

Privacy of natural persons

Page 2: We will keep your information safe

Q1 **Yes**

Have you read and understood the Privacy Statement?

Page 3: About you

Q2

What is your name?

Liz Kilduff

Q3

What is your email address? We may need to contact you for clarification on your submission, or regarding Official Information Act requests. Your email address will not be used for any other purpose.

Privacy of natural persons

Q4 **Organisation**

Are you submitting as an individual or on behalf of an organisation?

Q5

If on behalf of an organisation, what is its name?

Anglican Care

Q6 **Registered charity**

If on behalf of an organisation, which of these best describes it?

Page 4: Proposed Definition for energy wellbeing

Q7

Neither agree nor disagree

To what extent do you agree or disagree that the proposed definition for energy wellbeing is right for Aotearoa?

Q8

Do you have comments on why have you chosen this answer?

Would like main definition to be 'When individuals, households and whanau are able to obtain and afford adequate energy services to support their wellbeing in their home or kainga.'

Q9

Neither agree nor disagree

To what extent do you agree or disagree with the inclusions in the proposed definition?

Q10

Do you have any comments on what is included in the definition?

The language used may not be inclusive of all cultures.

Q11

Agree

To what extent do you agree or disagree with what is excluded by the definition?

Q12

Respondent skipped this question

Do you have any comments on what is excluded by the definition?

Q13

Do you have any further comments on the proposed definition of energy wellbeing? - Is it clear and easy to understand?- Do you think there is anything missing?- Is it relevant to you and your community?

Yes, it is clear and easy to understand. We would like to see the inclusion of Healthy Homes in particular insulation status of a home. There needs to be emphasis on the fit for purpose of heating appliances eg log burners and access to fuel for these and hot water cylinders eg age, size and energy rating. Hot water heating can be a large contributor to overall energy costs second to heating. Our comments are based on our findings from power and home assessments.

Page 5: Proposed framework for energy wellbeing

Q14

Agree

To what extent do you agree or disagree that the framework represents the factors that influence energy wellbeing in Aotearoa?

Q15

Respondent skipped this question

Do you have comments on why have you chosen this answer?

Q16

Do you have any other comments on the proposed framework? You may want to consider:- The layout of the framework, and if it is easy to understand - If anything is missing, or should be added- Which factors you think are most significant in your community

Dwelling characteristics, should include owner occupied or tenanted. Energy Prices, adhoc fees associated with supplying energy can be a contributor to costs eg late payment fees, arrears management fees and contract exit fees. Properties with gas are not subject to load control and may be subject to higher unit costs due to this. Under dwelling appliances include 'education'. How to use and maintain appliances eg cleaning filters, flues and chimneys. Use of timers and thermostats on heating appliances. We totally agree with the comment that vulnerable households have a fear of tenure security.

Page 6: Proposed indicators for energy wellbeing

Q17

Neither agree nor disagree

To what extent do you agree or disagree with the proposed indicators for energy wellbeing?

Q18

Do you have comments on why have you chosen this answer? You may want to consider: - Are the indicators comprehensive?- Are there any other indicators of energy wellbeing that should be considered?

Healthy temperature is a subjective measure. Is it not better to have temperature range? Update 'access to necessary appliances that are affordable, safe, effective and efficient'. Update 'a dry and well-ventilated home' does not include a drafty home. Update 'a healthy indoor temperature to include a temperature range.

Page 7: Measuring energy hardship

Q19

Unsure

We are proposing to use a set of primary and secondary measures for energy hardship. Do you support this proposal?

Q20

Do you have comments on why you have chosen this answer?

We are not convinced reading the documentation that it is necessary to have both primary and secondary measures.

Q21

Unsure

To what extent do you agree or disagree with the proposed primary measures?

Q22

Unsure

To what extent do you agree or disagree with the potential secondary measures?

Q23

Do you have any comments on the proposed primary and secondary measures? You may want to consider:- How many primary and secondary measures you think we should consider- Which measures you think should be primary or secondary (and why)

We not convinced that subjective measures add value to defining energy hardship or wellbeing. Reliance on data from census and other sources that is only captured between 2 and 5 yearly could be impacted by environmental and worldwide scenarios eg Climate change and COVID. We believe there is more relevant data that could be collected by Energy Retailers from consumers at sign up which could, if stored and widely accessible provide insight to energy hardship or wellbeing eg Healthy Home rating for Tenanted properties, Primary heating source, secondary heating source, hot water fuel etc In addition we would consider the WOF for homes to be a valuable information source that is easily accessible eg Healthy Homes and Homefit.

Q24

Do you have any comments on measuring the depth of hardship? You may want to consider: - If we should use these measurements in Aotearoa, in addition to the primary and secondary measures- Combining measures (i.e. a DEP-17 style approach) - Measuring the energy hardship gap

We are not sure that any one method of measuring is going to be conclusive.

Page 8: Data gaps and proposed way forward

Q25

Rank the following proposals in order of most important (1) to least important (4).

Further analyse any currently available data	1
Work to fill existing data gaps/limitations	2
Model required energy use for households in Aotearoa	3
Research energy hardship-related indicators	4

Q26

Do you have any suggestions for alternatives or changes to the proposed way forward? You may want to consider:- Are there gaps in the measurement we haven't identified?- Are there data sets or measures you know of that should be included?- Do you have any other suggestions for future analysis?

We have ranked in level of preferred importance however we do not see why 3 and 4 could not be undertaken in parallel with the other two.

Gaps in measurements

- 1) Medical and/or Health conditions
- 2) access to support services
- 3) extend the cultural parameters to other ethnicities

Future analysis could include demographic such as deprivation.

Page 9: Final thoughts

Q27

Do you have anything else you would like to mention?

We strongly recommend that there is a need for more root analysis of energy hardship. In our experience the root cause of energy hardship is much more involved than providing budget advice. Unless the root cause of the issue is identified and addressed it is a 'band aid' at best.

The approach should be to identify the low hanging fruit so that we can get some quick wins. It's time to walk the talk.

Q28

Yes

Can we publish your submission on the MBIE website? If your submission contains personally identifiable information that should not be made public, please make clear what can and cannot be made public. For example, information about other people that you are sharing without their consent or information about children. Your name, and that of your organisation will be visible. Email addresses will not be visible.
