

HARDSHIP EFFICIENCY PROGRAM — HOUSEHOLDS VISITED

7513. Mr C.J. Tallentire to the Minister representing the Minister for Energy

- (1) How many households were visited under the Hardship Efficiency Program for assessments and/or fridge replacement, for each month of 2009, 2010 and 2011, and for each suburb and town?
- (2) Can the Minister please provide details of any evaluation of the Hardship Efficiency Program in 2009, 2010 or 2011 detailing what services households were provided with, the types of housing visited, and the outcome for householders either in reduced bills and/or increased comfort levels as a result of the visits; and
 - (a) if it is not possible to fully answer (2), I ask:
 - (i) of the households visited in 2009, 2010 and 2011 how much money was spent on hardware for each household for each year;
 - (ii) of the households visited in 2009, 2010 and 2011 what hardware was fitted in each year and how many of each hardware item was fitted each year;
 - (iii) of the households visited in 2009, 2010 and 2011, for each year, what proportion of households visited were in public or community housing;
 - (iv) of the households visited in 2009, 2010 and 2011, for each year, what proportion of households visited were in private rental accommodation;
 - (v) of the households visited in 2009, 2010 and 2011, for each year, what proportion of households were owner occupiers;
 - (vi) in 2009, 2010 and 2010, for each year, how many of the public houses visited had no ceiling insulation or inadequate ceiling insulation; and
 - (vii) what are the results of any evaluation of the effectiveness of the current Hardship Efficiency Program for those households who have had access to the program?

Mr J.H.D. DAY replied:

- (1) [See paper 4749.]
- (2) Evaluating the outcomes of energy efficiency behaviour change programs is complex. It requires consistent, high quality energy consumption and service data over a lengthy period of time. The relatively short period over which the program has operated in its current form and changes to the nature of the program over time have made assessment difficult.

Evaluations of the Hardship Efficiency Program have focused on operational effectiveness, with the objective of facilitating the ongoing development of the program, which has included continuous improvement in data collection methods.

Operational reviews of the Program were conducted by the former Office of Energy in late 2009 and mid-2010. In April 2010, Synergy also completed an internal, operational review of its delivery of the Program.

- (a)
 - (i) [See paper 4749.]
 - (ii)&(vii) [See paper 4749.]

The provision of power boards, hot water pipe insulation and clothes airers was only introduced to the Hardship Efficiency Program in 2011.
 - (iii) [See paper 4749.]

The percentages provided for each year in answers iii–v do not total 100%. This is because HEP services providers often experience difficulty in identifying the customer’s housing tenure type, recording some customers against multiple housing categories, or no category at all.
 - (iv)–(v) [See paper 4749.]
 - (vi) The Department of Housing is currently conducting an assessment of the number of public housing dwellings without insulation. Data regarding insulation in public housing has historically not been consistently gathered as part of the Hardship Efficiency program.