

Privacy of natural persons

Page 2: Privacy statement

Q1

Yes

I have read and understand the Privacy Statement above.
Please select 'Yes' if you wish to continue

Page 3: Submission information

Q2

What is your name?

Privacy of natural persons

Q3

**No, I wish for my submission to be published
anonymously.**

Do you consent to your name being published with your
submission?

Q4

What is your email address? Please note this will not be published with your submission.

Privacy of natural persons

Q5

Individual

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

Page 4: Submitting on behalf of an organisation

Q6

Respondent skipped this question

If on behalf of an organisation, we require confirmation you
are authorised to make a submission on behalf of this
organisation.

Q7 Respondent skipped this question

What is your organisation's name? Please note this will be published with your submission.

Q8 Respondent skipped this question

Which of these best describes your organisation? Please tick one.

Page 5: Confidentiality

Q9 Yes, I would like my submission or parts of my submission to be kept confidential

I would like my submission or parts of my submission to be kept confidential

Page 6: Please upload a publishable version of your submission

Q10 Respondent skipped this question

Please provide your reasons and grounds under section 9 of the Official Information Act that you believe apply, for consideration by MBIE.

Q11 Respondent skipped this question

Please provide publishable versions of your submission in both Word and in PDF by uploading them here - clearly labelling both "for publication"

Page 7: SECTIONS OF INTEREST

Q12 HEALTH OF THE HOME KETE,
KNOWLEDGE AND NAVIGATION KETE,
ENERGY AFFORDABILITY KETE

Which sections would you like to provide feedback on?

Page 8: HEALTH OF THE HOME KETE

Q13 Yes

Do you broadly support the proposed strategy HH1?

Q14

Please share your comments on the proposed strategy HH1. For example, you could include your thoughts on any benefits, costs, risks or limitations associated with this strategy.

Consider ways in which to reach the Landlords of properties, some living overseas

Q15

Respondent skipped this question

Do you have any alternative suggestions on how to address the challenge explained above? If so, please share these below.

Q16

Yes

Do you broadly support the proposed strategy HH2?

Q17

Please share your comments on the proposed strategy HH2 . For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

Strongly agree with this. I am an energy assessor and have been working under the SEEC funding. I assessed over 100 homes and many had other issues in the home needing fixing before we could think of the energy improvements e.g broken windows, cracks in external doors, Ceiling gib fallen through, holes in wall gib, overgrown grass (damp in walls), broken window seals, vegetaion growing in gutters, gutters broken, overgrown vegetation blocking out sunlight. Would love to have been able to call in other contractors to fix these.

Q18

Do you have any alternative suggestions on how to address the challenge explained above? If so, please share these below.

As above

Q19

Yes

Do you broadly support the proposed strategy HH3?

Q20

Please share your comments on the proposed strategy HH3. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

Heathly homes standards need to be better enforced. I worked in the UK and was an Energy assessor their on their Energy Performance Certs (required by UK homes). I believe a rating system is needed here. You should reference NZGBP's Homefit programme. I have the qualification. This seeks to rate a home. This would be a great start if this was mandated for all homes, especially for the landlord to show tenants how energy efficient their prospective home is and to prove they are in compliance with the Healthy Homes legislation. See nzgbc.org.nz/homefit. The Home Performance Advisor training could also be made into a rating certificate tool.

Q21

Yes

Do you broadly support the proposed strategy HH4?

Q22

Please share your comments on the proposed strategy HH4. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

As above. Also education is what is needed. Your plans for a Energy Wellbeing network are good - with a website (maintained by them) of info in all languages plus a register of what local NGO's/agencies can help them.

Q23

Respondent skipped this question

Do you have any alternative suggestions on how to address the challenge explained above? If so, please share these below.

Q24

Yes

Do you broadly support the proposed strategy HH5?

Q25

Please share your comments on the proposed strategy HH5. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

The higher price would be an issue for many but possibly the Community Service Card could open up a retailer to give a discount (and link then to the Energy Wellbeing Sector network. Providing the digital timer plugs as seen in DIY stores are low cost items that if installed and the occupier trained in their use, would save money e.g. on a heater that comes on for an hour as kids bedtime and maybe later for the parents using cheaper off rate power. Or, heating the home before 7:00am (cheap rate) so the family starts the day off warm.

Q26

Do you have any alternative suggestions on how to address the challenge explained above? If so, please share these below.

As above

Q27

Are there any other key challenges and/or corresponding solutions relating to HEALTH OF THE HOME KETE that we have missed? If so, please outline these below.

Only to include curtains in the Healthy Home standards, and the pelmet type curtain rails seen in Kainga Ora homes. Another annoyance is that the landlord meets the Healthy Homes Standard by having a log burner in the home. He has no obligations to provide the wood. Invariably the tenant cannot afford the wood. They also do not have a heat source in the morning. Heat Pumps are best although I know many whanua prefer them as they can cook on them.

Page 9: KNOWLEDGE AND NAVIGATION KETE

Q28 **Yes**

Do you broadly support the proposed strategy KN1?

Q29

Please share your comments on the proposed strategy KN1. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

Strongly agree! This is missing. It would be the glue. Start with regional groups then link them nationally. Allow Maori and Pacifica to establish their own and link these. The collaboration opportunities are endless

Q30 **Respondent skipped this question**

Do you have any alternative suggestions on how to address the challenge explained above? If so, please share these below.

Q31 **Yes**

Do you broadly support the proposed strategy KN2?

Q32

Please share your comments on the proposed strategy KN2. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

Agree but you must look at the work of NZGBC. They could (with govt support) expand what they have and provide a nationwide certification programme for all wākāinga

Q33 **Yes**

Do you broadly support the proposed strategy KN3?

Q34 **Respondent skipped this question**

Please share your comments on the proposed strategy KN3. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

Q35

Do you have any alternative suggestions on how to address the challenge explained above? If so, please share these below.

Why not use the Energy Wellbeing Network for this? Maybe SEEC funding for training...

Q36

Yes

Do you broadly support the proposed strategy KN4?

Q37

Please share your comments on the proposed strategy KN4. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

Agree with this

Q38

Yes

Do you broadly support the proposed strategy KN5?

Q39

Respondent skipped this question

Please share your comments on the proposed strategy KN5. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

Q40

Do you have any alternative suggestions on how to address the challenge explained above? If so, please share these below.

NGO's , agencies, housing associations would all benefit from some training that they can share with their "customers"

Q41

Yes

Do you broadly support the proposed strategy KN6?

Q42

Please share your comments on the proposed strategy KN6. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

Keep in mind some people have limited access to technology so paper may be their only medium to understand their bills. Too much jargon in the industry does not help.

Q43

Do you have any alternative suggestions on how to address the challenge explained above? If so, please share these below.

Provide information leaflets in various languages to help. Maybe some videos for those that can access. Not sure if this is covered in the Home Performance Advisor training but it should be e.g do you know what ICP stands for or how to calc your day rate from the unit cost?... Pictures help and should be used

Q44

Are there any other key challenges and/or corresponding solutions relating to KNOWLEDGE AND NAVIGATION KETE that we have missed? If so, please outline these below.

Knowing where to go and addressing the challenge that if someone goes to a web site or calls a number, their landlord won't know or their electricity supplier will change their tariff.

Page 10: ENERGY ACCESSIBILITY AND CHOICE KETE

Q45

Respondent skipped this question

Do you broadly support the proposed strategy AC1?

Q46

Respondent skipped this question

Please share your comments on the proposed strategy AC1. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

Q47

Respondent skipped this question

Do you have any alternative suggestions on how to address the challenge explained above? If so, please share these below.

Q48

Respondent skipped this question

Do you broadly support the proposed strategy AC2?

Q49

Respondent skipped this question

Please share your comments on the proposed strategy AC2. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

Q50

Respondent skipped this question

Do you have any alternative suggestions on how to address the challenge explained above? If so, please share these below.

Q51

Respondent skipped this question

Do you broadly support the proposed strategy AC3?

Q52

Respondent skipped this question

Please share your comments on the proposed strategy AC3. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

Q53

Respondent skipped this question

Do you have any alternative suggestions on how to address the challenge explained above? If so, please share these below.

Q54

Respondent skipped this question

Do you broadly support the proposed strategy AC4?

Q55

Respondent skipped this question

Please share your comments on the proposed strategy AC4. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

Q56

Respondent skipped this question

Do you have any alternative suggestions on how to address the challenge explained above? If so, please share these below.

Q57

Respondent skipped this question

Do you broadly support the proposed strategy AC5?

Q58

Respondent skipped this question

Please share your comments on the proposed strategy AC5. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

Q59

Respondent skipped this question

Please share your comments on each of the social retailing options listed above. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with these options.

Q60

Respondent skipped this question

Do you have any alternative suggestions on how to address the challenge explained above? If so, please share these below.

Q61

Respondent skipped this question

Do you broadly support the proposed strategy AC6?

Q62

Respondent skipped this question

Please share your comments on the proposed strategy AC6. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

Q63

Respondent skipped this question

Do you have any alternative suggestions on how to address the challenge explained above? If so, please share these below.

Q64

Respondent skipped this question

Are there any other key challenges and/or corresponding solutions relating to ENERGY ACCESSIBILITY AND CHOICE KETE that we have missed? If so, please outline these below.

Page 11: ENERGY AFFORDABILITY KETE

Q65

Yes

Do you broadly support the proposed strategy AF1?

Q66

Please share your comments on the proposed strategy AF1. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

Establishing the root cause of the issue is the key. Its all very well to fix the issue by paying a bill or putting someone on a day/night rate but the issue will likely occur again. The retailer/advocate must understand this

Q67

Yes

Do you broadly support the proposed strategy AF2?

Q68

Please share your comments on the proposed strategy AF2. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

Who does this?

Q69

Yes

Do you broadly support the proposed strategy AF3?

Q70

Please share your comments on the proposed strategy AF3. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

Consumer guidelines (as you mention) need tightening up to include mandated items and likely include a Retailer "table" of what these fees are - easily accessibly and not buried in a web site or in small fine print

Q71

Respondent skipped this question

Do you have any alternative suggestions on how to address the challenge explained above? If so, please share these below.

Q72

Yes

Do you broadly support the proposed strategy AF4?

Q73

Please share your comments on the proposed strategy AF4. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

Credit ratings may be a problem for many that would be better off if they could swicth to a monthly plan. Meter configuration may also be an issue i.e. no smart meter. An energy cert on the home could indicate what meter there is at the home i.e. legacy or Smart. That would be useful info for the prospective occupier

Q74

Respondent skipped this question

Do you have any alternative suggestions on how to address the challenge explained above? If so, please share these below.

Q75

Yes

Do you broadly support the proposed strategy AF5?

Q76

Please share your comments on the proposed strategy AF5. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

Agree but may be a tough one to implement with Retailers. General point: Have you included ERANZ in your audience for this document?

Q77

Respondent skipped this question

Do you have any alternative suggestions on how to address the challenge explained above? If so, please share these below.

Q78

Somewhat

Do you broadly support the proposed strategy AF6?

Q79

Please share your comments on the proposed strategy AF6. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

This would be a big piece of work I would think and fraught with difficulties getting the right answers...

Q80

Respondent skipped this question

Do you have any alternative suggestions on how to address the challenge explained above? If so, please share these below.

Q81

Respondent skipped this question

Are there any other key challenges and/or corresponding solutions relating to the ENERGY AFFORDABILITY KETE that we have missed? If so, please outline these below.

Page 12: CONSUMER PROTECTION KETE

Q82

Respondent skipped this question

Do you broadly support the proposed strategy CP1?

Q83

Respondent skipped this question

Please share your comments on the proposed strategy CP1. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

Q84

Respondent skipped this question

Do you broadly support the proposed strategy CP2?

Q85

Respondent skipped this question

Please share your comments on the proposed strategy CP2. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

Q86

Respondent skipped this question

Do you have any alternative suggestions on how to address the challenge explained above? If so, please share these below.

Q87

Respondent skipped this question

Do you broadly support the proposed strategy CP3?

Q88

Respondent skipped this question

Please share your comments on the proposed strategy CP3. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

Q89

Respondent skipped this question

Do you have any alternative suggestions on how to address the challenge explained above? If so, please share these below.

Q90

Respondent skipped this question

Do you broadly support the proposed strategy CP4?

Q91

Respondent skipped this question

Please share your comments on the proposed strategy CP4. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

Q92

Respondent skipped this question

Do you have any alternative suggestions on how to address the challenge explained above? If so, please share these below.

Q93

Respondent skipped this question

Are there any other key challenges and/or corresponding solutions relating to the CONSUMER PROTECTION KETE that we have missed? If so, please outline these below.

Page 13: Are there any other sections you would like to respond to?

Q94

No, I would like to continue onto the final questions

Please tick yes if you would like to go back and respond to any further sections

Page 14: Supporting Environment

Q95

Do you have any comments on the Supporting Environment section? Please share these below.

No

Page 15: Any other thoughts or comments

Q96

Do you have any other thoughts or comments you would like to make on the Expert Panel's Discussion Paper? If so, please share these below.

I think this is a great start but worry this could become a "talk fest". As an energy assessor working with many in Energy Hardship myself and a colleague failed to get SEEC funding in the last round and so cannot help the many people that would benefit from what we provided.

Its frustrating as your document lays out what is needed but we'll lose another year when action is needed now. With the election this year plus the world situation I fear we won't get the traction needed.

I fully believe we need a UK model where every home in NZ has an energy rating. People then know where they stand. Tennants would have clear visibility of what they are moving into and Landlords would have to "up their game" else risk losing tenants or facing penalties maybe in not improving the home.

Keep in mind many landlords are great but many are not and some are overseas, land banking. They don't care.

I also love the idea of not just looking at the energy savings in the home but also the parts of the home where support can be provided to repair the broken wall/ceiling gib or fix the broken window - even decluttering the lounge so that the family can get in there and be warm.

Making Retailers more accountable is also good. The Consumer guidelines are a good step but need to be mandated i.e. you don't just cut someone off until you understand the root cause of the issue and if necessary involve a local support agency going to your suggestion of the Energy Wellbeing network.

We have unfortunately an old and very energy inefficient housing stock. Most people will know this but until you go into a house and see how people are living and using their appliances (or not using them) the issues aren't really known.

I finish with a question then... Has the panel seen first hand the issues we face i.e. go into the home and talk to families - not just Maori and Pasifika but across all groups (students and foreign nationals) and across both islands - north and south. If not, make it happen.

Good work and I look forward to seeing where this goes.
