



Retailer Energy Efficiency Scheme

2017 Annual Report

July 2018

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Table of contents

Glossary of terms	iii
1 Overview	1
1.1 REES 2017 outcomes	1
2 Introduction	3
2.1 Role of the Commission	3
2.2 Purpose of this report	4
3 Structure of the scheme	5
3.1 Obligated retailers for 2017	6
3.2 Priority group households	7
3.3 Energy audits	7
3.4 Energy efficiency activities	7
3.5 Energy credits	9
4 REES targets and achievements	10
4.1 Targets and achievements	10
4.1.1 Energy savings from energy efficiency activities	10
4.1.2 Priority group energy savings from energy efficiency activities	11
4.1.3 Energy audits	12
5 Analysis of outcomes	13
5.1 Energy efficiency activities	13
5.1.1 Energy efficiency activities by type	14
5.1.2 Energy efficiency activities by household location	18
5.1.3 Efficiency activities by household type	19
5.2 Commercial activities	20
5.2.1 Location of commercial activities	20
5.2.2 Commercial lighting	21
5.2.3 Commercial showerheads	23
5.3 Energy audits	23
5.3.1 Energy audits by household location	23
5.3.2 Energy audits by household type	24
5.4 Household and businesses receiving an energy efficiency activity or audit	24
5.4.1 Household and business location	25
5.4.2 Household type	25
6 Administration of REES	27
6.1 Compliance	27
6.1.1 Compliance plans	27
6.1.2 Annual target compliance	28

6.1.3	Other compliance work.....	28
6.2	REES IT System	29
6.3	Consumer complaints and REES enquiries	29
Appendix A – Individual retailer 2017 achievement		30
Appendix B – Postcode applying to location categories		32

Glossary of terms

Term	Description
AV	Audio visual
CFL	Compact Fluorescent Lamps
Commission	Essential Services Commission, established under the ESC Act
EAT	Energy Audit Target
EET	Energy Efficiency Target
Electricity Regulations	Electricity (General) Regulations 2012
ESC Act	Essential Services Commission Act 2002
Gas Regulations	Gas Regulations 2012
GJ	Gigajoules
Government	South Australian Government
IT	Information Technology
LED	Light Emitting Diode
Minister	South Australian Minister for Energy and Mining
Ministerial Protocol	A REES Protocol set by the Minister for maintaining the list of approved Energy Efficiency Activities and Reporting Requirements. Available at http://www.sa.gov.au/_data/assets/pdf_file/0006/135915/REES-Ministerial-Protocol.pdf .
MWh	Megawatt Hours
PGEET	Priority Group Energy Efficiency Target
Primary obliged retailer	Retailers that meet the primary threshold and are set an Energy Efficiency Target, Priority Group Energy Efficiency Target and Energy Audit Target.
Priority Group Household	Households: <ul style="list-style-type: none"> ▶ with eligibility for various Commonwealth and State Government Concessions, as defined in the Electricity and Gas Regulations, or ▶ falls within a class of persons who are experiencing hardship determined or approved by the Minister or the Commission for the purposes of the Regulations.
REES	Retailer Energy Efficiency Scheme
REES Code	Retailer Energy Efficiency Scheme Code

REES-IT System	REES Information System
REES-R	Retailer File Validation System
REES Stage One	2009 to 2011
REES Stage Two	2012 to 2014
REES Stage Three	2015 to 2017
Regulations	Electricity (General) Regulations 2012 and Gas Regulations 2012
SAFCA	South Australian Financial Counsellors Association
Secondary obliged retailer	Retailers that do not meet the primary threshold but meet the secondary threshold (electricity and/or gas). Secondary obliged retailers are set a REES Energy Efficiency Target.
SPC	Standby Power Controller

1 Overview

Energy retailers that exceed prescribed customer number and sales thresholds are set annual Retailer Energy Efficiency Scheme (**REES**) targets for the delivery of energy efficiency activities to households and/or businesses. In addition, retailers with larger residential customer bases are set targets to deliver a prescribed amount of the energy efficiency activities to priority group households and to provide energy audits to priority group households.

REES initially commenced on 1 January 2009 as the Residential Energy Efficiency Scheme and is set to operate until 31 December 2020.

The Essential Services Commission (**Commission**) administers REES within the parameters defined by the South Australian Government's (**Government**) policy framework and in accordance with Parts 4 of the Electricity (General) Regulations 2012 and the Gas Regulations 2012 and the provisions of the Essential Services Commission Act 2002.

This ninth REES Annual Report evaluates scheme outcomes for the 2017 REES year.

1.1 REES 2017 outcomes

The key operational outcomes for REES in 2017 were:

- ▶ The overall annual REES targets were achieved (Table 1) and all obliged retailers met their individual targets (Table 2).
- ▶ A total of 2,242 energy audits were delivered and obliged retailers applied an additional 5,195 energy audit credits (earned in prior years) to exceed the target by 31 percent.
- ▶ Energy savings of 2,549,093 gigajoules (**GJ**) were delivered, which was 38 percent higher than that delivered in 2016. When prior year credits are included, the Energy Efficiency Target was exceeded by 46 percent. Many obliged retailers have significant credit balances to carry over towards 2018 targets.
- ▶ REES activities resulted in energy savings of 2,549,093 GJ, equivalent to powering 142,749 residential households consuming 5 megawatt hours (**MWh**) per year (1 MWh energy consumption is equivalent to 3.6 GJ).
- ▶ The proportion of activities conducted in regional and remote areas increased to 14.8 percent in 2017, compared to 9.6 percent in 2016.
- ▶ Of the total energy savings delivered, 9.2 percent were delivered to priority group households. When prior year credits are included, the 2017 Priority Group Energy Efficiency Target was exceeded by 29 percent.
- ▶ Seventy seven percent of energy savings were from commercial activities; 76 percent from commercial lighting and 1.4 percent from commercial showerheads. In 2017, 4,174 businesses benefitted from REES activities.
- ▶ Over 182,000 installed energy efficient lights were reported in commercial premises. A further 180,000 installed energy efficient lights were reported in residential premises.
- ▶ Energy savings from residential activities fell by 14 percent, but still account for 88 percent of activities delivered.
- ▶ There was a 24 percent decrease in the number of premises receiving a REES activity or energy audit compared to 2016. This reflects that 15 percent fewer activities and audits were delivered in 2017 compared to 2016.


























Table 1: 2017 REES targets and achievements

	2017 target	Accepted reports	Credits applied ⁽²⁾	Total 2017 achievement
Energy audits (number of audits)	5,667	2,242	5,195	7,437
Energy efficiency (GJ) ¹	2,300,000	2,549,093	799,019	3,348,112
Priority group energy efficiency (GJ) ²	442,308 ⁽¹⁾	234,571	335,102	569,673

Notes: (1) Subset of Energy Efficiency Target.

(2) Applied credits are energy efficiency activities or energy audits accrued in excess of an obliged retailer's previous years REES target which were applied to a 2017 target.

Table 2: 2017 Obligated retailer target achievement

Obligated retailer	Energy Audit Target	Energy Efficiency Target	Priority Group Energy Efficiency Target
AGL			
Alinta Energy			
Energy Australia			
ERM Power	N/A		N/A
Lumo Energy			
Momentum Energy			
Origin Energy			
Powerdirect			
Simply Energy			

Note:  = target achieved

¹ Energy efficiency activities are deemed and receive the full lifetime saving in the year the activity is delivered.

² Priority group households include those where a person resides who holds a recognised concession card, participates in an energy retailer's customer hardship program or has a referral from a registered member of South Australian Financial Counsellors Association SAFCA.

2 Introduction

The Retailer Energy Efficiency Scheme (**REES**) requires energy retailers that exceed prescribed thresholds be set annual targets for the delivery of energy efficiency activities to households and/or businesses. In addition, retailers with larger residential customer bases³ are set targets to deliver a prescribed amount of the energy efficiency activities to priority group households; and to provide energy audits to priority group households.⁴

Under REES, the South Australian Minister for Energy and Mining (**Minister**) sets the overall policy framework and fixes annual Energy Efficiency and Energy Audit Targets. The Essential Services Commission (**Commission**) administers the scheme within the parameters defined by the South Australian Government's (**Government**) policy framework and in accordance with Parts 4 of the Electricity (General) Regulations 2012 and the Gas Regulations 2012 (**Regulations**) and the provisions of the Essential Services Commission Act 2002 (**ESC Act**).

The Minister sets overall REES targets for each calendar year. The Commission then apportions those targets among obliged retailers in accordance with objective criteria specified in the Regulations.

The scheme initially commenced on 1 January 2009 as the Residential Energy Efficiency Scheme, with the first stage running until 31 December 2011. The second stage commenced on 1 January 2012 and concluded on 31 December 2014. From 1 January 2015, the Residential Energy Efficiency Scheme was amended to become the Retailer Energy Efficiency Scheme, and was expanded to allow commercial activities to be delivered.

The Government's stated objective for REES is to reduce household and business energy use, with a focus on low-income households (implemented through priority group targets).

2.1 Role of the Commission

The Commission has functions and powers necessary to give effect to REES including:

- ▶ Administering REES.
- ▶ Allocation of individual annual retailer targets.
- ▶ Establishing requirements in relation to the conduct and operation of energy retailers through a Retailer Energy Efficiency Scheme Code (**REES Code**).
- ▶ Encouraging effective participation in the scheme.
- ▶ Monitoring energy retailer compliance with REES.
- ▶ Receiving and assessing reports of activities and audits delivered.
- ▶ Establishing and implementing a targeted compliance program.
- ▶ Determining annual target achievement.
- ▶ Reporting to the Minister annually in relation to the operation of REES, and from time to time in relation to any other matter with respect to REES.

³ Refer to section 3 of this report for REES obligation thresholds.

⁴ Priority group households include those where a person resides who holds a recognised concession card, participates in an energy retailer's customer hardship program or has a referral from a registered member of South Australian Financial Counsellors Association (**SAFCA**).

- ▶ The rules to be followed by retailers in meeting their obligations under REES are set out in the REES Code.⁵ The main administrative activities delivered by the Commission in 2017 are described in section 6 of this report.

2.2 Purpose of this report

The Commission has prepared this report in accordance with its reporting obligations under the Regulations in order to advise the Minister on the REES outcomes, to facilitate ongoing evaluation of REES and inform future target setting.⁶

The scope of this report relates to retailers' compliance with the REES and does not extend to analysing the overall effectiveness of the scheme. Further, this report does not consider whether the scheme provides a net benefit to households and businesses.

Information and supporting commentary to satisfy the requirements of the REES Ministerial Protocol⁷ (**Ministerial Protocol**) and the Regulations is provided in this report and is based on data provided by energy retailers which the Commission understands to be accurate at the time of publication.

⁵ Essential Services Commission, Retailer Energy Efficiency Scheme Code, REESC/08 January 2015 (as in force in 2016); available at <https://www.escosa.sa.gov.au/ArticleDocuments/220/20141218%20-%20REES%20-%20REESCode08.pdf.aspx?Embed=Y>.

⁶ This obligation is in the form of a Ministerial Protocol which can be found on the Commission's website at: http://www.dpc.sa.gov.au/_data/assets/pdf_file/0019/17137/REES-ministerial-protocol.pdf.

⁷ The REES Ministerial Protocol requires annual reporting of activities, energy audits and benefiting households by number, location, and household tenure.

3 Structure of the scheme

The Minister has set the methodology by which the Commission determines which retailers have REES obligations in any year. A retailer will be obliged under REES if, in the preceding financial year, it exceeds one of the following thresholds:

- ▶ Primary threshold - retailed electricity to 5,000 or more South Australian residential customers, or retailed gas to 5,000 or more South Australian residential customers.
- ▶ Secondary threshold - its total electricity purchases less designated electricity purchases were greater than 27,000 megawatt hours (MWh), or its total gas purchases less designated gas purchases were greater than 100,000 Gigajoules (GJ).⁸

Retailers that meet the primary threshold are referred to as primary obliged retailers and are set an Energy Efficiency Target, a Priority Group Energy Efficiency Target and an Energy Audit Target.

Retailers that do not meet the primary threshold but meet the secondary threshold (electricity and/or gas) are referred to as secondary obliged retailers and are only set an Energy Efficiency Target.

The value of each energy efficiency activity is 'deemed', in terms of energy savings, in the sense that the full value of future estimated energy saving is credited at the time the activity is delivered. Accordingly, the scheme's annual energy savings outcome does not mean that energy savings at that level were actually achieved within that year.

Retailers can elect to provide the energy efficiency activities and/or energy audits themselves or to engage the services of third-party providers to provide the activities on their behalf. Retailers have generally chosen to engage third-party providers. However, while the provision of energy efficiency activities and energy audits may be outsourced, REES obligations continue to rest with retailers, not with their contractors.

It is for retailers to determine how and when energy efficiency activities and energy audits are offered to customers, in order to achieve REES targets. Retailers can also determine whether activities are provided free of charge to the recipient, whether recipients are asked to make a co-payment or if another incentive is offered to take up the activity. Overall, retailers have significant discretion as to how they achieve targets. Generally, minimal activity is reported in quarter one of the REES year as contracting arrangements are being finalised by retailers.

⁸ Designated electricity (or gas) purchases are defined by the Regulations as 'purchases of 1,000 MWh or more of electricity (or 3,600 GJ of gas) for on-selling and subsequent use in South Australia through an individual contract for sale'.

Observations

- ▶ There were eleven obliged retailers in 2017 – eight primary and three secondary obliged retailers.
- ▶ Seven of the 28 approved energy efficiency activities were delivered to homes and businesses in 2017.
- ▶ There was sufficient energy credits accrued at the end of 2017 to meet the 2018 targets as follows:
 - fifty three percent of the annual Energy Efficiency Target
 - sixty seven percent of the Priority Group Energy Efficiency Target,⁹ and
 - twenty nine percent of the Energy Audit Target.
- ▶ The large number of priority and energy audit credits banked at the end of 2017, may lead to a reduction in the delivery of residential activities in 2018.

3.1 Obligated retailers for 2017

Table 3.1 shows the eleven obliged retailers for 2017. Retailers have separate electricity and gas REES obligations. Two new retailers, M2 Energy and Tango, became secondary retailers in 2017.

Table 3.1: REES 2017 obliged retailer energy obligations

Energy Retailer	Type of REES obligation ⁽¹⁾	Electricity	Gas
AGL SA	Primary	✓	✓
Alinta Energy	Primary	✓	✓
EnergyAustralia	Primary	✓	✓
ERM Power	Secondary	✓	-
Lumo Energy	Primary	✓	-
M2 Energy	Secondary	✓	-
Momentum Energy	Primary	✓	-
Origin Energy	Primary	✓	✓
Powerdirect ¹⁰	Primary	✓	-
Simply Energy	Primary	✓	✓
Tango	Secondary	✓	-

Notes: (1) Primary obliged retailers are set an Energy Efficiency Target, Priority Group Energy Efficiency Target and Energy Audit Target. Secondary obliged retailers are set an Energy Efficiency Target only.

⁹ There is sufficient credit to exceed the Priority Group Energy Efficiency Target by 28 percent.

¹⁰ Powerdirect is a wholly owned subsidiary of AGL.

3.2 Priority group households

Consistent with the Government's stated policy objective of assisting low-income consumers, REES requires that all energy audits and a specified amount of energy savings from energy efficiency activities (in any year) must be provided to priority group households.

For 2017, the Minister set the Priority Group Energy Efficiency Target at 442,308 GJ (just over 19 percent of the overall Energy Efficiency Target).

The Regulations define priority group households; the category generally covers those households in which a person with a recognised concession card resides. The Minister and the Commission have the power to determine additional categories of priority group customers. The Commission determined those participating in an energy retailer's customer hardship program as an additional class of priority group customer in 2009.

In July 2016, the Minister expanded the priority group to include residential customers who receive a referral from a registered member of the South Australian Financial Counsellors Association (SAFCA).¹¹

3.3 Energy audits

The Minister establishes the minimum specification for the conduct of energy audits.¹² Only those audits which meet the specification in full can be counted towards an Energy Audit Target.

Energy audits may only be provided to priority group households. They are aimed at assessing current energy use practices, comparing these to energy efficient practices and identifying practical ways to enhance energy efficiency.

Obligated retailers are generally required to conduct energy audits inside the home of the householder. However, in limited circumstances, such as remote premises, interview and phone audits are permitted. Each phone audit is worth half an in-home audit in terms of the value of the activity.

3.4 Energy efficiency activities

Energy efficiency activities may be provided to any South Australian household and some energy efficiency activities are also available to be delivered in commercial premises. Generally, an individual energy efficiency activity may only be delivered once per premises unless otherwise permitted in the activity's minimum specification. As is the case with energy audits, an energy efficiency activity may only count towards the satisfaction of an Energy Efficiency Target, to the extent that the particular activity meets the minimum specification for that energy efficiency activity.

It is for retailers to determine how and when energy efficiency activities and energy audits are offered to customers, in order to achieve REES targets. The cost of uptake of an activity is the largest barrier to the delivery of some approved activities. Generally, retailers choose to undertake activities that achieve a high energy saving per activity/unit in relation to the cost (to the retailer and contractors) to deliver the activity. Of the 28 approved activities, only seven were utilised during 2017.¹³

¹¹ Refer: <http://www.safca.org.au/>

¹² South Australian Government Gazette, 18 December 2014, available at http://www.governmentgazette.sa.gov.au/sites/default/files/documentstore/2014/December/2014_090.pdf applied for REES Stage Three requirements.

¹³ Refer REES time series data for a detailed breakdown.

The Minister has the function of maintaining, reviewing and amending the list of eligible energy efficiency activities (including energy savings values and minimum specifications¹⁴) for the purposes of REES.

Table 3.2: List of approved REES activities in 2017

Activity description	Residential	Commercial	Delivered in 2017
Ceiling insulation - install ceiling insulation where no insulation has previously been in place	✓		
Top up ceiling insulation - install ceiling insulation to an under-insulated ceiling space	✓		
External wall and floor insulation – install insulation in an uninsulated external wall and an uninsulated suspended ground floor (two activities)	✓		
Building sealing - install products designed to restrict airflow through doors, windows, chimneys/open fireplaces, exhaust fans or wall vents	✓		✓
Window replacement or glazing retrofit – replace external single glazed windows with thermally efficient windows or retrofit secondary glazing to a pre-existing external single glazed windows (two activities)	✓		
Install new flued gas space heater (non-ducted) – install an efficient new (non-ducted) flued gas space heater	✓		
Install new reverse cycle air conditioner (non-ducted), install an efficient new (non-ducted) reverse cycle air conditioner (two activities)	✓		
Upgrade ductwork - install insulated ductwork of higher than standard to a ducted reverse cycle air conditioner or gas central heater	✓		
Installation of enhanced air conditioning ductwork system – replacement of an existing flexible ductwork system for a reverse cycle air conditioner with a new flexible ductwork system (including all fittings)	✓		
Water heaters - install or replace a water heater with a water heater of specified type	✓		✓
Showerheads - replace an inefficient showerhead with an efficient showerhead	✓	✓	✓
Install compact fluorescent lamp (CFL) or light emitting diode (LED) general purpose lamp - replace an incandescent or halogen lamp with a CFL or LED	✓		✓
Install LED down light or LED down light luminaire – replace an existing downlight lamp or luminaire with an LED downlight or luminaire with optional ceiling insulation reinstatement	✓		✓
Replace halogen floodlight luminaire – replace halogen floodlight luminaire with an LED luminaire	✓		
Replace linear fluorescent luminaire – replace T8 or T12 fluorescent luminaire with T5 fluorescent or LED luminaire	✓		

¹⁴ Detailed specifications and deemed energy savings factors (expressed in units of GJ) for each activity can be found on the Commission's website at: <http://www.escosa.sa.gov.au/residential-energy-efficiency-scheme-rees/rees-energy-efficiency-activities.aspx>

Activity description	Residential	Commercial	Delivered in 2017
Install standby power controllers – Audio Visual (AV) or Information Technology (IT) – install a standby power controller to automatically reduce standby power consumption of AV and IT equipment (two activities)	✓		✓
Purchase high efficiency appliances - purchase an efficient new fridge, fridge-freezer, separate freezer, clothes dryer, or television (four activities)	✓	✓	
Remove and dispose of unwanted fridge or freezer – remove and dispose of an existing fridge or freezer	✓	✓	
High efficiency pool pumps – install upgraded high energy efficient pool pump	✓		
Aggregated metered baseline – allows for delivery of energy efficiency measures to a treatment group and uses statistical methods to calculate energy savings	✓	✓	
Commercial lighting upgrade – upgrade lighting in a commercial premises to efficient lighting		✓	✓

3.5 Energy credits

Retailers have the ability to bank any excess achievement in relation to individual targets for a year and apply that credit to REES targets in subsequent years.

Energy credit means the following (if the relevant differences are positive):

- ▶ In relation to energy audits, the difference (expressed as a number of energy audits) between the number of energy audits reported by a retailer in a year and the Energy Audit Target that applies to the retailer for that year.
- ▶ In relation to energy efficiency activities, the difference (expressed in GJ) between the actual GJ reported by a retailer in a year through the conduct of energy efficiency activities and the Energy Efficiency Target that applies to the retailer for that year.
- ▶ In relation to energy efficiency activities for priority group households, the difference (expressed in GJ) between the actual GJ reported by a retailer in a year through the conduct of energy efficiency activities for priority group households and a Priority Group Energy Efficiency Target that applies to the retailer for that year.

Energy credits are accrued on an annual basis following the Commission's annual determination of an individual retailer's target achievement.

4 REES targets and achievements

Observations

- ▶ The overall targets set by the Minister were achieved in 2017.
- ▶ There was a 40 percent increase in the energy savings delivered in 2017 compared to 2016.
- ▶ Retailers delivered 234,571 GJ of priority group energy savings in 2017 to meet 53 percent of the Priority Group Energy Efficiency Target and applied a further 335,102 GJ of accrued energy credits to exceed the target by 29 percent.
- ▶ Although there was a decrease in the number of energy audits delivered in 2017, after retailers applied a large number of energy audit credits the total number of audits achieved exceeded the 2017 Energy Audit Target by 31 percent.

This section sets out achievements against the targets for energy audits, overall energy efficiency and priority group energy efficiency.¹⁵ Further details on the targets and achievements can be found in the REES time series data, available on the Commission's website. To allow for comparison, 2009-2014 REES achievement figures have been converted from tonnes of carbon dioxide equivalent to GJ.¹⁶

4.1 Targets and achievements

The overall targets set by the Minister were achieved in 2017. Refer to Appendix A for a summary of individual retailer achievement. Achievement against the REES targets for energy audits, energy savings and priority group energy savings is set out in Figures 4.1 - 4.3.

4.1.1 Energy savings from energy efficiency activities

Figure 4.1 illustrates the energy savings achieved and the target for each year of REES.

REES activities resulted in energy savings of 2,549,093 GJ, equivalent to powering 142,749 residential households consuming 5 MWh per year (1 MWh energy consumption is equivalent to 3.6 GJ).

Actual reported energy savings were slightly higher than the 2017 target, and were 40 percent higher than in 2016, due to an increase in the number of activities with a higher deemed value per activity/unit delivered. Retailers also accrued significant credits in prior years that were applied to meet 2017 targets.¹⁷ When applied credits are included, the 2017 target was exceeded by 46 percent. All retailers met their 2017 Energy Efficiency Targets.

In addition to applied credits, some retailers have significant balances of unapplied credits at the end of 2017. The total credit balance (both applied and unapplied) at the end of 2017 is 1,217,517 GJ. This is approximately 53 percent of the 2018 Energy Efficiency Target.¹⁸

¹⁵ For annual reports relating to previous years refer: <http://www.escosa.sa.gov.au/residential-energy-efficiency-scheme-rees/rees-annual-reports.aspx>.

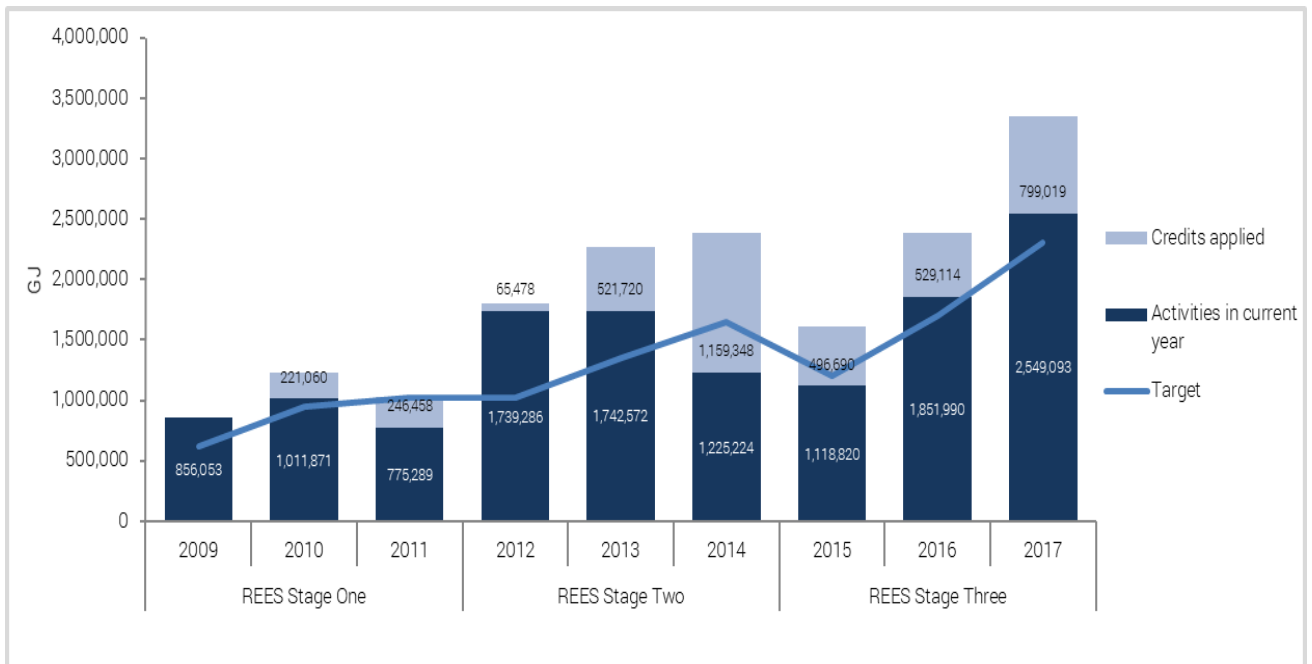
¹⁶ The conversion rate is 4.02 normalised GJ/tCO₂-e. Refer REES Code Final Decision – December 2014 for further details on the conversion rate available at: <https://www.escosa.sa.gov.au/ArticleDocuments/374/20141218%20-%20REES%20-%20REES%20Code%20Review%20Final%20Decision.pdf.aspx?Embed=Y>

¹⁷ Banked credits from any year are undifferentiated in terms of whether they apply to an electricity or gas target. It is not the Commission's role to assume how a retailer may wish to apply any 'credits' earned in a given year to future years of the scheme. Nevertheless, the Commission encourages retailers to apply all credits in the following year of achievement as this shows an accurate estimate of their progress towards the next target.

¹⁸ The 2018 energy savings target is 2,300,000 GJ.

The “credits applied” amounts in Figures 4.1, 4.2 and 4.3 refer to energy efficiency activities undertaken in previous years that have been applied towards the target. Unapplied credits currently held by retailers, which may be used in future years, are not shown.

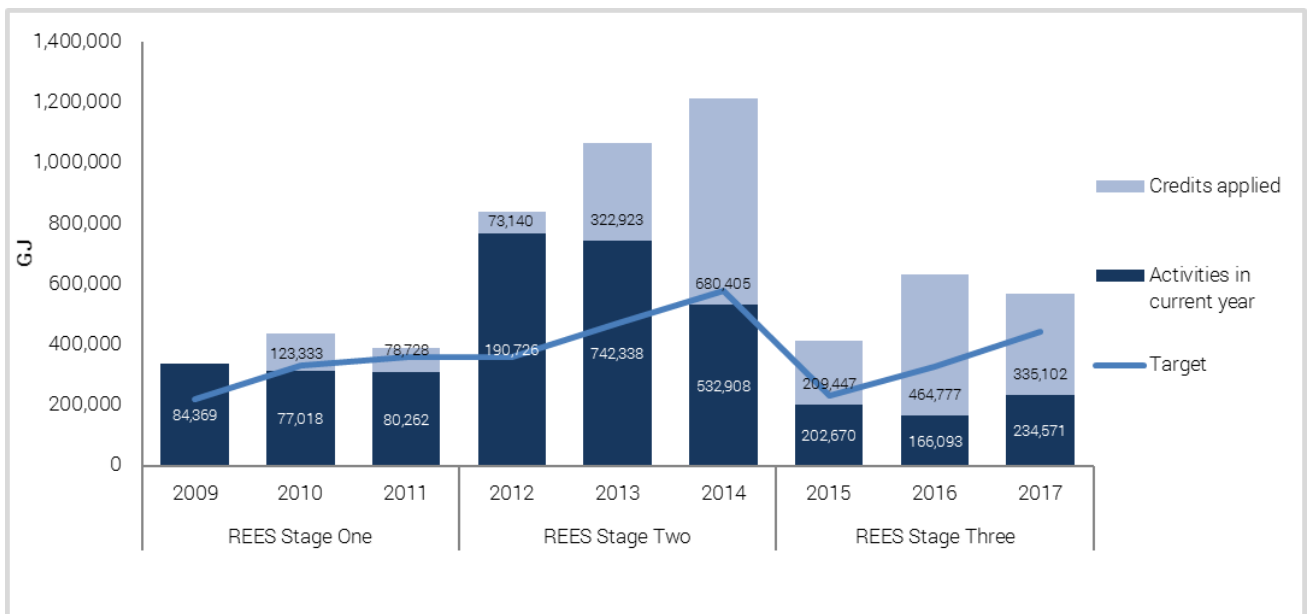
Figure 4.1: Energy savings (GJ) from energy efficiency activities - actual v target



4.1.2 Priority group energy savings from energy efficiency activities

Figure 4.2 illustrates the energy savings achieved and the priority group target for each year of REES.

Figure 4.2: Priority group energy savings (GJ) from energy efficiency activities - actual v target



The amount of reported priority group energy savings increased by 41 percent in 2017 when compared to 2016. When applied credits are included, the 2017 target was exceeded by 29 percent.

Nine percent of overall energy savings were in priority group households in 2017 compared to 18 percent and 9 percent in 2015 and 2016 respectively, reflecting the increased delivery of activities to businesses in 2017.

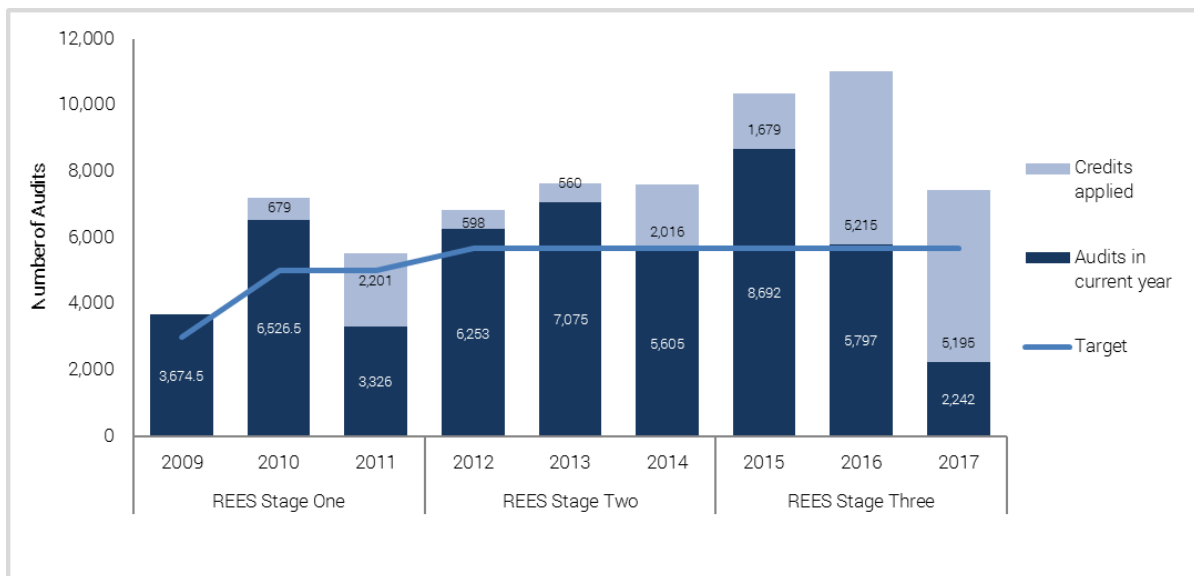
Retailers accrued large priority group credit balances in prior years, and did not need to actively seek priority group activities.

Including credits unapplied in 2016, retailers had a total of 335,784 GJ of priority group credits at the end of 2017. This would cover 67 percent of the 2018 priority group target of 500,000 GJ.¹⁹

4.1.3 Energy audits

Figure 4.3 illustrates energy audits delivered and the target for each year of REES.

Figure 4.3: Energy audits - actual v target



There was a 61 percent decrease in energy audits reported in 2017 compared to 2016, with 2,242 energy audits delivered during the year (see Figure 4.3). When applied credits are included, the 2017 target was exceeded by 31 percent. All retailers met their 2017 Energy Audit Targets.

Including credits unapplied in 2016, retailers had a total of 2,160 energy audit credits at the end of 2017, approximately 29 percent of the 2018 Energy Audit Target.²⁰

¹⁹ The 2018 Priority Group Energy Efficiency Target is 500,000 GJ.

²⁰ The 2018 Energy Audit Target is 7,367.

5 Analysis of outcomes

Observations

- ▶ In 2017, 52,338 energy efficiency activities were delivered, resulting in 2,549,093 GJ of energy savings. Over 445,000 energy efficient products were reported in 2017.
- ▶ The energy savings from commercial lighting in 2017 (1,931,208 GJ) was 66 percent more than that delivered in 2016 (1,275,717 GJ), however energy savings from commercial showerheads in 2017 (34,936 GJ) fell by 33 percent compared to 2016 (51,921 GJ).
- ▶ Energy savings from residential activities increased by 11 percent in 2017 (583,074 GJ in 2017 compared to 524,352 GJ in 2016). There were significant decreases in the proportion of energy savings from all residential activities. However, energy savings from residential activities still account for 88 percent of activities delivered.
- ▶ The number of activities delivered in 2017 (52,388) fell by 10 percent compared to (58,471) in 2016, but the overall energy savings from activities increased by 38 percent (2,549,093 GJ) in 2017 when compare to 2016 (1,851,990 GJ). This is due to the large increase in commercial lighting activities, which achieve a higher energy savings value per product installed.
- ▶ The average energy savings per residential activity is 12.6 GJ compared to 318 GJ per commercial activity.

This section analyses the distribution of energy efficiency activities and energy audits delivered, and the type of households and businesses that received energy efficiency activities and energy audits.²¹ Figures provided in this section relate to actual reported energy efficiency activities and energy audits for the relevant year and do not include any credits applied from previous years.²²

5.1 Energy efficiency activities

In 2017, 52,338 energy efficiency activities²³ were delivered, resulting in 2,549,093 GJ of energy savings. Over 445,000 energy efficient products were reported in 2017.

²¹ The information presented in this section fulfils the Commission's reporting requirements outlined in the Ministerial Protocol.

²² In some cases activities reported by retailers were rejected by the Commission in its compliance checking process, e.g. due to duplicated activities at a single premises. Consequently reported activities in this report refer to those activities reported in a given year that were accepted as compliant by the Commission and excludes any applied credits.

²³ The term 'activity' means the implementation of an activity at an individual premises. For example, the installation of two showerheads in a single premises on a particular day is considered to be one activity, but installing one showerhead and five light globes is considered two activities.

5.1.1 Energy efficiency activities by type

Table 5.1 shows the proportion of the different types of energy efficiency activities delivered in 2017.

Table 5.1: Energy efficiency activities delivered in 2017

Activity	Percentage (%)	Premises type
Standby power controllers	21.8	Residential
Residential lighting	48.2	Residential
Residential showerheads	16	Residential
Commercial lighting	11.7	Commercial
Water heaters	2.2	Residential
Commercial showerheads	0.1	Commercial
Ceiling insulation	0.1	Residential

Of the 28 approved activities (refer section 3.4), seven were utilised during 2017.²⁴ Residential activities represent 88 percent of activities delivered. There were 6,183 commercial activities delivered in 2017. Installation of residential lighting is the major activity delivered, representing 48.2 percent of activities, followed by standby power controllers (**SPCs**) (21.8 percent) and residential showerheads (16 percent).

In relation to residential lighting,²⁵ there was a twenty two percent increase in the number of LED and CFL general service lamps installed, and there was a 100 percent increase in the number of downlights activities reported in 2017 when compared to 2016.

Figure 5.1a shows the split and the total number of activities delivered by the different types of energy efficiency activities in each year of REES.

²⁴ These seven activities are SPCs (AV and IT), General Service Lighting, Residential Downlights, Showerhead Replacement (residential and commercial), Water Heaters, and Commercial Lighting. SPCs contain two activities. Refer REES time series data for a detailed breakdown.

²⁵ The Residential Lighting category comprises General Service Lighting and Downlight activities.

Figure 5.1a: Energy efficiency activities delivered (%)

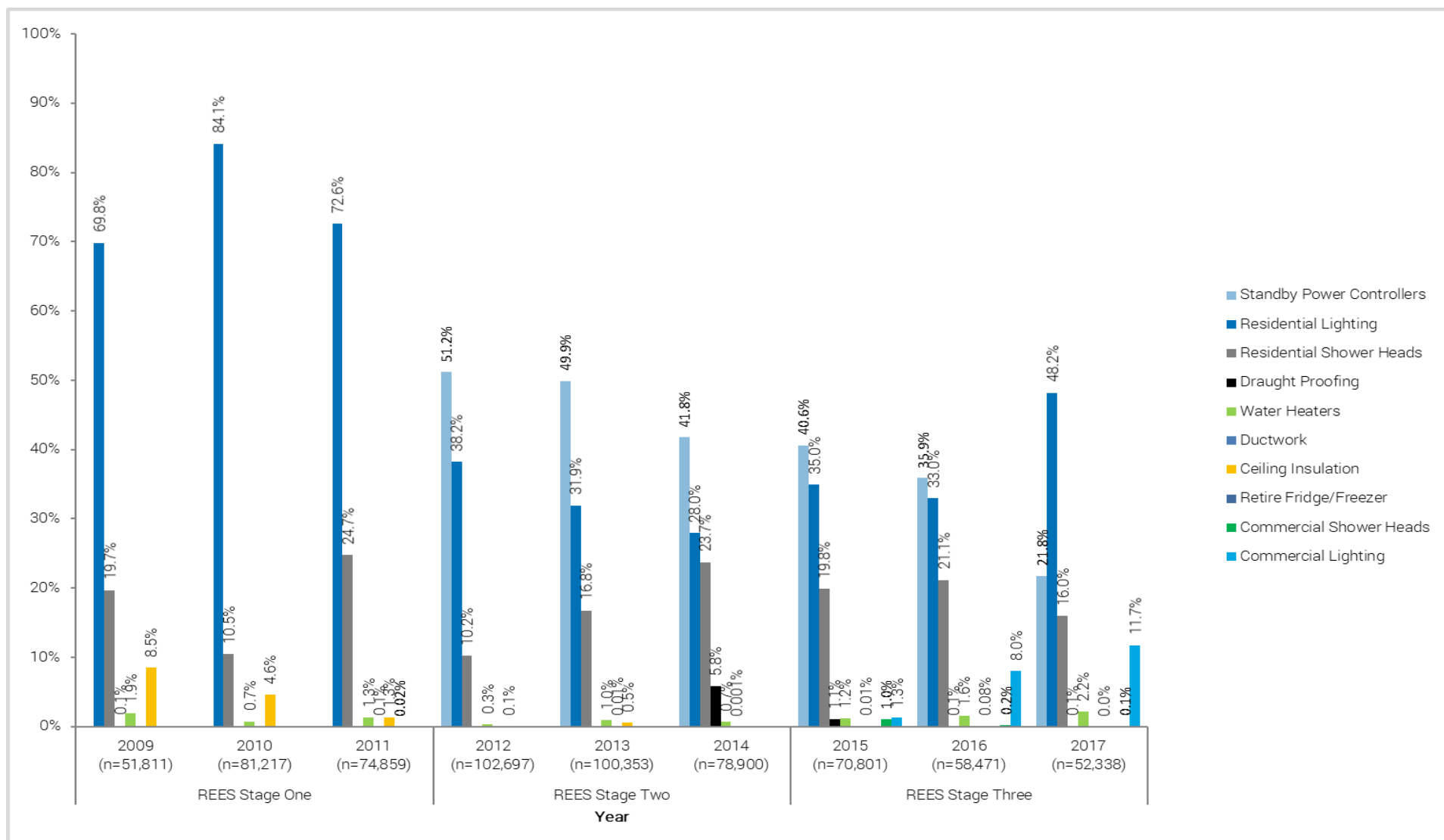


Table 5.2 shows the proportion of energy savings from the different types of energy efficiency activities delivered in 2017.

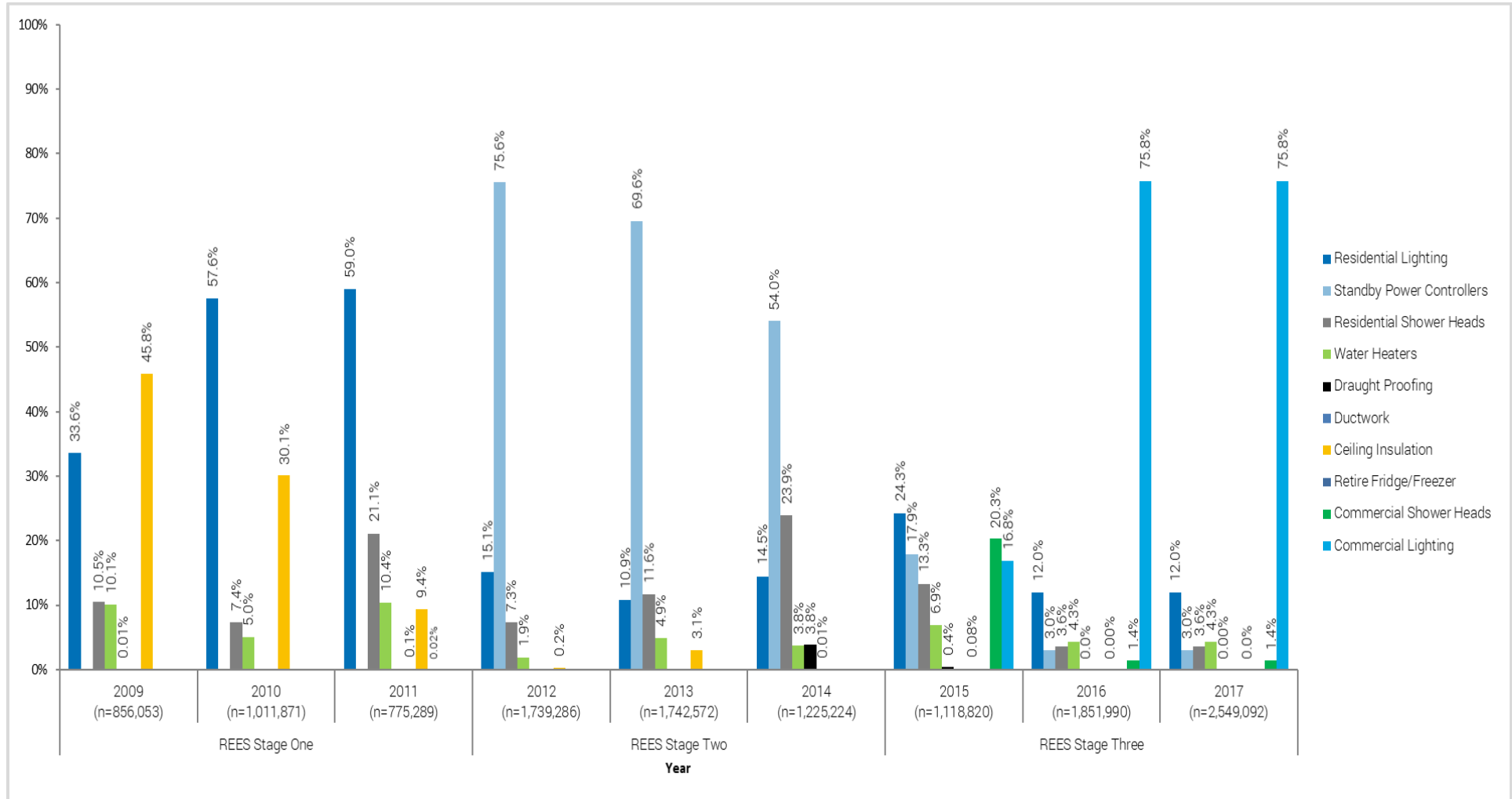
Table 5.2: Energy savings (GJ) from different types of energy efficiency activities in 2017

Activity	Percentage (%)	Premises type
Commercial lighting	75.8	Commercial
Residential lighting	11.9	Residential
Standby power controllers	3.0	Residential
Residential showerheads	3.6	Residential
Water heaters	4.3	Residential
Commercial showerheads	1.4	Commercial
Ceiling insulation	0.1	Residential

Commercial activities (commercial lighting and commercial showerheads) accounted for 77 percent of energy savings albeit they only represented from 12 percent of activities delivered in 2017.

Figure 5.1b shows the proportion of energy savings from different types of energy efficiency activities in each year of REES.

Figure 5.1b: Energy savings (GJ) from different types of energy efficiency activities (%)



5.1.2 Energy efficiency activities by household location

Activity information received from retailers has been categorised into three locations - metro/near Adelaide, regional and remote. The postcodes applying to each location, are detailed in Appendix B. The proportion of activities delivered in each of these locations is outlined in Figure 5.2a, and the proportion of energy savings from those activities in each location is in Figure 5.2b.

Figure 5.2a: Location of energy efficiency activities (%)

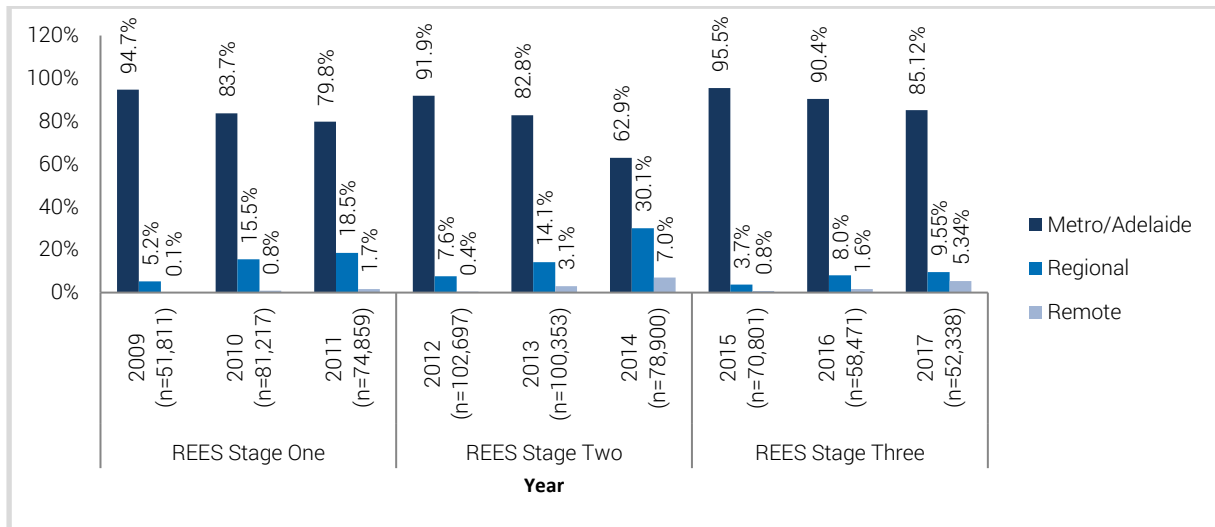
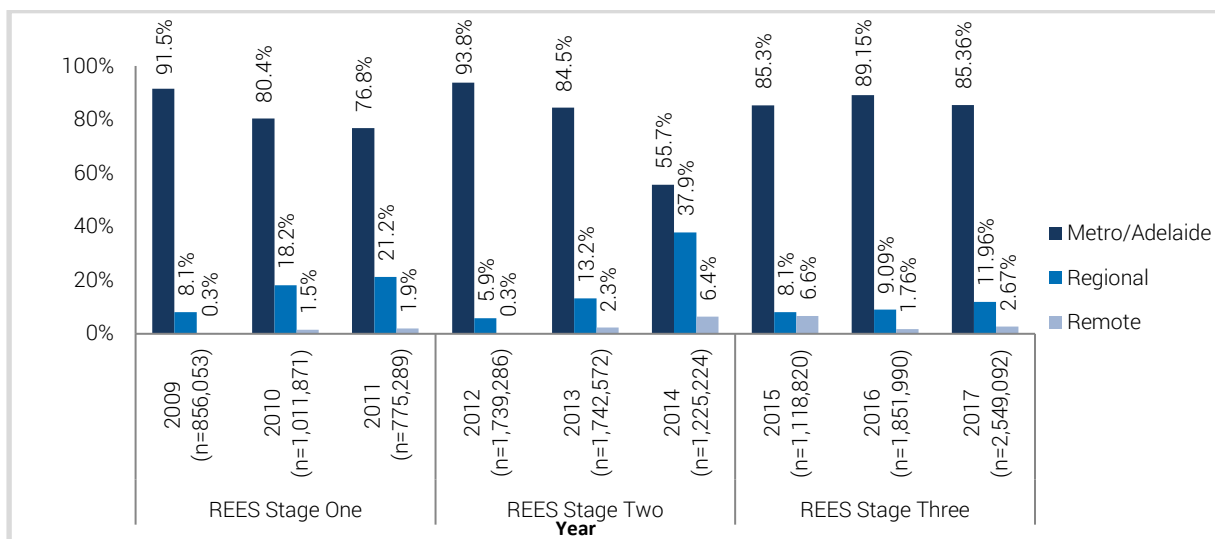


Figure 5.2b: Location of energy savings (GJ) (%)



The number of activities conducted in regional and remote areas increased to 14.8 percent in 2017, compared to 9.6 percent in 2016. This was driven by an increase in the number of residential and commercial lighting activities delivered in regional areas in 2017.

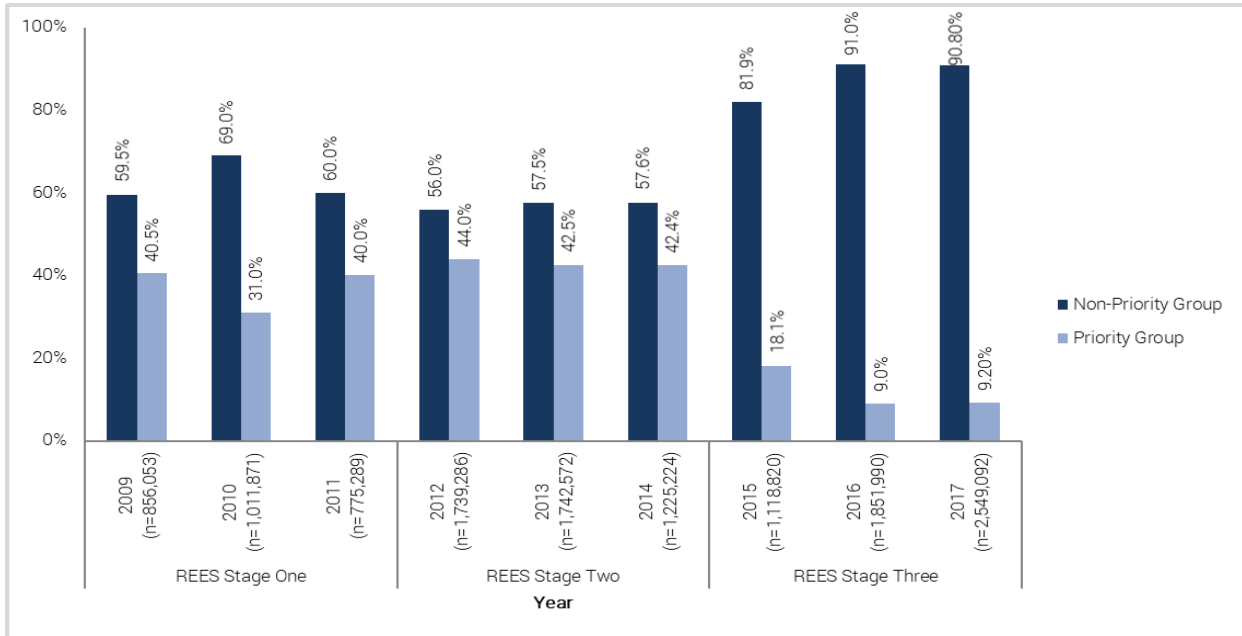
As observed in REES Stages One and Two, new activities tend to be rolled out in metropolitan areas first. Once the metropolitan area becomes saturated with particular REES activities, those activities are then rolled out to regional and remote areas.

Data on energy efficiency activities performed, segmented by postcode, is available in the REES time series data.

5.1.3 Efficiency activities by household type

Primary obliged retailers are set a Priority Group Energy Efficiency Target as a proportion of their general Energy Efficiency Target, based on their number of South Australian residential customers. The proportion of energy savings from activities in priority and non-priority group households is outlined in Figure 5.3a. The proportion of energy savings from activities in different tenure properties is outlined in Figure 5.3b.

Figure 5.3a: Energy savings (GJ) - priority group v non-priority group premises (%)



Energy savings of 9.2 percent were achieved through activities provided to priority group households in 2017. Considering the residential activities only (excluding commercial activities) portion of activities delivered, 40 percent of residential energy savings were in priority group households in 2017. In normalised GJ terms, the target lowered from 1.4 million GJ in 2012 - 2014 to 1 million GJ in 2015 - 2017. Of residential activities delivered in 2017, 50 percent were in priority group households, compared to 37 percent in 2016.

Figure 5.3b: Energy savings (GJ) - nature of tenure of households (%)

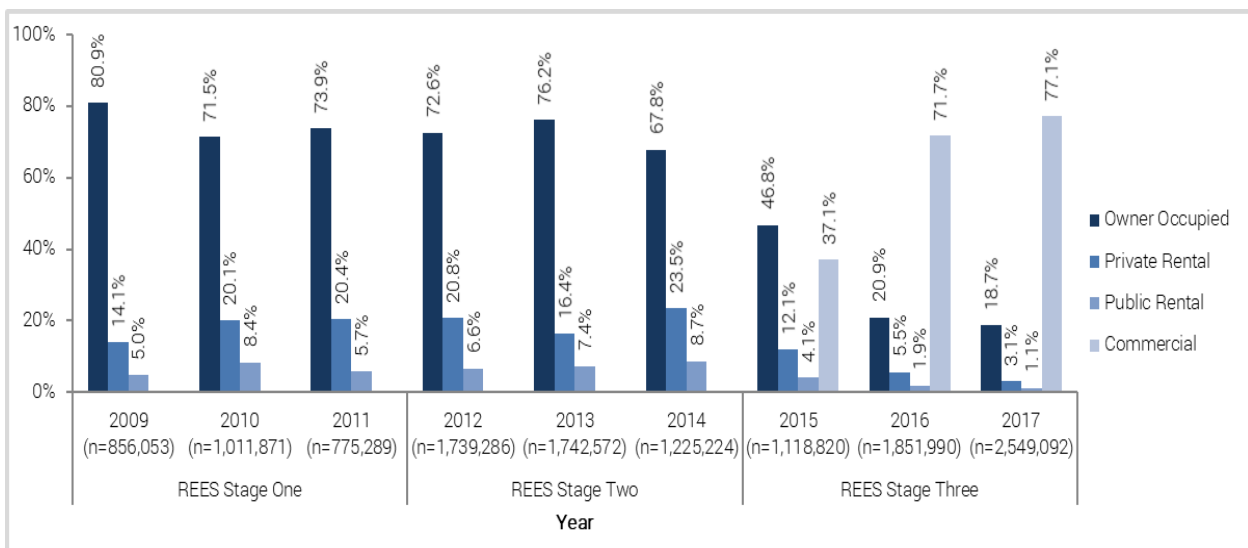


Figure 5.3b shows a slight decline of energy savings delivered in residential households from last year. When energy savings from commercial activities are excluded, 82 percent of residential energy savings were in owner-occupied households and 18 percent were in rental households. Of residential activities delivered, 56 percent were in owner-occupied households.

On average, the energy savings per owner-occupied households were 61 percent higher than in rental households (14.0 GJ per visit for owner occupied households, 8.7 GJ per visit for rental households). A major driver of this was the high levels of energy savings from LED downlights, of which 97 percent were installed in owner-occupied households. Typically, third party providers require a customer co-contribution towards downlight installations, which may lead to a higher rate of activities in owner occupied homes as opposed to rental households.

The REES time series data provides a detailed breakdown of the nature of energy efficiency activities conducted by household tenure.

5.2 Commercial activities

REES was expanded in 2015 to allow activities to be delivered in commercial premises. Table 3.2 lists the types of activities that can be delivered in businesses. In 2017, only commercial showerheads and commercial lighting activities were delivered.

There were 6,183 commercial activities delivered in 2017, a 28 percent increase from 4,824 in 2016. Commercial activities accounted for 12 percent of activities delivered and 77 percent of energy savings. A total of 4,151 businesses received energy efficiency activities – either commercial lighting, commercial showerheads or both.

5.2.1 Location of commercial activities

Figure 5.7 shows that 85.2 percent of commercial activities were delivered in metropolitan areas. The postcodes applying to each location are detailed in Appendix B.

Figure 5.7: Location of commercial activities (%)

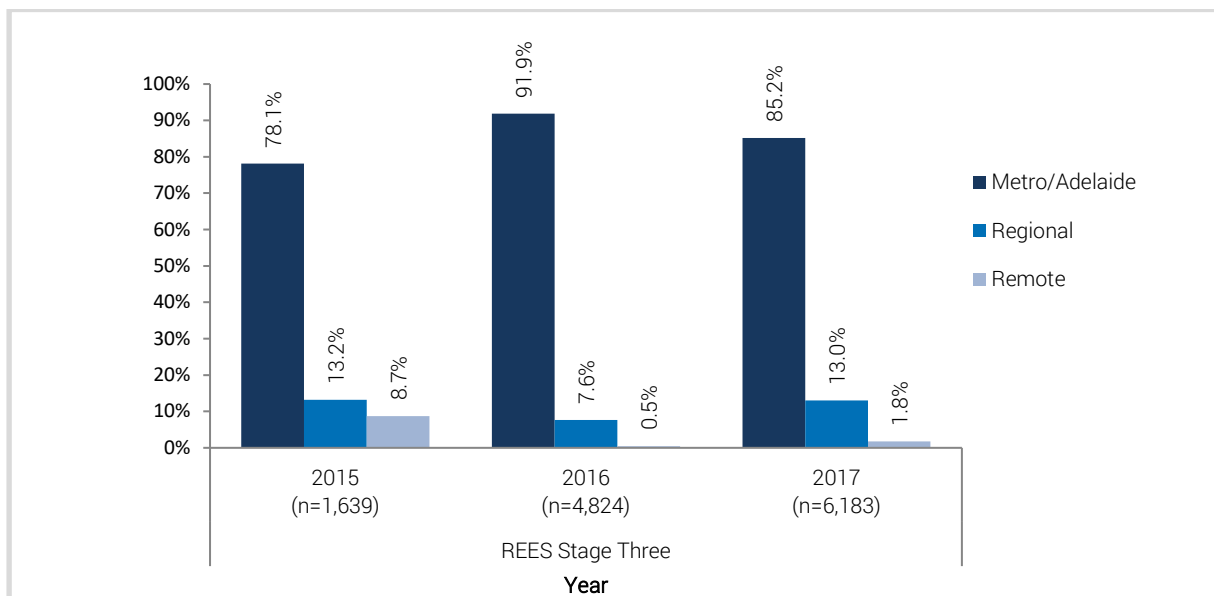


Table 5.3 shows that, while the number of commercial lighting activities in metropolitan areas increased, the number of commercial showerhead activities decreased in all regions, except for regional.

Table 5.3: Number of commercial activities by region

Region	Activity	2016		2017	
		Number of activities	%	Number of activities	%
Metro/Adelaide	Showerheads	116	2.4	43	0.7
	Commercial Lighting	4,316	89.5	5,225	84.5
Metro/Adelaide total		4,432	91.9	5,268	85.2
Regional	Showerheads	14	0.3	14	0.2
	Commercial Lighting	355	7.4	790	12.8
Regional total		369	13.2	804	13.0
Remote	Showerheads	4	0.1	1	0.0
	Commercial Lighting	19	0.4	110	1.8
Remote total		23	0.5	111	1.8
Grand total		4,824	100	6,183	100

5.2.2 Commercial lighting

There were 6,125 commercial lighting activities reported in 2017. Figure 5.4b shows the breakdown of those installations by size of energy savings. Commercial lighting activities can be delivered at all eligible premises, although only up to 900 GJ of energy savings from those installations can be claimed for REES. Commercial lighting activities of installations between 601- 900 GJ accounted for 45 percent of commercial lighting activities.

Figure 5.4b: Commercial lighting installations - energy savings per premises (%)

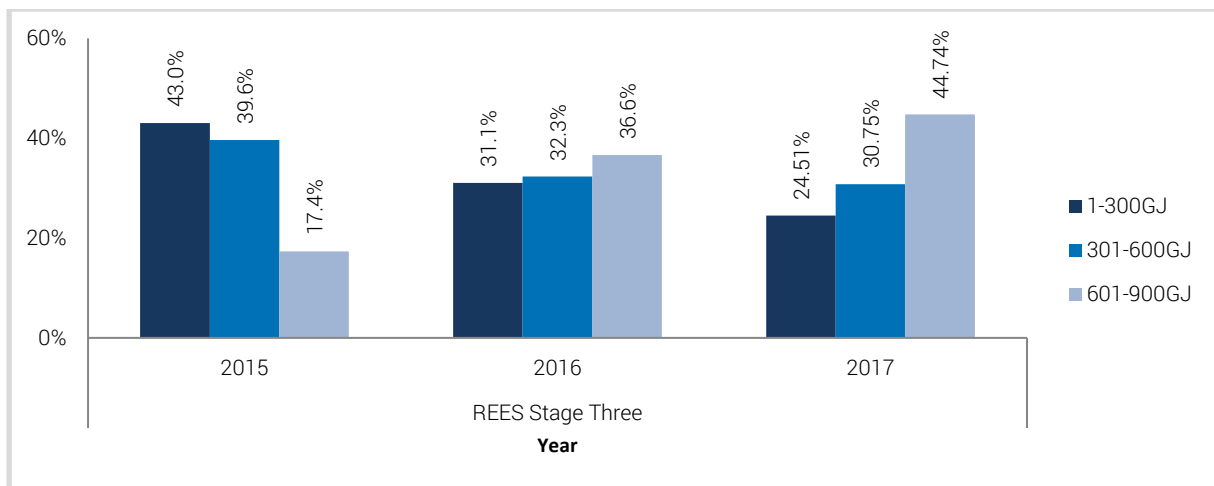
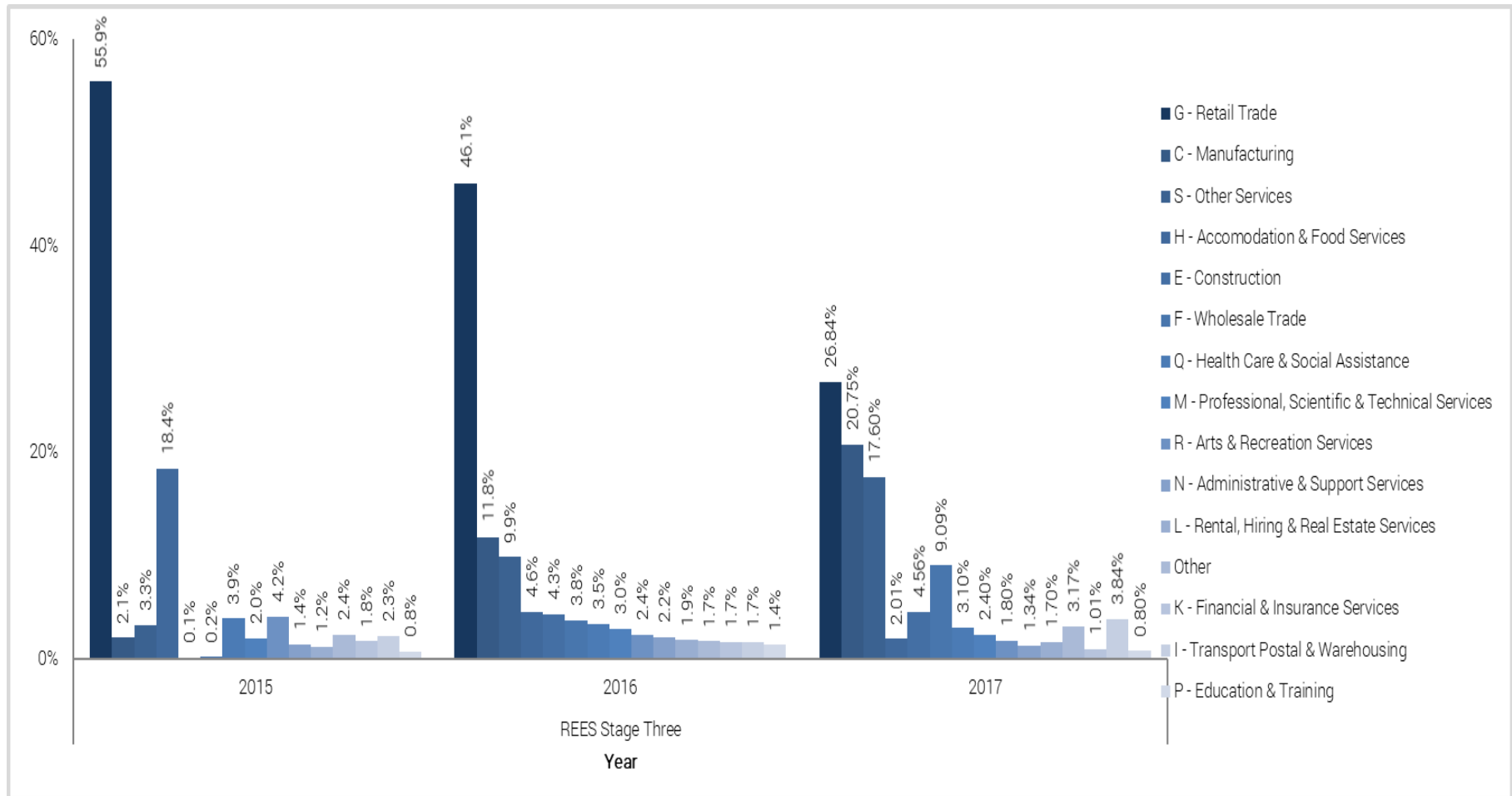


Figure 5.4c shows the breakdown of commercial lighting installations by type of business. Notably, retail businesses made up 26.8 percent of businesses receiving a commercial lighting installation.

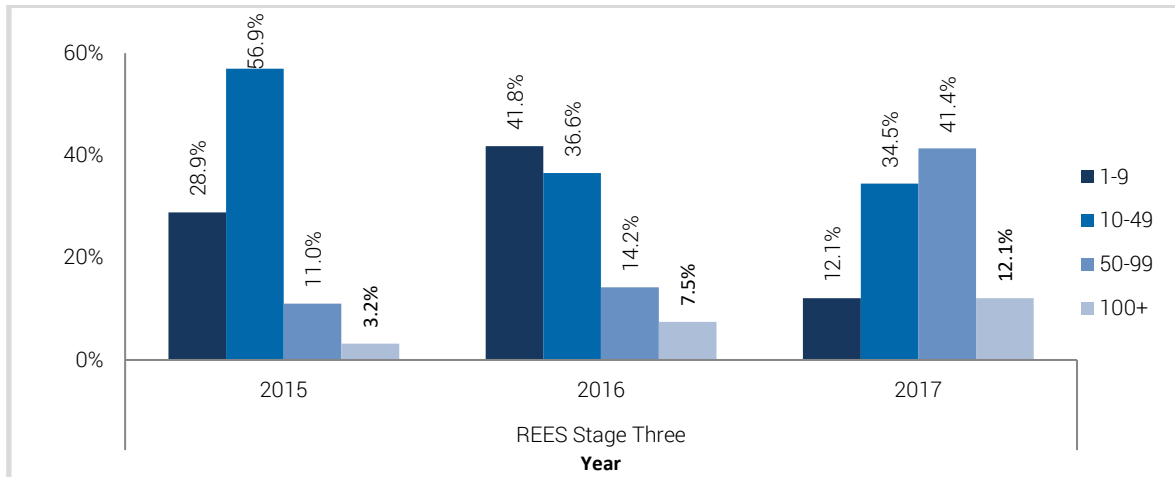
Figure 5.4c: Type of business receiving commercial lighting installations (%)



5.2.3 Commercial showerheads

There were 58 commercial showerhead activities reported across 58 business premises.²⁶ This represents a large decrease from 134 activities across 130 businesses in 2016. Figure 5.4d shows the breakdown of the 58 installations by number of showerheads installed. 12.1 percent of energy savings relate to installations from seven businesses where 100 or more showerheads were installed at the premises.

Figure 5.4d: Size of commercial showerhead installations – number per premises (%)



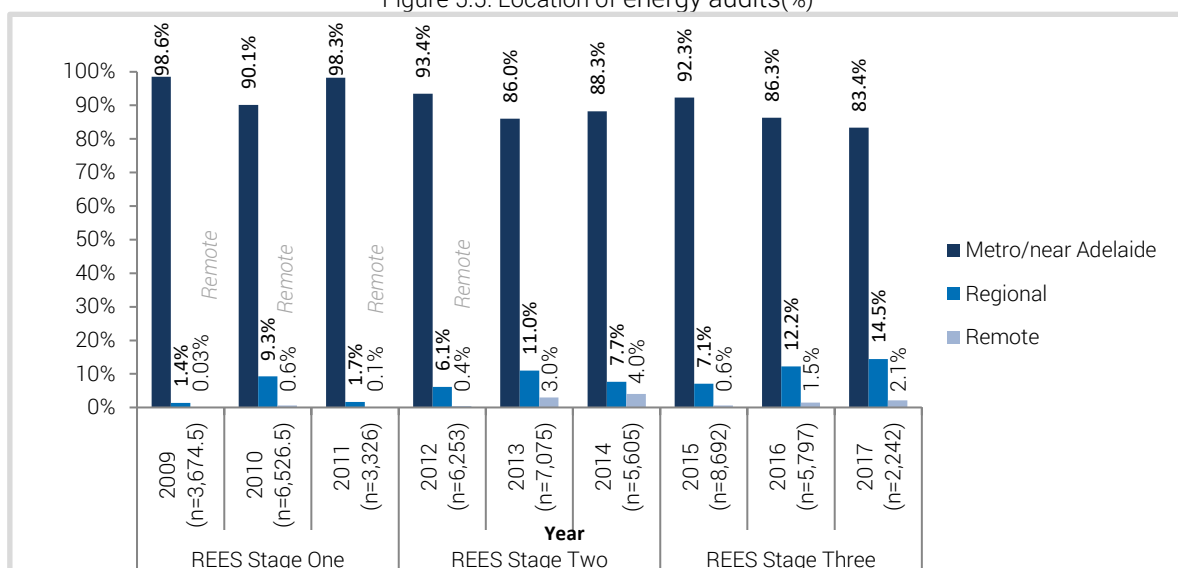
5.3 Energy audits

There were 2,242 energy audits delivered to households. All energy audits are required to be delivered in priority group households.

5.3.1 Energy audits by household location

Figure 5.5 shows the level of energy audit activity in the metro/near Adelaide, regional and remote areas of South Australia.

Figure 5.5: Location of energy audits(%)



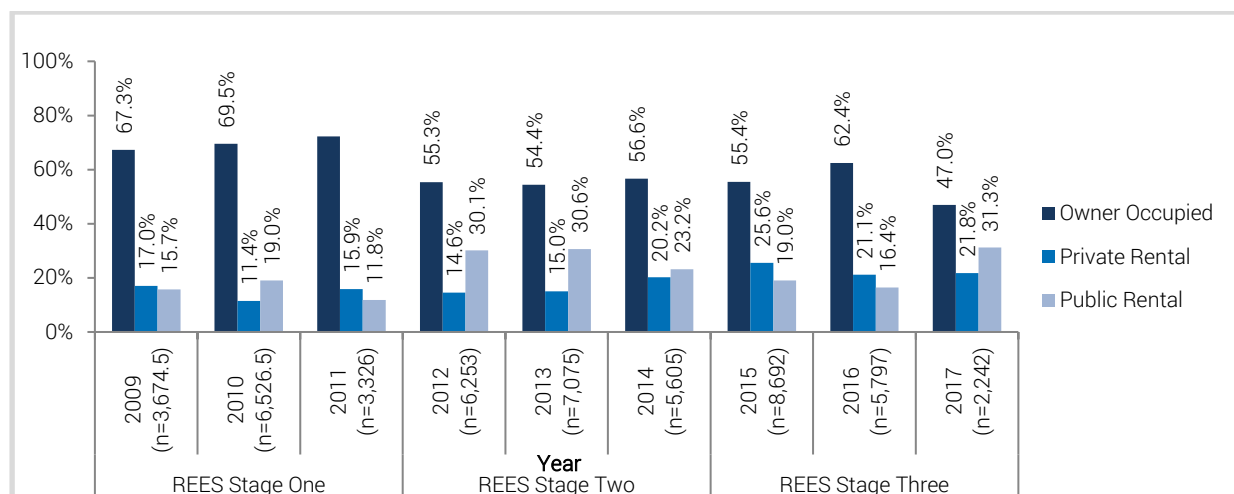
²⁶ One premises may receive multiple types of showerheads (ie 6L/minute and 9L/minute) in one visit, each counting as one activity.

Eighty three percent of energy audits were performed in the metro/near Adelaide area. Data on energy audits performed, segmented by postcode, are available in the REES time series data.

5.3.2 Energy audits by household type

Figure 5.6 shows the nature of tenure of households where energy audits have been delivered.

Figure 5.6: Energy audits - nature of tenure of households (%)

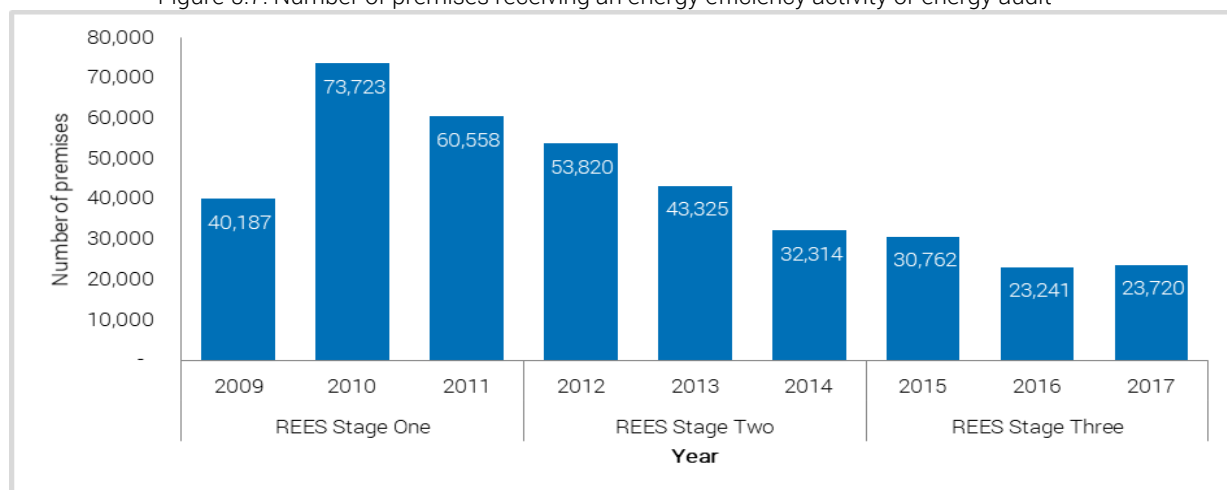


The number of audits delivered in owner-occupied households decreased to 47 percent in 2017.²⁷

5.4 Household and businesses receiving an energy efficiency activity or audit

Figure 5.7 shows the annual number of premises that have received either an energy efficiency activity or energy audit.²⁸

Figure 5.7: Number of premises receiving an energy efficiency activity or energy audit²⁹



There were 23,720 premises that received an energy efficiency activity or energy audit. This was consistent with 23,241 in 2016.

²⁷ Sixty-eight percent of households are owner-occupied, 28 percent rented and four percent unknown, Source Australian Bureau of Statistics Census Data 2011: Quick Stats (refer www.abs.gov.au).

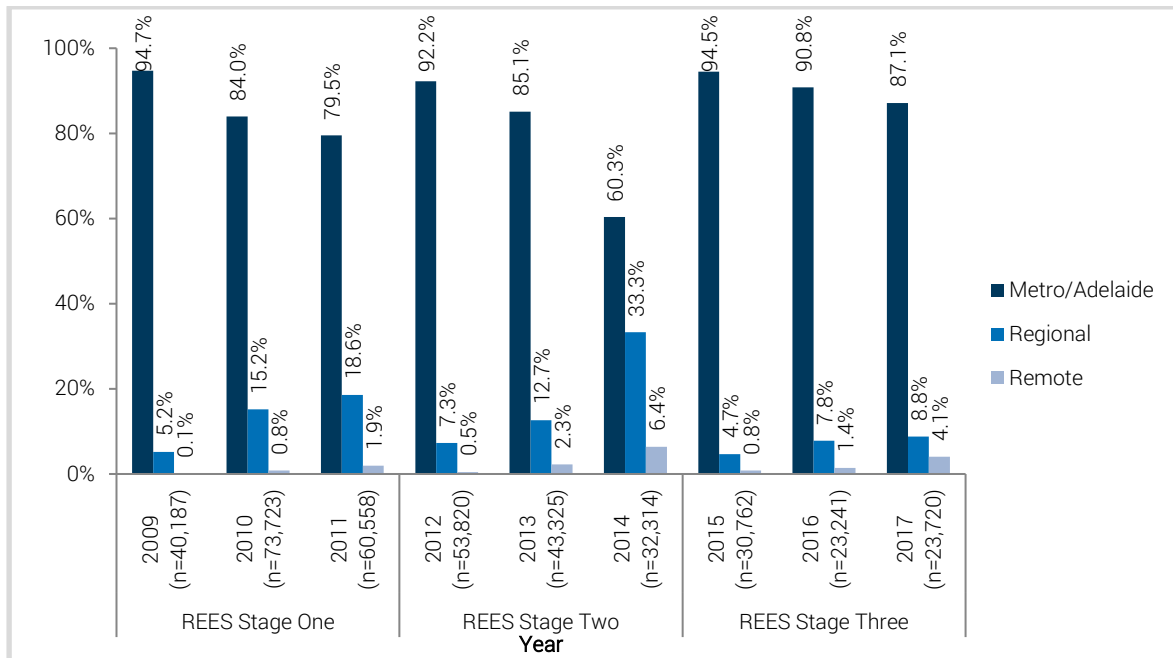
²⁸ Some households may have received benefits from both energy audits and energy efficiency activities but are only counted once.

²⁹ Historical figures used in section 4.3 vary slightly (by a maximum of 1.5 percentage points) from the 2013 Annual Report as that report used a different calculation method.

5.4.1 Household and business location

Figure 5.8 shows the location of premises that have received an energy efficiency activity or energy audit.

Figure 5.8: Location of premises receiving an energy efficiency activity or energy audit (%)



The proportion of energy efficiency activities and energy audits conducted in regional and remote areas increased to just under 13 percent in 2017 from nine percent in 2016, and compared to 5.5 percent in 2015. The key drivers for this are the same as set out in section 5.1.2.

5.4.2 Household type

Figure 5.9a shows the proportion of priority group households that have received an energy efficiency activity or energy audit. Figure 5.9b shows the tenure of premises that have received an energy efficiency activity or energy audit.

Priority group households accounted for 40 percent of premises receiving an energy efficiency activity or energy audit. The proportion of priority group activities for REES Stage Three to date is less than in REES Stage Two. This largely reflects the reduction of the priority group target as a proportion of the overall target following the introduction of commercial activities in 2015 (see section 5.1.3).

Figure 5.9a: Priority group v non-priority group premises receiving a REES activity or energy audit (%)

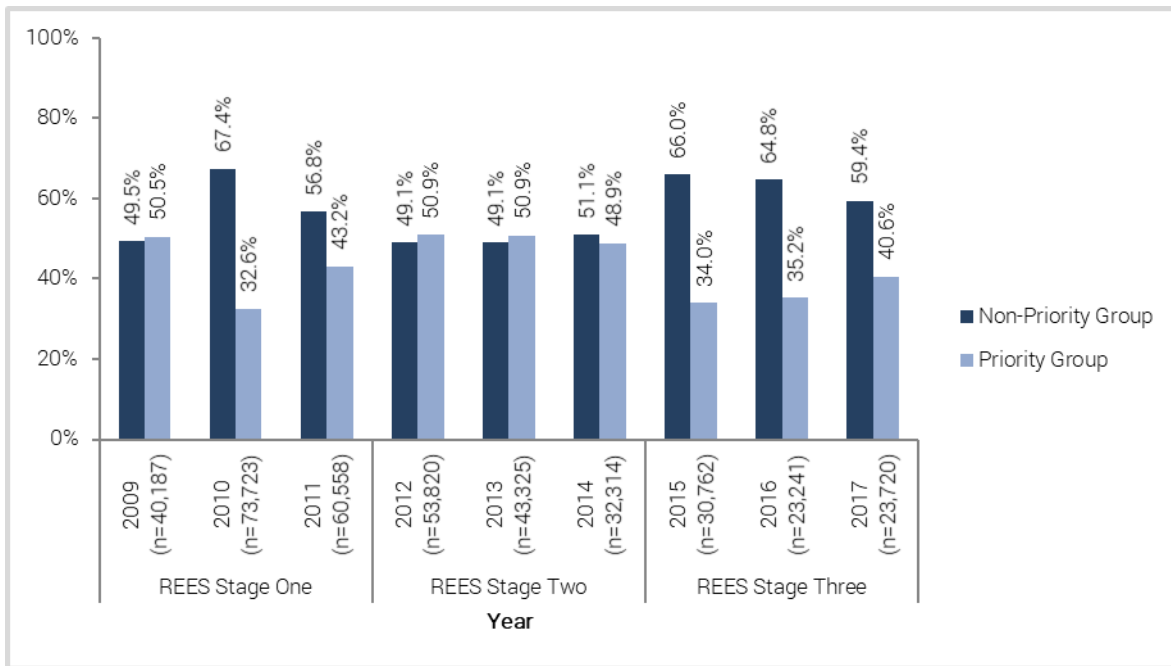
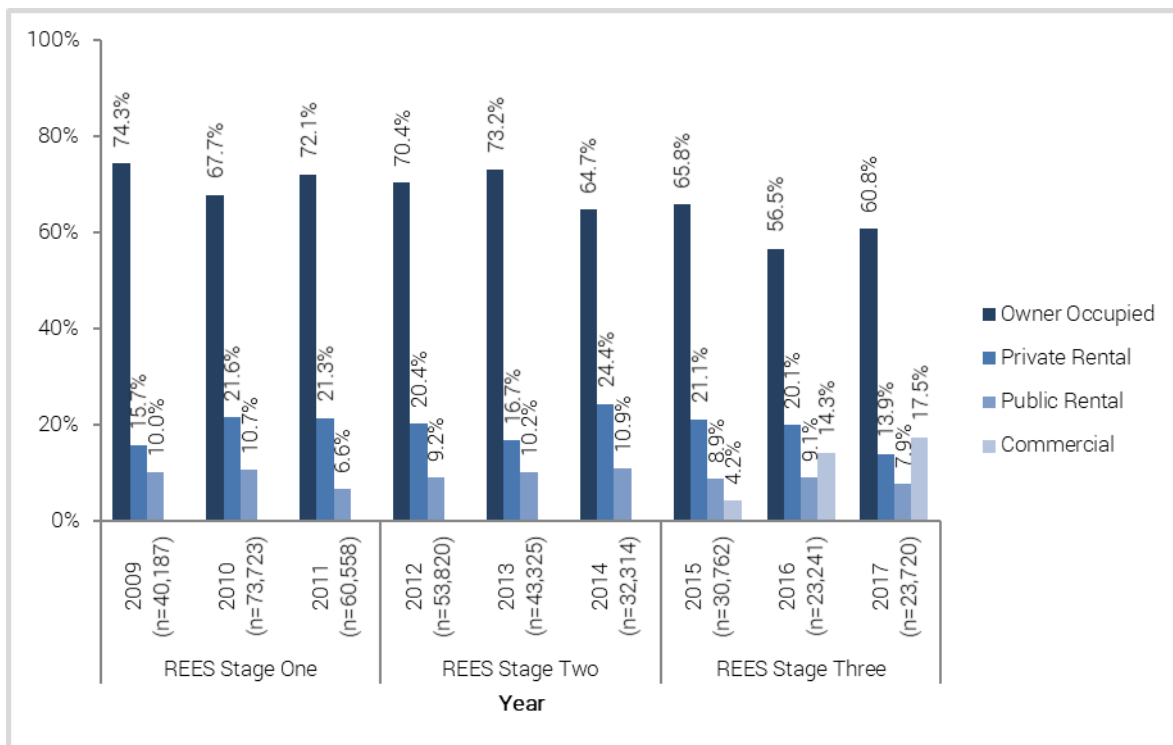


Figure 5.9b: Nature of tenure of premises receiving a REES activity or energy audit (%)



Owner-occupied households accounted for 60.8 percent of premises receiving an energy efficiency activity or energy audit. When residential only activities or audits are considered, 74 percent were delivered in owner-occupied households, and 26 percent in rental households. This is broadly reflective of the property ownership profile in South Australia.³⁰

³⁰ Sixty-eight percent of households are owner-occupied, 28 percent rented and four percent unknown, Source Australian Bureau of Statistics Census Data 2011: Quick Stats (refer www.abs.gov.au).

6 Administration of REES

As the administrator of REES, the Commission's main functions in 2017 included:

- ▶ Regular reporting on REES progress and outcomes.
- ▶ Provision of regulatory advice on REES matters to obliged retailers, and regular review of the REES page on the Commission's website.
- ▶ Ensuring compliance with the REES Code and relevant Acts and Regulations, including assessing achievement of targets.
- ▶ Responding to customer complaints and enquiries.

6.1 Compliance

The Commission takes a risk-based approach towards REES compliance. This balances the need for a strong culture of compliance against the associated costs for regulated entities. It relies on obliged retailers having robust compliance systems and processes in place (based on the Australian Standard on Compliance Programs, AS 3806-2006). Retailers' compliance systems and processes should allow them to adequately identify and appropriately respond to their obligations and report any breaches to the Commission at the earliest opportunity.

The Commission's REES compliance regime consists of:

- ▶ requiring retailers to develop annual compliance plans
- ▶ assessing whether retailers meet their REES annual targets
- ▶ conducting, or requiring retailers to conduct, compliance audits in response to identified areas of risk
- ▶ compliance reporting, and
- ▶ administering the penalty regime.

The compliance approach taken by the Commission for REES is similar to the Commission's approach to compliance in general; however, given the high level of consumer interaction, the Commission has taken a stronger up-front approach to compliance, actively seeking information and assurance on retailers' activities and actions.

In undertaking its compliance role, the Commission is guided by its legislative objectives, in particular the need to protect the long-term interests of South Australian consumers. The Commission has published an Enforcement Policy,³¹ providing guidance on the criteria and processes it uses in determining the type of enforcement action required on a case by case basis.

6.1.1 Compliance plans

The Commission requires that retailers submit a compliance plan at the beginning of each REES year (due by 31 March).

The Commission reviews these plans to assess the extent to which retailers have put into place mitigation and management strategies aimed at ensuring that they are able to meet their REES obligations and manage various risks. The REES Code sets out the minimum requirements of a

³¹ The Commission's Enforcement Policy is available on the Commission's website at: http://www.escosa.sa.gov.au/ArticleDocuments/580/130905-EnforcementPolicy_V2-5.pdf.aspx?Embed=Y.

compliance plan. A comprehensive compliance plan reduces the risk that activities reported towards annual REES targets will be precluded by the Commission for failing to comply with the REES Code or other relevant legal requirements.³²

Retailers are required to advise the Commission of any material changes to the information provided in their compliance plans (such as a change in the activities it intends to undertake) within 20 business days of such a change occurring.

6.1.2 Annual target compliance

The Commission assesses whether retailers have met their REES annual targets for energy efficiency activities and energy audits. In assessing retailers' REES annual achievements, the Commission undertakes compliance assessments of all energy efficiency activities and energy audits against the requirements of the REES Code. The REES-R provides real time information on the compliance of data and retailer progress towards annual targets, greatly improving the certainty of data compliance and improving the efficiency of REES data reporting for retailers and third party providers. Reporting changes implemented from the start of 2015 also allowed for reported data to be assessed for compliance throughout the REES year, instead of solely at year-end as occurred in previous years.

6.1.3 Other compliance work

In addition to the automated compliance testing built in to the REES-R system, Commission staff also undertake further compliance testing across all reported data; including data reasonableness checks and desktop data audits.

Desktop audits generally focus on areas identified as having a higher risk of non-compliance or where requirements under REES are new or varied from previous years. Retailers are required to provide an evidence pack to support the activities being audited by the Commission. The Commission assesses whether the evidence supports the activity reported, and meets the requirements of the minimum specification for the audited activity. Where the evidence provided is insufficient or does not meet minimum requirements, the frequency and/or extent of those desktop audits increases until a satisfactory level of compliance is consistently demonstrated.

The Commission will reject data submitted by retailers towards their targets if it is found to be non-compliant with the REES Code or applicable activity specification. In 2017, data rejections by the Commission were made to correct administrative errors, such as reporting under a wrong activity code or data entry errors, and relating to non-compliant installations or paperwork.

The Commission continues to monitor retailers' compliance with the REES Code by undertaking projects such as (but not limited to):

- ▶ 'Mystery shopping' telephone calls to ensure that call centre staff are providing customers with basic information about REES.
- ▶ Undertaking targeted audits on obliged retailers' compliance systems from time to time to ensure compliance with the REES Code provisions.
- ▶ Follow-up calls to customers to ensure that energy efficiency activities/energy audits have been implemented according to the relevant specification in response to complaints received.
- ▶ Data reasonableness checks and desktop data audits focusing on areas identified as having a higher risk of non-compliance.

³² All REES Bulletins are available on the Commission's website at: <http://www.escosa.sa.gov.au/residential-energy-efficiency-scheme-rees/rees-bulletins.aspx>.

In general, the Commission has been satisfied with the level of compliance demonstrated by retailers from the compliance investigations delivered in 2017.

6.2 REES IT System

The Commission maintains a REES-IT system, consisting of two main parts:

- ▶ The Retailer File Validation System (**REES-R**) – a web based system for retailer and third party validation and reporting of data to the Commission. The REES-R provides retailers with a live summary of their year-to-date achievement levels against their REES targets.
- ▶ REES Data Management Systems (**DMS**) – data management and reporting systems used by the Commission to maintain REES master data, monitor target achievement and administer user access.

The REES-R was redeveloped in 2014 to a data ‘submission’ system whereby retailers and third party providers can validate data against a full suite of compliance rules and lodge compliant data in the system for retailers to review and submit towards annual targets. Previously, the Commission could only undertake a full compliance assessment on an annual basis at the close of the REES year. The REES-R now provides real time information on the compliance of data and retailer progress towards annual targets, greatly improving the certainty of data compliance and improving the efficiency of REES data reporting for retailers and third party providers.

Improvements made to the REES-R and REES DMS have led to a significant reduction in the manual processing of data by Commission staff, allowing resources to be better utilised in other areas of REES, such as compliance and risk management.

6.3 Consumer complaints and REES enquiries

The Commission responded to customer enquiries and complaints during the year, the majority of which were from customers seeking to access activities offered through REES, confirmation on eligibility of their premises and queries from small businesses wanting to be involved in the scheme as a third party contractor.

Eight operational complaints were received in 2017, a reduction of ten complaints from 2016. These complaints were related to commercial lighting activities and the responsiveness of contractors carrying out energy efficiency activities. All of these complaints were investigated to ensure the integrity of the scheme and the Commission assisted the customer or complainant wherever possible.

Appendix A – Individual retailer 2017 achievement

Table A1: Energy Efficiency Target (GJ)

		Target	Accepted reports	Credit applied	Total achievement
AGL SA	Electricity	835,301	1,257,596	228,045	1,485,641
	Gas	117,324	125,190	69,057	194,247
Alinta Energy	Electricity	87,874	83,460	4,426	87,886
	Gas	9,049	9,050	-	9,050
EnergyAustralia	Electricity	188,632	189,759	-	189,759
	Gas	38,800	32,812	5,998	38,810
ERM Power	Electricity	18,284	18,317	-	18,317
Lumo Energy	Electricity	84,143	77,206	16,446	93,652
Momentum Energy	Electricity	59,625	47,848	17,489	65,337
M2 Energy	Electricity	10,782	10,953	-	10,953
Origin Energy	Electricity	397,671	275,953	228,480	504,433
	Gas	185,333	275,107	-	275,107
Powerdirect	Electricity	88,836	88,836	-	88,836
Simply Energy	Electricity	143,550	121,642	120,311	241,953
	Gas	21,628	10,004	19,931	29,935
Tango	Electricity	13,167	14,197	-	14,197
Total		2,300,000	2,549,003	799,109	3,348,111

*Figures may not sum due to rounding

Table A2: Priority Group Energy Efficiency Target (GJs)

		Target	Accepted reports	Credit applied	Total achievement
AGL SA	Electricity	132,708	23,657	132,710	156,367
	Gas	48,267	1,862	48,267	50,129
Alinta Energy	Electricity	15,631	14,777	864	15,641
	Gas	6,465	6,469	-	6,469
EnergyAustralia	Electricity	29,997	28,680	13,344	42,024
	Gas	38,800	32,812	5,998	38,810
Lumo Energy	Electricity	15,148	13,428	15,148	28,576
Momentum Energy	Electricity	59,625	47,848	17,489	65,337
Origin Energy	Electricity	57,276	41,523	49,370	90,893
	Gas	66,252	98,016	5,014	103,030
Powerdirect	Electricity	6,308	-	6,308	6,308
Simply Energy	Electricity	28,231	896	28,217	29,113
	Gas	13,621	-	15,318	15,318
Total		442,309	234,571	335,102	569,673

Table A3: Energy Audit Target (GJs)

		Target	Accepted reports	Credit applied	Total achievement
AGL SA	Electricity	1,700	208	1,755	1,963
	Gas	618	67	618	685
Alinta Energy	Electricity	200	98	103	201
	Gas	84	84	-	84
EnergyAustralia	Electricity	384	467	-	467
	Gas	263	233	62	295
Lumo Energy	Electricity	194	146	48	194
Momentum Energy	Electricity	24	27	2	29
Origin Energy	Electricity	734	185	1,172	1,357
	Gas	849	242	1,287	1,529
Powerdirect	Electricity	81		81	81
Simply Energy	Electricity	362	373	4	377
	Gas	175	112	63	175
Total		5,667	2,242	5,195	7,437

Appendix B – Postcode applying to location categories

Table B1: Postcode location categories

Location category	Postcodes
Metro/Adelaide	5000 – 5202 5210 – 5214 5231 – 5236 5240 – 5252 5350 – 5352 5355 5360 – 5372 5400 5800 - 5950
Regional	5203 – 5204 5237 – 5238 5253 – 5263 5271 5277 – 5291 5321 – 5346 5353 – 5354 5356 – 5357 5373 – 5374 5401 – 5416 5451 – 5453 5455 – 5464 5495 – 5573 5600 5608 – 5909 5700 - 5710
Remote	0872 5220 - 5223 5264 – 5270 5272 - 5276 5301 - 5320 5381 5417 - 5440 5454 5470 - 5493 5575 - 5583 5601 - 5605 5607 5630 - 5690 5720 - 5734



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