

# Energy Savings Scheme

## Energy Saver Information Sheet



October 2018



### WHAT

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

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

Energy saving activities can be delivered under the ESS by Accredited Certificate Providers (**ACPs**) to help NSW households and businesses save energy by supporting a range of energy efficiency activities.



### HOW

#### How do I get involved?

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

If you choose to participate, you should:

- ▼ Check the representative's credentials. They should have clear photo identification and provide detailed information about the proposed activity and the ACP they are working with.
- ▼ Discuss the equipment they propose to install and confirm it will meet your needs. If you are a tenant, you may require the landlord's permission to install or change equipment.
- ▼ Understand any commitments you are asked to make regarding the activity. For instance, you may be asked to agree to not go back to using the old equipment that was in place.

- ▼ Complete the necessary paperwork. You should be asked to sign a Nomination Form to nominate the ACP as the energy saver for the activity to enable them to create Energy Savings Certificates (**ESCs**) from the energy savings that will be made.

#### How much will it cost?

You may have to pay a minimum payment amount towards the cost of products, installation of the products, the site assessment and other associated works carried out at your property. Where this is the case, the ACP or its representatives should not complete the activity unless you have made the payment. The minimum payment amount cannot be reimbursed to you.

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



### WHAT NEXT

#### Where can I get more information?

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

The ESS website contains general information about the scheme and some answers to frequently asked questions: [www.ess.nsw.gov.au](http://www.ess.nsw.gov.au).

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

## FREQUENTLY ASKED QUESTIONS

### Who can offer energy saving activities under the Energy Saving Scheme (ESS)?

ACPs are businesses accredited by the Independent Pricing and Regulatory Tribunal (**IPART**) to undertake certain energy saving activities under the ESS.

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

A list of ACPs and the activities they are accredited to deliver is available on the ESS website:

[www.ess.nsw.gov.au/Accredited\\_Certificate\\_Providers/List\\_of\\_Accredited\\_Certificate\\_Providers](http://www.ess.nsw.gov.au/Accredited_Certificate_Providers/List_of_Accredited_Certificate_Providers). ACPs can provide more information on the specific products and services they deliver.

### Does the ESS give rebates?

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

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

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

### How do I make a complaint?

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

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

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

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

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