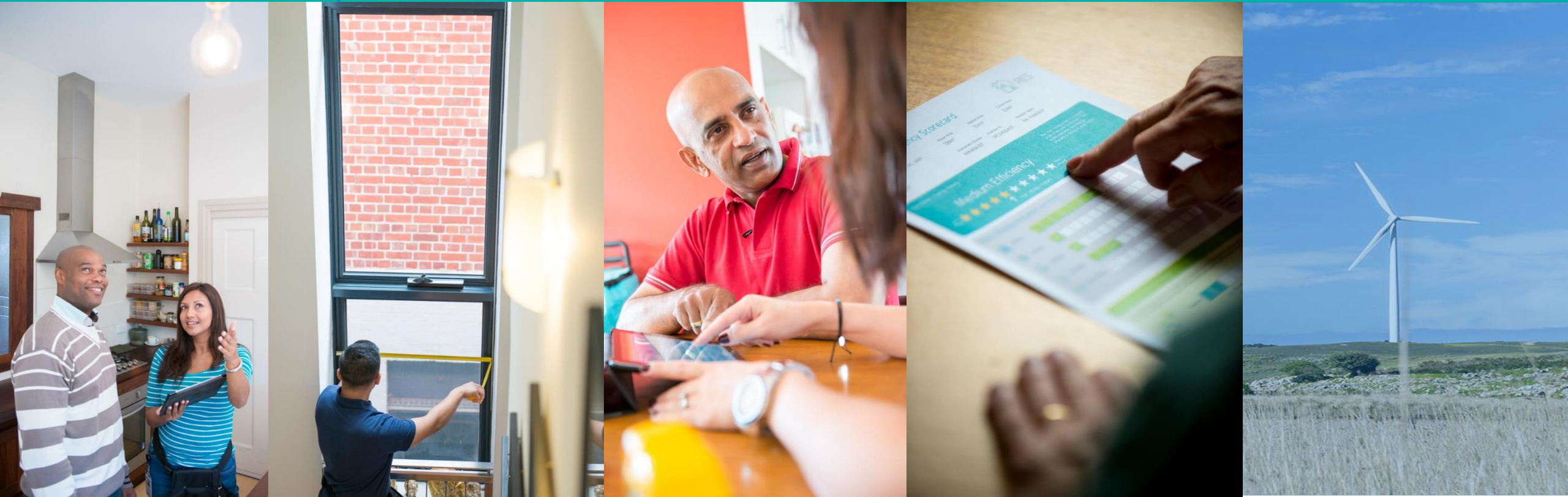


Residential Efficiency Scorecard



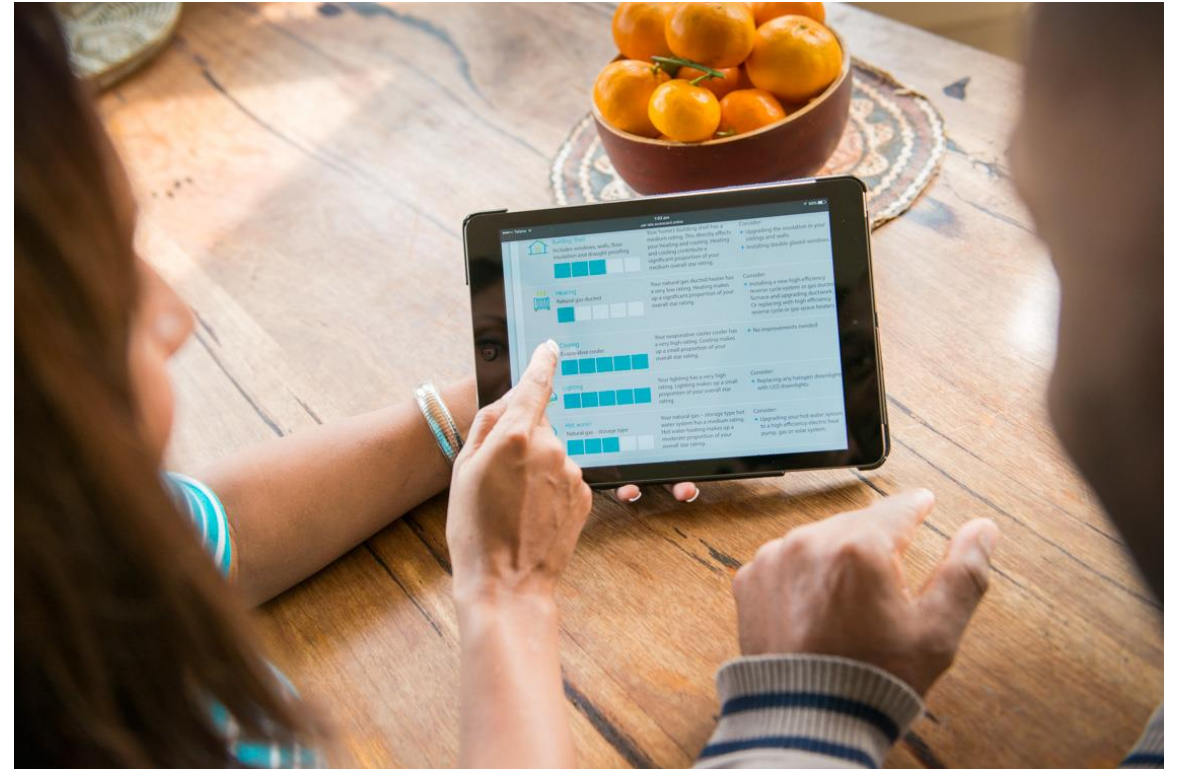
Cities Power Partnership
February 2022



- Scorecard overview
- Scorecard data
- Potential for local governments
- Q & A



- The Residential Efficiency Scorecard has been developed to provide accurate and objective house energy rating information, with a focus on existing homes
- It empowers households to improve the energy performance of their home and reduce their energy costs
- Scorecard assessments will enable householders to make informed decisions about how to improve and upgrade their home
- Endorsed by NatHERS, voluntary use
- Available Australia-wide

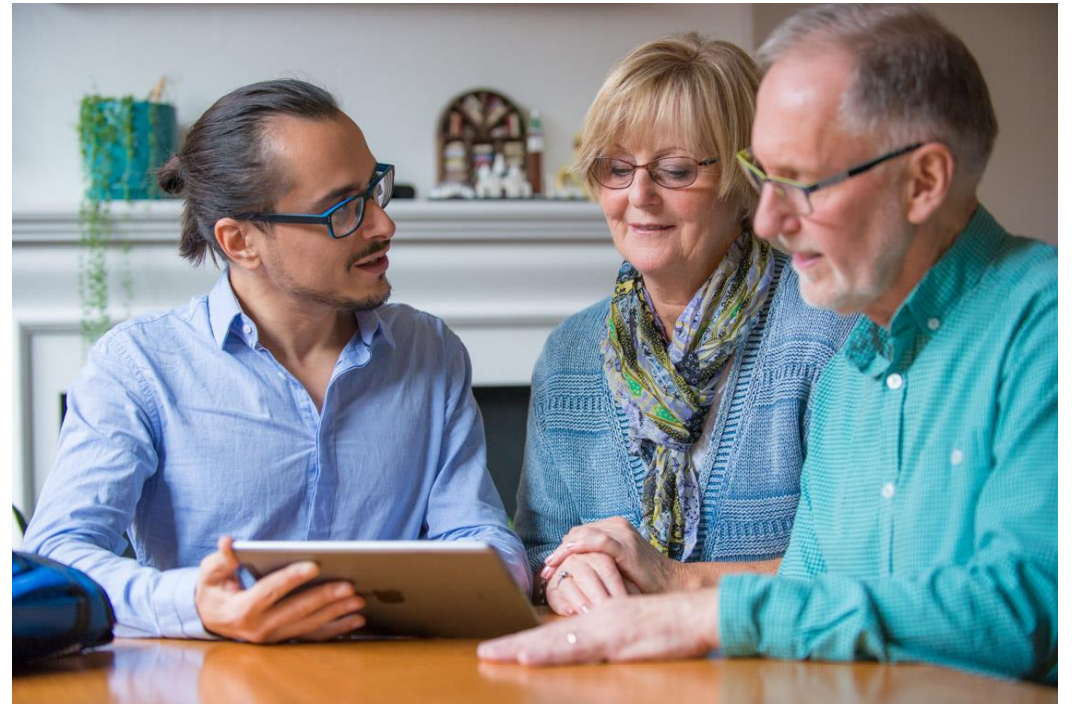


Low Carbon Living Cooperative Research Centre (CRC) found:

- There was a market gap for a reputable, robust tool delivered by accredited assessors
- Approx. 50% of households will pay for this information

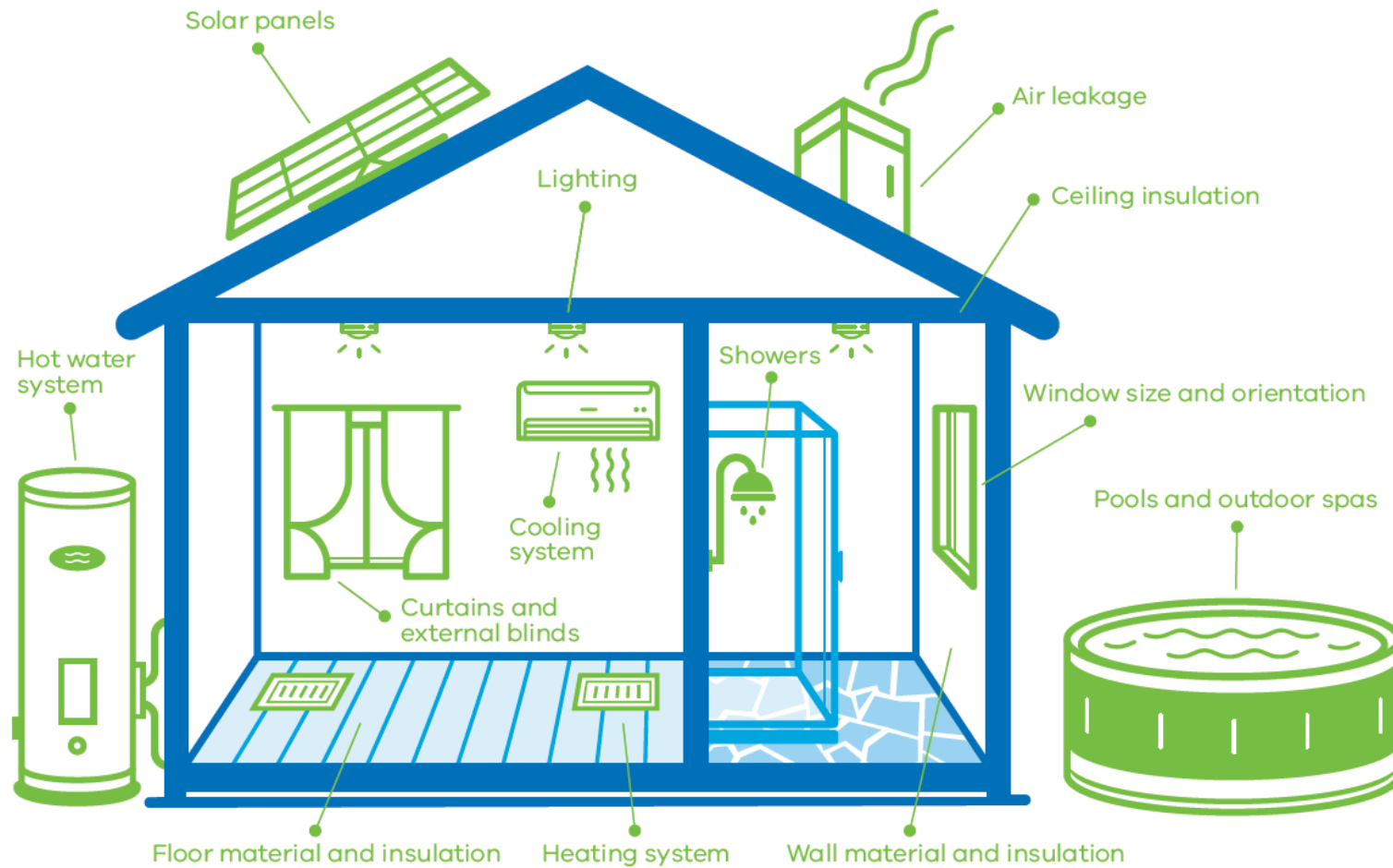
Current situation

- Household energy bills are high
- Existing homes often perform poorly-cost, comfort, carbon emissions
- Householders are confused about what to do and who to ask



- Repeatable, objective assessment data
- Save money on energy bills
- Help householders to understand what drives energy costs
- Improve home comfort and healthy living conditions
- Improve value of renovations
- Support energy efficiency sector
- Reduce greenhouse gas emissions
- Understand quality of housing stock

What Scorecard Covers



Design elements

- **It is important that different assessors give one house the same rating-repeatable & accurate assessment** – supported by complex & well justified algorithms, tool easy to use in the field, assessor accreditation
- **Star rating** - represents average cost of energy for that home
 - People love stars & want them to represent cost
 - People love to compare with neighbours, between homes, after home upgrades
- **Home features + hot & cold weather** sub-ratings
 - Rates comfort in hot and cold spells with no operational heater/cooler
- **Tailored upgrade options** from tool & assessor
 - Tool provides options
 - Assessor considers circumstances
- **Formal certificate, star rating sticker** for the home

- Uses costs of each energy source
- Energy costs are calculated using a state average cost for each type of fuel
- Star rating is assigned to a house on the basis of the **total annual running cost**

- ★ 3 - Low Efficiency (Average House)
- ★ 5 - Medium efficiency
- ★ 9 - Nett \$0 running cost (estimated)
- ★ 10 - Nett positive running cost

Your Home's Scorecard Rating

A higher rating home
has lower energy bills

Well above average



↑ Average home

5.6

Residential Efficiency Scorecard



Address: Spring St, Canberra, ACT, 2600
 House Area: 170m²
 Heated Area: 100m²
 Cooled Area: 100m²
 Assessment Date: 07/01/2021
 Assessment Number: ARN863785
 Assessor ID: RES2300417
 Assessor Name: Joe Assessor

Your Home's Scorecard Rating

A higher rating home has lower energy bills



Hot weather comfort rating

This rating indicates how easy it is to keep your home cool in hot weather - without using cooling. A higher rating means your home will stay cool.



Improvement Options

Consider:
 + Upgrading the insulation in your ceilings and walls.
 + Installing external blinds to East and West facing windows.

Cold weather comfort rating

This rating indicates how easy it is to keep your home warm in cold weather - without using heating. A higher rating means your home will stay warm.



Improvement Options

Consider:
 + Upgrading the insulation in your ceilings and walls.
 + Upgrading window treatments to heavy, lined curtains with pelmets where not already in place.
 + Installing weather strip sealing to all external doors.

Energy production in your home



Solar PV generation:

0% of your home's fixed appliance energy cost is met from renewable energy.



Your appliances

Appliance efficiency

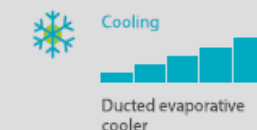
The more bars your appliance has, the closer it is to the best possible appliance you can get.

Contribution to your energy cost

Improvement options



Consider:
 + Installing a new high efficiency gas ducted furnace or reverse cycle system and upgrading ductwork. Or replacing with high efficiency gas or reverse cycle space heaters.



+ No improvements needed



Consider:
 + Replacing any halogen downlights with LED downlights.



+ No improvements needed



Notes: + If your home has more than two systems (for heating, cooling or hot water), the two that have the most impact on the star rating are shown.
 + The cost and feasibility of household upgrades is variable and should be discussed with your providers.
 + E = 28474MJ, G = 2495kg CO₂e, NSE = 28474MJ, NSG = 2495kg CO₂e

Other valuable features of this house

This home has the features below which improve energy efficiency or comfort, but don't affect the Scorecard star rating.



Other ways to reduce your energy costs

There are changes you can make right now that will reduce your energy costs.

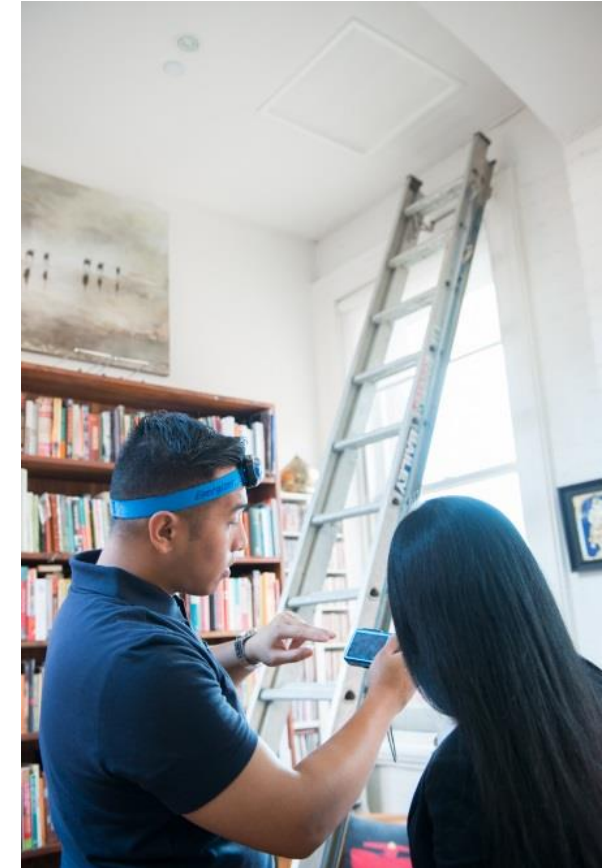
- Close your curtains during hot summer days
- Set your thermostat to 21 degrees in winter and 23 degrees in summer.

To find out more about Scorecard, visit www.victorianenergysaver.vic.gov.au/scorecard, call 136 186 or email scorecard@delwp.vic.gov.au

Program designed to 6 quality principles:

- **Excellent customer experience.** Assessors must demonstrate strong customer relationship and engagement approach and skills, delivering a positive experience for the consumer.
- **Robust assessment approach.** Assessors must have a strong ability to identify home energy efficiency features in the field and accurate data entry skills, to ensure assessments accurately reflect home performance.
- **Consumer-focused energy efficiency upgrades advice.** Assessors must have the skills to assess and present appropriate upgrades options, considering the needs of the household.
- **Knowledge of safety and well-being.** Assessors must have the skills to protect themselves and others while working.
- **Robust administrative process.** Assessors are given Scorecard training and other support services, and must comply with administrative requirements, including audits.
- **Consultation and continuous improvement.** Assessors are invited to provide feedback to continuously improve the scheme.

- Comprehensive training for experienced assessors plus exams
- Management of conflicts of interest
- Audit regime
 - evidence requirements
 - penalties for non-compliance
- Customer surveys



- Presentation
- Professionalism
- Confidential information
- Data must be true and accurate
- Code of Conduct
- Privacy (Agreement)
- Conflict of Interest



- Scorecard Quality Assurance Panel- Experienced assessors and Dept. members
 - Conduct exam interview
 - Give support to accredited assessors & applicants
 - Audit assessments
 - Compliance
 - Complaint investigation

All assessors will be audited in some form by the Department



- Apply online and pass skills requirements
- Online training (free- one day)
- Two practice assessments submitted
- Written Quiz (90 minutes)
- Online meeting (90 minutes)
 - Assessor must explain the certificate results for exam house and discuss tailored improvement options
 - Assessor must respond to all questions

<https://www.victorianenergysaver.vic.gov.au/save-energy-and-money/get-a-home-energy-assessment/deliver-assessments>

Delivered across Victoria from 2016 and across Australia from 2021.

- 84 accredited assessors across Australia
- Current tool release covers all climate zones in Australia

Being used as one means to obtain a lower cost home loan:

- Bank Australia
- Gateway Bank

Can be used to support upgrades through funded and unfunded programs

- Energy Savvy Upgrades
- Healthy Homes
- Environmental Upgrade Agreements
- Better Score

Real estate sales/leases

Builders/developers to advertise designs

Build the assessor pool:

- Need more assessors in all jurisdictions, especially regional areas
- Create local businesses that can offer local advice and connections to other local businesses

What type of project could you be involved in?

- Awareness raising activities (website, newsletters, information sessions)
- Funded for low-income households
- Unfunded for those that can afford to assess and upgrade themselves
- Advocating for Environmental Upgrade Finance
- Energy focus
- Climate adaptation focus
- Health focus

How could you use Scorecard data for reporting?

- Energy
- Greenhouse gas emissions
- Resilience in extreme weather – correlate to health outcomes
- Building stock



Thank you for your attendance.

Local government communications pack:

<https://confirmsubscription.com/h/t/FE65539970CD844C>

Contact email address:

scorecard@delwp.vic.gov.au