of single and two-door, working fridge or freezers built before 1996.
- A \$30 rebate for eligible two-door fridge or freezer's under the ActewAGL Fridge Buyback.
- Approx. 175 fridges collected as at 19 March



What we have achieved

- Total abatement 215,000 t/CO₂-e (abatement over the life of the activities)
- Abatement undertaken in a priority household over 65,000 t/CO₂-e or **30%**
- ActewAGL met its Retailer Energy Saving Obligations (RESO) for 2013
- Maintained a high focus on the safety of our customers and staff (0 LTIs)



Benefits to the community

- Increased awareness to Energy Efficiency in the ACT with a 17% increase recorded from 2012-2013 as shown in the ORIMA report Dec 2013
- Our customer service staff activity promoting the EEIS programs and energy efficiency awareness
- 34 local jobs have been created as a result of the Energy Saving House Call program
- Less than 1% complaint rate



Challenges

- Bounded rationality
- Adoption and use of new technology (especially stand-by power controllers)
- Each installation is not without difficulties
- Targeting priority households within cost parameters
- Changes in other jurisdictions impacting the EEIS



Next steps

- Community Housing
- LED
- Energy Efficient Appliance Rebates

Focus on the business market!

➤ Customer feedback

Thanks for the house call yesterday. Matt installed draught strips, some globes and a power saver. Good job and much appreciated.

Lisa on Facebook

I wasn't aware of the @ActewAGL energy efficiency house calls until I received one today. I thought it was brilliant. A great initiative.

@ALLVanilla via twitter

...at the appointed time, ActewAGL arrived, and made the free installations of light bulbs and other energy saving devices, going about his business in a pleasant and businesslike way, all the while explaining what he was doing, and why.

John, Chapman via email

A guy from ActewAGL energy efficiency team just knocked on my door and installed these [energy saving light globes and standby power controllers] for free! Free devices that will help us save money ...yes please!

Tammy, via twitter

Really good experience... they were really friendly.

Kylie via email

92.6% of survey respondents would recommend the ESHC program to a friend

I called them and got them to come. I know they have been going to houses suburb by suburb. It's really good, you get free lightbulbs, draught excluders and power savers for the tv and computer.

Becky on Facebook

It's a great service people, I was very impressed. Thanks so much ActewAGL. ;-)

Julia on Facebook

16 globes were fitted along with the SmartSwitch, which I have found extremely useful.. And that the service and installation of the globes and SmartSwitch did not incur any financial charge to me. The representative in my home and his supervisor on the landline, were courteous, information and helpful. Would you please pass on ... my deep appreciation. Christmas came early this year!!! I have been a constant customer of ActewAGL for at least 15 years and have never had any regrets.

Margaret, Hawker

Feedback via

