



MAC Energy Efficiency Group

Review of Retailer Energy Efficiency Scheme Code

2018-2020

Commercial in Confidence.

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1. ANNUAL COMPLIANCE PLAN

“What improvements could be made to the annual compliance plan process?”

CURRENT STATE

At present, the compliance plan requirements are captured in Bulletin “**REES Bulletin No. 18 REES Compliance Framework REESB18/1**” and the Code “**Retailer Energy Efficiency Scheme Code REESC/08**”. Both documents detail the information required by the Commission to be submitted on an annual basis by the Obligated Retailer:

- *a statement from the Chief Executive Officer (or other authorised person) acknowledging the retailer’s REES obligations and responsibilities, including those under the REES Code;*
- *detailed information about the obliged retailer’s complaint and dispute resolution procedures in relation to REES; Key Messages: The Commission takes a ‘risk based’ approach towards REES compliance.*
- *a description of training systems and processes provided to obliged retailers’ contractors and or agents;*
- *a description of the systems and processes in relation to mandatory training requirements;*
- *a description of the systems and processes in place to ensure those persons undertaking an energy audit or energy efficiency activity in a residential customer’s premises are fit and proper;*
- *a description of the retailer’s internal allocation of responsibilities under the obliged retailer’s REES obligations and responsibilities; and*
- *a description of the resources, systems and processes which the retailer intends to use to ensure that the retailer’s REES obligations and responsibilities will be met.*

The Commission places the onus of REES obligations directly onto Obligated Retailers and not third party contractors operating under REES.

First tier retailers at present have contracted their entire energy efficiency activity and audits obligation to third party contractors. Obligated Retailers then interpret and determine what is required from their contractors and submit a formal request for a compliance plan capturing the REES requirements to form part of a broader Retailer compliance plan.

Due to this interpretation of the Commission’s compliance plan requirements, there is an inherent lack of consistency with the information submitted by third party providers thus impacting the overall cohesiveness of the compliance plans submitted for review to the Commission. This becomes increasingly apparent with obliged retailers whom have multiple contractors completing REES activities and/or audits on their behalf.

IN OTHER ENERGY EFFICIENCY SCHEMES

In the interest of harmonising with other states participating in government energy efficiency schemes/programmes, the Commission should consider adopting similar assessment frameworks as established under Victoria and New South Wales.

Under the Victorian Energy Efficiency Target Scheme (VIC) and Energy Saving Scheme (NSW), third party providers and retailers are only able to create certificates through attaining accreditation via their respective Regulator.

The accreditation process involves submitting a formal application (which vary depending on the scheme and nature of accreditation) which may be a mix of systems and procedures and requires the applicant to demonstrate a selection of the following;

- Organisational Overview
- Target market and business model
- Organisational structure; roles and responsibilities
- Workplace Health & Safety
- Delivery process flow
- Business model
- Processes and policies;
 - Eligibility
 - Installation
 - Decommissioning
 - Stock Management
 - Complaints Handling and Management
- Compliance and Quality Assurance measures
- Field and phone auditing parameters
- Insurance details; public and product liability, where required professional indemnity.
- Training materials; Induction processes, in-field aids/guides, training logs, etc.
- Examples of templates, i.e. assignment/nomination forms, leave behinds.

ENERGY SAVER INCENTIVE VICTORIA

Application for VEET additional activity approval
Version 2.2 – 3 April 2017

The Victorian Energy Efficiency Target (VEET) scheme is a Victorian Government initiative promoted as Energy Saver Incentive.

1 INSTRUCTIONS

To lodge your application:

1. Answer all questions on this form, specifically in the manner that they relate to the prescribed activities for which you are applying
2. Prepare all relevant supporting documentation referenced by this form
3. Create a new 'application for additional activities' via your VEET account, and upload this form and the supporting documentation.

Applicants should refer to the Explanatory Note – Lodging an Application for Additional Activities for assistance in completing this form. Please note that applicants applying for Schedule 34 non-building based lighting upgrade should not use this form. Please fill out the dedicated Schedule 34 Non-Building Based Lighting Upgrade Application Form found on the VEET website.

All information supplied by you during the application is treated as commercial in confidence.

2 APPLICANT DETAILS

Applicant details					
Q1. Applicant business name:			Q2. Contact person:		
Q3. Schedules applied for:			Q4. Contact phone no.:		
Q5. Which sectors do you intend to undertake prescribed activities in?					
Residential only:	Yes/No	Non-residential only:	Yes/No	Both residential and non-residential:	Yes/No

Reference: TRM C/1403 Page 1 of 14

Figure 1: VEET Additional Activity Approval Form (Source: www.veet.vic.gov.au)

The

ESS Energy Savings Scheme IPART Independent Pricing and Regulatory Review

Application for Accreditation – Part A
General Details

i Purpose of this form

This form is used to apply for accreditation as an Accredited Certificate Provider or 'ACP'. It should also be accompanied by a completed Application for Accreditation - Part B (Method Details) for the relevant calculation method and other supporting documentation as indicated in these forms.

Refer to the Application for Accreditation Guide to assist you in preparing application documentation. Essential information about the requirements of applicants and ACPs is set out in the relevant Method Guide, Record Keeping Guide, and the Guide to Accredited Certificate Provider's Obligations. Your application information must be consistent with and meet the requirements set out in these documents. Information on the application process can be found on the ESS website.

i Meaning of key terms, icons and colours in this form

Key terms

ACP means accredited certificate provider. If this application for accreditation is successful, you will be an ACP.

RESA means recognised energy saving activity. If this application for accreditation is successful, you will be accredited in respect of a specific recognised energy saving activity.

ESC means energy savings certificate. If this application for accreditation is successful, you may be able to create ESCs from the implementation of the RESA.

Icons

- ▶ Indicates an instruction for completing this form.
- 📎 Indicates a document or supporting evidence to be provided with the application.
- 🔍 Important information to assist you with completing the application.

Shading

Blue shaded questions must be completed by all applicants.

Amber shaded questions must only be completed if relevant to the application.

IPART Application for Accreditation Part A – General Details (V2.0 May 2017) 1/17

Figure 2 ESS Application for Accreditation (Source: www.ess.nsw.gov.au)

primary

purpose of the accreditation process is to standardise the criteria in which to correctly ascertain that the applicant completing the activities has the required knowledge, training, systems and going-concern capacity to complete the activity as defined by the respective legislative and scheme requirements. As all participants are reviewed against the same criterion, identifying areas that require further explanation or improvement are more readily identified by the Regulators.

The accreditation process for an activity or becoming an authorised person within a scheme is customarily a “one-off” assessment by the Regulator. Once accreditation is achieved the Accredited Party (AP) or Accredited Certificate Provider (ACP) is subject to ongoing auditing either performed on a periodic basis or ad hoc for the Regulator to attest the adherence to items demonstrated in the application.

PROPOSED CHANGES

As there is no formal accreditation process to participate nor complete energy efficient activities under REES, there is a level of inconsistency in information that is required to be provided by third party providers to Obligated Retailers to demonstrate compliant behaviour and processes.

Implementation of an accreditation process would not prove a feasible solution as it would be a largely resource intensive and costly exercise for the Regulator. This would consume much of the Commission’s time in approving obliged retailers and third party providers whom readily participate and have submitted materials in an obliged retailer’s compliance plan.

In view of the above, MAC recommends the introduction of a ‘**Compliance Plan Checklist**’. The checklist will be composed of items to be demonstrated by the obliged retailer on an annual basis. The checklist will allow the obliged retailer at their own discretion to allocate items to request from their contractors and assess their compliance with activity and/or audit criterion.

From this, the Commission will be able to review the Compliance Plan against an established framework and identify any gaps with greater ease. This will also reduce the Commission’s resources in reviewing items that are a non-concern or immaterial with regards to REES.

Below is a list of items that should form part of the checklist at a minimum:

Item	Description of requirements:	
Statement from the Chief Executive Officer	A statement from the Chief Executive Officer (or other authorised person) acknowledging the retailer’s REES obligations and responsibilities, including those under the REES Code.	☐
Organisation Overview	<ul style="list-style-type: none"> Organisational Chart. Organisational Structure; a description of the retailer’s internal allocation of responsibilities under the obliged retailer’s REES obligations and responsibilities. 	☐
Consumer Protection Obligations	<ul style="list-style-type: none"> Provide details on ensuring compliance with Australian Consumer Law. Provide details on your warranty process. Detailed information about the obliged retailer’s complaint and dispute resolution procedures in relation to REES. Procedures must be established in accordance with Australian Standard ISO 10002- 	

	2006.	
Personnel or Third Party Providers	<ul style="list-style-type: none"> • If required, provide details of contractors hired to complete energy efficient activities and/or audits. • Detail contractual arrangements with contractors. • Provide active register of installers and/or representatives working for third party providers. • Provide a current copy of the Certificate of Currency, displaying product and public liability insurance. • Provide details on the decommissioning process. • Provide details on lead generation methods used. 	☐
Training	<ul style="list-style-type: none"> • Provide a copy of training systems and processes used to induct and train, in-field and office personnel for REES energy efficient activities and/or audits. If third party contractors are being utilised, please provide training material utilised. • Provide details of any mandatory safety training that has been undertaken by personnel. Registered Plumbers, Gas Fitters, Electricians and Building Work Supervisors will be required to provide licensing and Supervisor Contractor Details; where required Installer and Supervisor Licence Numbers. • A description of the systems and processes in place to ensure those persons undertaking an energy audit or energy efficiency activity in a residential/business customer's premises are fit and proper. 	☐
Compliance and Quality Assurance	<ul style="list-style-type: none"> • A description of the resources, systems and processes which the retailer intends to use to ensure that the retailer's REES obligations and responsibilities will be met. • Methods use to verify compliance and to ensure activities and/or audits are completed compliantly i.e. phone and/or field auditing. 	☐
Documents	<ul style="list-style-type: none"> • A template copy of the information statement and activity record in relation to energy audits and energy efficiency activities performed. • Provide copies of leave behind materials (where required). • Nomination of a senior officer of the obliged retailer to sign declarations relating to addresses errors and change of occupancy for reporting purposes. 	☐

2. TRAINING REQUIREMENTS

“Is there a need to expand or further refine the training requirements for REES installers (general or activity specific)? And how could these requirements be improved?”

CURRENT STATE

The REES Code currently requires the Obligated Retailers to submit the following training criteria in their annual compliance plans:

1. A description of the training provided to the obliged retailer’s employees, contractors and/or agents in relation to the performance of energy audits and energy efficiency activities;
2. A description of the systems and processes in place to ensure that persons undertaking activities in a customer’s premises, where training requirements are identified in the specification for that activity (as gazetted by the Minister), have fulfilled the mandatory training requirements outlined in chapter 7 of this Retailer Energy Efficiency Scheme Code;

There is no obligation to provide a copy of the training content delivered to the Installers and staff of the third party providers (only a description) also, there is no obligation on the third party contractors to deliver comprehensive training that covers all of the specific REES Code criteria – yet the Installers are required to declare on each activity record that they have carried out an activity that has met all of the minimum requirements of REES.

- A signed statement from the installer certifying that the **energy efficiency activities** and/or **energy audits** have been undertaken in accordance with the minimum requirements of REES

We have found during field and desktop audits of Installers that in many cases of in-field non-compliance the Installer was unaware of a particular REES requirement or had not been trained in the specifics of the REES Code. In these cases the installers or their team leader were given/emailed a brief PowerPoint presentation by their employing third party contractor and a checklist of documentation to gather on the job.

The third party contractors who we found to have the highest in-field compliance rates tended to deliver personalised and comprehensive training sessions with every installer operating in field and had a regime of regular re-fresher training.

In REES commercial lighting activities, training seems to be a reoccurring issue specifically related to the application of BCA and AS/NZS 1680 requirements. Although electricians are aware of the electrical code they tend to rely heavily on the delivery of BCA and AS/NZS 1680 training by their employing third party contractor to ensure they are delivering compliant REES installations. In some cases we have found that the training content relating to these Industry standards were only at a high level and did not go into detail about how the electrician should apply and demonstrate the specifics of the Building Code or Standards on an installation.

IN OTHER ENERGY EFFICIENCY SCHEMES

The Victorian Energy Efficiency Target Scheme requires third party providers and accredited retailers to provide the following information on their Installer training programs:

- **Training and development** (All applicants) – A description of your approach to ensuring that all parties undertaking activities on your organisation’s behalf are familiar with:-
 - All the relevant standards and requirements of the prescribed activities;
 - the requirement to replace only appliances that are not energy efficient (in particular for lighting and shower roses)
 - the nature of the abatement claim, i.e. lifetime abatement claim upfront;
 - the function and importance of the VEEC assignment form;
 - the requirement that the VEEC assignment form be signed by the consumer;
 - the possible consequences of invalid or fraudulent VEEC creation;
 - (where relevant) all relevant technical knowledge of any products being installed and the ability to instruct customers on correct usage.

This should include copies of relevant training aids and materials you propose to use in training staff on the above.

- new APs provide information regarding installer training, including management arrangements they have put in place to ensure training is completed, as a condition of their accreditation.
- APs notify the Commission of the method of completion for all trainings within 7 days of that completion, and keep on file records supporting that completion.

You should also describe the arrangements you have in place to keep a record of agents/installers undertaking the activities on your organisation’s behalf.

PROPOSED CHANGES

In the interest of harmonisation with other states and to ensure that activities are being delivered in a compliant manner, MAC recommends the introduction of similar training requirements to the VEET scheme. The criteria should be addressed and provided with the annual Retailer compliance plans. The clear checklist of items will create a standardised model of training expectations and allow the Commission to easily identify areas that need greater detail or any gaps to be addressed in order to increase compliance levels infield.

MAC suggests the training criteria be developed by the Commission and made available via the ESCOSA website or detailed in the REES Code as a minimum. We also suggest that the Commission specify that all participants in the REES code whether it be office personnel or in-field staff (assessors and installers) should be trained in the specifics of the Code to ensure comprehensive understanding of the obligations and compliance requirements.

3. SCHEME INFORMATION

“What improvements could be made to ensure that the Scheme information provided to customers is adequate?”

CURRENT STATE

At present, the information statement consists of the following (as described in the REESC/08):

7.1.2 An information statement must set out:

- a) the name and contact details of the person or entity which performed the energy audit or energy efficiency activity;*
- b) a description of the energy audit and/or energy efficiency activity undertaken at the premises;*
- c) a notice that the energy audit or energy efficiency activity is intended to be counted in satisfaction of an obliged retailer's obligations under the Retailer Energy Efficiency Scheme; and*
- d) the manner in which the customer may access the dispute resolution processes required under clause 7.2.1 in relation to the energy audit or energy efficiency activity and relevant contact details for those processes.*

The above list may be interpreted differently by stakeholders and can lead to insufficient or immaterial information being provided to customers.

As activity records and audit forms used in-field require declarations to be signed by both Installers and Customers, the declarations listed may not be consistent with the activity and/or audit that has been undertaken as the obliged retailer and third party providers are left to interpret the legal and Regulatory requirements.

Point 7.1.2 (b) requires a description to be provided with regards to the audit and energy efficiency activity undertaken, this is broadly open to interpretation, and causes the largest variations within activity records and audits.

The varying array of statements provided by third party providers may lead to different interpretations by customers under which grounds they can have their lighting rectified.

IN OTHER ENERGY EFFICIENCY SCHEMES

The Commission should look to adopt components of templates and fact sheets that are in place for other state programmes.

The ESS in NSW, has made available templates for various Recognised Energy Savings Activities (RESA), they are to be used by ACP's to develop their own nomination forms. Information sections and declaration are stipulated in these templates. Wording can be modified and adjusted accordingly, however this requires the approval of the ESS prior to use in field. The template declarations advise authorised customer signatories of the obligations and signing over of rights, and there is a greater level of security and certainty over the declarations as the ESS has formally reviewed the template.

The formal review process of templates, although a resource intensive exercise, provides confidence that the Scheme is being represented correctly and both consumers and ACP representatives are adhering to consistent declarations.

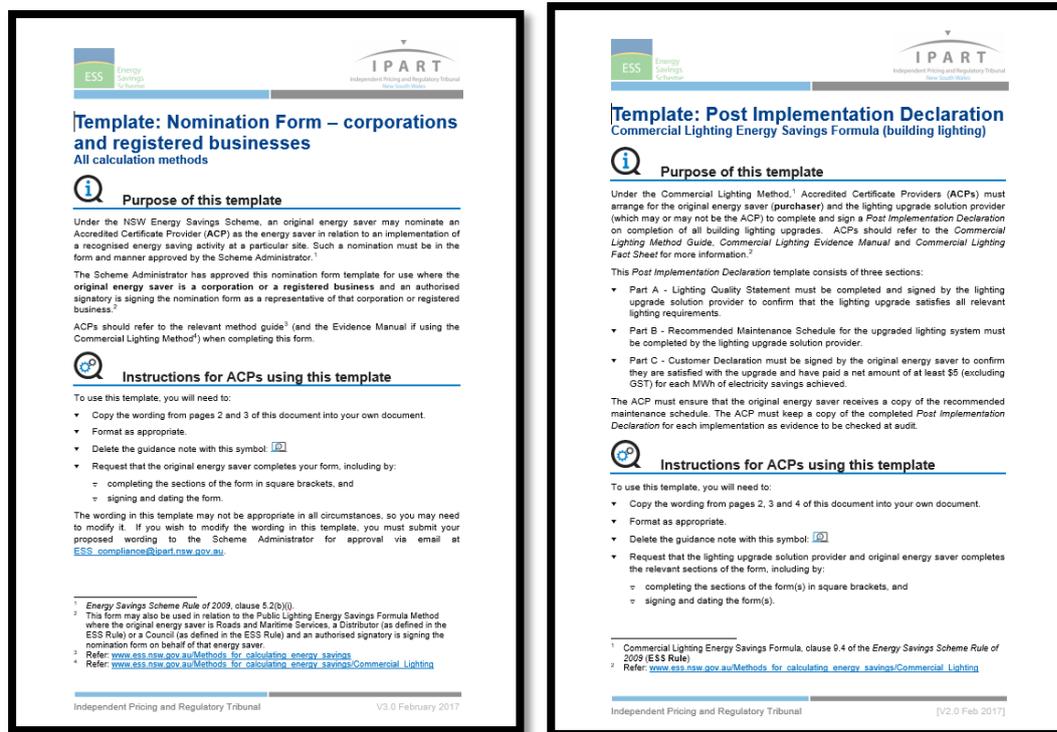


Figure 3: Template Nomination and Post Implementation Declaration Templates Additional Activity Approval Form (Source: www.esc.nsw.gov.au)

Secondly, the ESS requires that those completing RESA(s) to provide customers with a Fact Sheet. The fact sheet is specific to the RESA being completed.

The fact sheet contains key information which seeks to provide information in a more basic and generalised format to assist customers in understanding what activity has taken place and the nature of the Scheme. Included in the fact sheet are items such as the following (but not limited too):

- What is the Energy Savings Scheme?
- What are the ACP’s obligations?
- How do I make a complaint?
- What are my rights as a consumer?

Under VEET, similarly to the ESS, the Regulator makes available templates to be used by APs. The Regulator provides Mandatory Introductory Information that is to be supplied on all assignment forms that provides a brief explanation to the purpose of activities, the target and role of APs.

[INSERT COMPANY DETAILS / HEADER HERE]

**Mandatory information for VEEC assignment forms: Building Based
(BB) Lighting Upgrade (34) – Business and non-residential sector.**

Version 2.9 – 4 April 2017 Business Sector

The Victorian Energy Efficiency Target (VEET) is a Victorian Government initiative promoted as the Energy Saver Incentive. **Please note: the italicised section below is for the information of the AP only and should be deleted when creating your own form.**

Introduction

The Essential Services Commission (the ESC) requires the Victorian energy efficiency certificate (VEEC) assignment form to include *all of the information and fields outlined in Sections 1 through 4 below, including any Appendices. This is to ensure that the form of assignment used by an Accredited Person (AP) collects the information necessary to create VEECs and to demonstrate compliance with the legislation.*

Accredited Persons may customise their own VEEC assignment form to incorporate additional explanatory text, company logos and other features. Parties applying for accreditation must provide a copy of their VEEC assignment form for review by the ESC as part of the accreditation application process. The ESC requires that subsequent changes to VEEC assignment forms also be submitted to the ESC for review.

Accredited Persons must give a copy of the VEEC assignment form, or another document containing the same information, in accordance with Section 8.8 of the Victorian Energy Efficiency Target Guidelines, to consumers at the time of signing (written assignment) or within 10 business days (electronic assignment). Further, Accredited Persons must ensure that all personal information collected in the VEEC assignment form is held in accordance with the Information Privacy Principles (IPPs) under the Information Privacy Act 2000 (Vic). Details of how to comply can be found at www.privacy.vic.gov.au.

SECTION 1 - Mandatory Introductory Information

Energy consumers in respect of whom a prescribed activity is undertaken can create Victorian energy efficiency certificates (VEECs) under the *Victorian Energy Efficiency Target Act 2007* (the Act). One VEEC represents one tonne of carbon dioxide equivalent (CO₂-e) to be reduced by the prescribed activity undertaken by the consumer.

Energy consumers or their authorised signatories are able to assign their right to create VEECs to an Accredited Person. In assigning their right to an Accredited Person, the Accredited Person will be entitled to create and own the certificates in respect of the prescribed activity undertaken by the consumer. In return, the Accredited Person should provide consumers with an identifiable benefit for the assignment, such as a price reduction on a product, free installation or a cash-back arrangement. Energy consumers


Reference: C/13/0232
Page 1 of 8

Figure 4: Mandatory Information for VEEC assignment forms (Source: www.veet.vic.gov.au)

VEET provides minimum expectations of information required to be captured. This includes:

- Product summary
- Quantities
- Replacement product
- Decommissioning method
- Benefit provided to customer

[INSERT COMPANY DETAILS / HEADER HERE]

PART C: Upgrade Details

Site Summary		
Own reference (to be used on all documentation associated with upgrade):		
Floor space of the premises (m ²):		
Floor space of the upgraded section (m ²):		
Space type(s):		
BCA classification*:		
Is the lighting upgrade at this site undertaken as part of building work which requires a building permit according to the <i>Building Act 1993</i> and the <i>Building Regulations 2006</i> ?	Y / N	
<small>* Must be completed where space type is corridor; control room, switch room and the like; entry lobby, kitchen and food preparation area; plant room, service area, cleaner's room and the like; toilet, locker room, staff room, rest room and the like; and unlisted space types</small>		
Space type(s)/BCA classification(s) requirements		
To determine the space types/BCA classifications, I have consulted Table 3 and 4 of Schedule 34 of the Regulations and the <i>Explanatory Note – Building Based Lighting Upgrades, Part 2: Compliance Requirements</i> .		
Where a premise(s) has more than one space type/BCA classification within a floor area of a single storey, I have taken the option of applying the major classification to the upgrade under the condition that it incorporates at least 90% of the floor area of a single storey. I am also aware that this provision does not apply for a laboratory within class 2, 3 or 4.		
Where I have applied the major classification to the upgrade (as above), I have included the percentage of floor area within the professionally drafted site plan or professionally drafted Reflective Ceiling Plan (RCP) as evidence of the use of the major classification.		
	Y / N	
Decommissioning Summary		
Items	Total # decommissioned	Decommissioning method
Lamps:		
Ballasts/Transformers:		
Installation Summary		
Items	Total # installed	
Lamps:		
Control gear (ballast/transformer/driver):		
T5 adaptors:		
Lighting control devices:		

Figure 5: Mandatory Information for VEEC assignment forms (Source: www.veet.vic.gov.au)

PROPOSED CHANGES

Due to the volume of activities that are available to participants, developing templates for each activity may prove timely and costly. Developing a single template with mandatory information and declarations that is available to participants, will act towards removing confusion as to what is required to be included within an activity record or energy audit form.

MAC suggests the template be developed by the Commission, available via the ESCOSA website and detail the information required at minimum. Representation and general understanding will be achieved as the information is standardised and complete. Any alterations to activity records and audit forms will be more easily identifiable in annual review of compliance plans.

MAC also suggests that key documents detailing the contact details of the third party provider and warranty information is left in hard copy with the customer on the day of installation rather than emailed at a later date. During field audits, we have found that many customers either haven't received their emailed copies of the activity record or cannot remember it being issued and do not know what they have signed off on.

MAC recommends the template address the following criterion which is commonly interpreted differently by participants:

Item	Description
Mandatory Information	<p>Included within the general information should be:</p> <ul style="list-style-type: none"> • Background on Scheme • Intentions behind the Scheme • What are energy efficient activities and home energy audits? • Who are Obligated Retailers? • Obligations of Obligated Retailers • Assignment of rights • Legislative implications (Information Privacy Principles)
Installer Details	<p>This should explicitly detail requirement of the following:</p> <ul style="list-style-type: none"> • Installer name • Installer contracting company • Contact details of contracting company • Address details of contracting company • Signature and date • Installation date <p>And, where applicable:</p> <ul style="list-style-type: none"> • Licence number • Supervising contractor • Supervisor/Building Licence No. • Certificate Number (applicable for Certificate of Compliance)
Installer Declaration	<p>This may need to vary depending on the activity being completed but should capture at minimum statements on:</p> <ul style="list-style-type: none"> • Information provided is correct and complete. • The signatory was appropriately trained to complete the installation or audit • The signatory has the authority to sign off the declaration <p>And, where applicable:</p> <ul style="list-style-type: none"> • Adherence to AS/NZS1680 Standard Series • Adherence to BCA • Adherence to Part J6 of the BCA.
Customer Details	<p>This should explicitly state the following:</p> <ul style="list-style-type: none"> • Name • Contact Details • Installation Address • Installation Date • Reference ID • Customer Signature and date <p>And, where applicable:</p> <ul style="list-style-type: none"> • Company Name • ABN/CAN • ANZSIC Code
Customer Declaration	<p>This may need to vary dependent on the activity being completed but should capture at minimum statements on:</p> <ul style="list-style-type: none"> • Information provided is correct and complete.

	<ul style="list-style-type: none"> • The signatory has the authority to sign off the declaration. • Authorising that information provided will be utilised for the purpose of complying with the Electricity Act 1996 and the Gas Act 1997. • The Essential Services Commission of South Australia and/or Obligated Retailer has the right to inspect the installation with reasonable notice. • The information provided is complete and accurate and the customer is aware there are penalties for providing false and misleading information in the activity record.
Installation Details	<p>This section will vary dependent on the activity being completed but should at minimum capture the following:</p> <ul style="list-style-type: none"> • Activity being completed • Quantities of energy efficient product installed • Quantities of inefficient product removed (where required) • Brand name and model of product installed • Energy savings (GJ) generated • Installation date
Recommendation Details	<p>(HEA Only) This section should capture recommendations (including the minimum number of required recommendations) that are to assist the householder to reducing their energy use within the home.</p>

4. INSURANCE

“Is it beneficial to require obliged retailers to ensure its contractors and/or agents hold a nominated level of liability?”

CURRENT STATE

At present, there is no explicit requirement for representatives working on behalf of obliged Retailers to have a minimum level of liability insurance. As most obliged retailers utilise third party providers to deliver their energy efficient activities and audits, the liability and any conflicts that arise would be addressed in many instances by the contractor that attended the customer’s site.

IN OTHER ENERGY EFFICIENCY SCHEMES

Under ESS, accreditation applications require the applicant to provide copies of their insurance policies as well as their sub-contractors’ and commit to continually maintaining these policies.

The ACP or ACP representatives are required to hold a minimum;

- Product liability insurance of \$5 million and must cover all products used in the RESA.
- Public liability insurance of \$5 million and must be maintained for the lifetime of the RESA.

PROPOSED CHANGES

Introducing changes to insurance should not cause significant impact to already existing third party providers operating under REES; with many having these benchmarks existing within their current contractual arrangements with Obligated Retailers.

MAC recommends the Commission should introduce:

- Product liability insurance of \$5 million and must cover all products used for each energy efficiency activity.
- Public liability insurance of \$5 million and must be maintained for the lifetime of the energy efficiency activity.

Insurance details would require to be submitted by the 31st of March each REES year jointly with the compliance plan. This can be provided by either submitting current copies of insurance policies or a certificate of currency.

In introducing this requirement into the Code, parties considering becoming REES third party providers, will be versed in the minimum expectations of operating within the Scheme and active participants will solidify their existing insurance arrangements.

5. REES-R

“Are the quarterly assessments of achievement provided to obliged retailers beneficial, or does the REES Retailer Reporting System (REES-R) provide sufficient information for obliged retailers to monitor their achievement?”

CURRENT STATE

At present the REES-R website provides Obligated Retailers the following ability to view their achievement towards “Annual Target” and “PG Annual Target”.

Year to Date Achievement - Submitted Data						Reporting Year: 2017				
Energy Type	Annual Target	Achievement Towards Annual Target	Difference	% Annual Target Achieved	Credit (surplus to annual target)	PG Annual Target	PG Achievement Towards Annual Target	PG Difference	% Annual PG Target Achieved	Credit (surplus to annual PG target)
Electricity (GJ)										
Electricity Audits										
Gas (GJ)										
Gas Audits										
Total (GJ)										
Total Audits										

Credit Allocation							
Target	Total Credit	Remaining Credit Available	Allocated Credit – Electricity	Allocated Credit – Gas	New Allocation To Electricity	New Allocation To Gas	
Activities (GJ)							
Priority Activities (GJ)							
Audits							

PROPOSED CHANGES

Re-arranging the current column headers into row headers so that the dashboard can read more like a “Statement of Financial Position” will assist in better understanding the overall position. Furthermore, if the table is also then sub-divided into Gigajoules (GJ) and Audits, so there is clear separation of obligations.

MAC recommends formatting be adjusted to the below:

Gigajoules

	Energy Type		
	Electricity (GJ)	Gas (GJ)	Total GJ
Annual Target			
Achievement towards Annual Target			
<i>Credit Allocated</i>			
Difference			
% Annual Target Achieved			
Credit (surplus to annual target)			

PG Annual Target			
PG Achievement Towards Annual Target			
PG Difference			
% Annual PG Target Achieved			
Credit (surplus to annual PG target)			

Audits

	Energy Type		
	Electricity Audits	Gas Audits	Total Audits
PG Annual Target			
<i>Credit Allocated</i>			
PG Achievement Towards Annual Target			
PG Difference			
% Annual PG Target Achieved			
Credit (surplus to annual PG target)			

Please note:

- There should be an indentation with regards to priority targets as they are a subset of the overall annual target.
- The *Credit Allocation* should also be incorporated into the table thus allowing the viewer to understand their immediate position, whilst still maintaining the existing Credit Allocation table.

Secondly, there should be an overall snap shot available that shows the various statuses for audits and activities.

Gigajoules

Status	Energy Type		
	Electricity (GJ)	Gas (GJ)	Total GJ
Submitted			
Pending			
Accepted			
Rejected			
Total			

Audits

Status	Energy Type		
	Electricity Audits	Gas Audits	Total Audits
Submitted			
Pending			
Accepted			
Rejected			
Total			

6. OTHER

CURRENT STATE

At present, ESCOSA utilises several tools that are administered by other schemes. The product registers overseen by the ESS (http://www.ess.nsw.gov.au/ELT/Product_Search) and by VEET (<https://www.veet.vic.gov.au/public/productregistrysearch.aspx>) are referenced (depending on the activity) by the Commission and can be used to select products that are eligible under REES.

Another tool utilised for those completing REES Commercial Lighting is the NSW ESS Calculator Tool which is used to determine the GJ created based on a multiplication of the megawatt hours saved (MWh) against 3.6. Due to the use of other state tools, some SA based third-party providers and obliged retailers are inadvertently impacted when VEET or ESS changes occur and they have not been advised accordingly.

In NSW, unless these third-party contractors are commercially associated with an aggregator or are an ACP, having access to the scheme newsletter may only bring awareness to some changes that have occurred with the ESS. Similarly, in VIC, unless these parties are accredited AP's they will not be added to specific mailing lists that announce future or immediate changes that require to be addressed within energy efficiency activities. Both states have available general updates that can be subscribed to by "non-participants", however the information provided typically does not detail updates that are specific to changes in evidentiary or technical requirements to an activity.

Commonly regulatory changes require to be implemented within a relatively short time frame. If these changes are not cascaded down to third party contractors and/or obliged retailers in SA, this can impact negatively on the customer experience if an installation site requires a re-visit to address a regulatory change or abatement change impacting a customer contribution.

PROPOSED CHANGES

The Commission moving forward should look towards communicating more readily any change(s) that are announced by schemes that impact operations of participants in REES.

If the Commission, could forward correspondence as it becomes available with regards to any changes in tools and/or rulings undertaken by other EE schemes, this will allow all participants under REES the opportunity to plan and prepare their teams both in office and infield to ensure that they are being carried out where required.

If you wish to discuss any of the observations or recommendations provided in this paper, please feel free to contact us at info@maceegroup.com.au or 1300 020 381.

