ACT Government
Chief Minister, Treasury and Economic Development

Freedom of Information Publication Coversheet

The following information is provided pursuant to section 28 of the *Freedom of Information Act 2016*.

FOI Reference: CMTEDDFOI 2021-104

Information to be published	Status
1. Access application	Published
2. Decision notice	Published
3. Documents and schedule	Published
4. Additional information identified	No
5. Fees	Waived
6. Processing time (in working days)	39
7. Decision made by Ombudsman	N/A
8. Additional information identified by Ombudsman	N/A
9. Decision made by ACAT	N/A
10. Additional information identified by ACAT	N/A

[redacted]

Subject: FOI REQUEST – CLIMATE ACTION MINISTERIAL BRIEFS
Date: Thursday, 27 May 2021 6:54:51 PM

Good evening,

RE: FREEDOM OF INFORMATION REQUEST – CLIMATE ACTION MINISTERIAL BRIEFS

I write to request under the *Freedom of Information Act 2016* final ministerial briefs since 3 November 2020 generated for or directed to the Minister for Climate Action. This request includes, but is not limited to, general briefs and Question Time briefs.

This request does not include Estimates briefs or Annual Reports briefs which have previously been provided (ref: CMTEDDFOI2021-040).

I ask that my request be transferred to other entities that may hold relevant documents. Duplicate documents may be excluded.

Should you require any further information or clarification about my request, please contact my office on [redacted]

Kind regards,

[redacted]

ACT Government
Chief Minister, Treasury and Economic Development

Our ref: CMTEDD FOI2021-104

[redacted]

FREEDOM OF INFORMATION REQUEST

I refer to your application under section 30 of the *Freedom of Information Act 2016* (the Act), received by the Chief Minister, Treasury and Economic Development Directorate (CMTEDD) on 27 May 2021, in which you sought access to Final Ministerial Briefs directed to Minister of Climate Action since 3 November 2020.

Specifically, you are seeking: *"Final ministerial briefs since 3 November 2020 generated for or directed to the Minister for Climate Action. This request includes, but is not limited to, general briefs and Question Time briefs. This request does not include Estimates briefs or Annual Reports briefs which have previously been provided (ref: CMTEDDFOI2021-040). Duplicate documents may be excluded."*

Authority

I am an Information Officer appointed by the Director-General under section 18 of the Act to deal with access applications made under Part 5 of the Act.

Timeframes

In accordance with section 40 of the Act, CMTEDD is required to provide a decision on your access application by 28 June 2021 however, due to the volume of documents, you earlier agreed on the requested extension with a final due date of 9 Aug 2021.

Decision on access

Searches were completed for relevant documents and 75 documents were identified that fall within the scope of your request.

I have included as **Attachment A** to this decision the schedule of relevant documents. This provides a description of each document that falls within the scope of your request and the access decision for each of those documents.

I have decided to grant access in full to 14 documents and partial access to 2 documents relevant to your request.

I have decided to refuse access in full to a number of documents that are currently before Cabinet or are scheduled to go before Cabinet, under Schedule 1 s 1.6.

My access decisions are detailed further in the following statement of reasons and the documents released to you are provided as **Attachment B** to this letter.

In accordance with section 54(2) of the Act a statement of reasons outlining my decisions is below.

Statement of Reasons

In reaching my access decisions, I have taken the following into account:

- the Act;
- the content of the documents that fall within the scope of your request;
- the *Human Rights Act 2004*
- The *information privacy Act 2014*.

Exemption claimed

My reasons for deciding not to grant access to the identified documents and components of these documents are as follows:

Contrary to the public interest information under schedule 1 of the Act

In processing this request, CMTEDD found numerous documents which were identified as being within the scope of your request that contain information that was prepared for, or that would disclose the deliberations of Cabinet. This information is considered to be contrary to the public interest under section 1.6 of Schedule 1 of the Act and therefore has been withheld from release.

In reviewing the documents, I consider they contain information which has been developed as part of the Cabinet consideration process (s 1.6(1)(a)) or is directly related to the deliberation and considerations of Cabinet (s 1.6(1)(d)). I am satisfied that release of this information would involve the disclosure of a deliberation or decision of Cabinet and the fact of the deliberation or decision that has not been officially published.

Public Interest

The Act has a presumption in favour of disclosure. As a decision maker I am required to decide where, on balance, public interests lies. As part of this process, I must consider factors favouring disclosure and non-disclosure.

In *Hogan v Hinch* (2011) 243 CLR 506, [31] French CJ stated that when 'used in a statute, the term [public interest] derives its content from "the subject matter and the scope and purpose" of the enactment in which it appears'. Section 17(1) of the Act sets out the test, to be applied to determine whether disclosure of information would be contrary to the public interest. These factors are found in subsection 17(2) and Schedule 2 of the Act.

Taking into consideration the information contained in the documents found to be within the scope of your request, I have identified that the following public interest factors are relevant to determine if release of the information contained within these documents is within the 'public interest'.

Factors favouring disclosure in the public interest:

(a) disclosure of the information could reasonably be expected to do any of the following:

(i) promote open discussion of public affairs and enhance the government's accountability.

ii) contribute to positive and informed debate on important issues or matters of public interest

Having considered the factors identified as relevant in this matter, I consider that release of the information, within the scope of the request, may contribute to positive and informed debate on a matter of public interest and enhance the government's accountability. I am satisfied that this factor favouring disclosure carries significant weight.

Factors favouring nondisclosure in the public interest:

I find no factors favouring nondisclosure under Schedule 2.2 of the Act. Accordingly, the remainder of the information will be released to you in full.

Charges

Pursuant to *Freedom of Information (Fees) Determination 2017 (No 2)* processing charges are applicable for this request because the total number of pages to be released to you exceeds the charging threshold of 50 pages. However, the charges have been waived in accordance with section 107 (2)(e) of the Act.

Online publishing – Disclosure Log

Under section 28 of the Act, CMTEDD maintains an online record of access applications called a disclosure log. Your original access application, my decision and documents released to you in response to your access application will be published in the CMTEDD disclosure log between three to ten days after the date of my decision. Your personal contact details will not be published.

You may view CMTEDD disclosure log at https://www.cmtedd.act.gov.au/functions/foi.

Ombudsman Review

My decision on your access request is a reviewable decision as identified in Schedule 3 of the Act. You have the right to seek Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in CMTEDD disclosure log, or a longer period allowed by the Ombudsman.

We recommend using this form *Applying for an Ombudsman Review* to ensure you provide all of the required information. Alternatively, you may write to the Ombudsman at:

The ACT Ombudsman
GPO Box 442
CANBERRA ACT 2601

Via email: actfoi@ombudsman.gov.au

ACT Civil and Administrative Tribunal (ACAT) Review

Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision. Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal
Level 4, 1 Moore St
GPO Box 370
Canberra City ACT 2601
Telephone: (02) 6207 1740
http://www.acat.act.gov.au/

Should you have any queries in relation to your request please contact me by telephone on 6207 7754 or email CMTEDDFOI@act.gov.au.

Yours Sincerely



Daniel Riley
Information Officer
Information Access Team
Chief Minister, Treasury and Economic Development Directorate

23 July 2021

ACT Government
Chief Minister, Treasury and Economic Development

FREEDOM OF INFORMATION REQUEST SCHEDULE

WHAT ARE THE PARAMETERS OF THE REQUEST	Reference NO.
Final ministerial briefs since 3 November 2020 generated for or directed to the Minister for Climate Action	CMTEDDFOI 2021-104

Ref No	Page number	Description	Date	Status	Reason for Exemption	Online Release Status
1	1 - 2	Arrangement Brief	25 November 2020	Full Release	N/a	Yes
2	3 - 5	Attachment A to above brief	25 November 2020	Partial Release	Schedule 1 s1.4	Yes
3	7 - 9	Ministerial Brief	14 January 2021	Full Release	N/a	Yes
4	10 - 53	Final Report – Sustainable Household Scheme Survey	7 January 2021	Full Release	N/a	Yes
5	55 - 57	Sustainable Household Loan Scheme Focus Group Research Results	4 March 2021	Full Release	N/a	Yes
6	58 - 78	Sustainable Household Scheme Research report	23 February 2021	Full Release	N/a	Yes
6	80 - 83	Ministerial Brief	18 March 2021	Partial Release	Schedule 1 s1.6	Yes
8	84 - 85	Attachment A to above Ministerial Brief	18 March 2021	Full Release	N/a	Yes
9	86 - 89	Ministerial Brief	23 March 2021	Full Release	N/a	Yes
10	90 - 103	Attachment A to above Ministerial Brief	23 March 2021	Full Release	N/a	Yes
11	104 - 107	Attachment B to above Ministerial Brief	23 March 2021	Full Release	N/a	Yes
12	108 - 119	Attachment C to above Ministerial Brief	23 March 2021	Full Release	N/a	Yes
13	120 - 122	Ministerial Brief	22 April 2021	Full Release	N/a	Yes
14	124 - 138	Attachment A to above Ministerial Brief	22 April 2021	Full Release	N/a	Yes

15	139 - 140	Attachment B	22 April 2021	Full Release	N/a	Yes
16	141	Attachment C	22 April 2021	Full Release	N/a	Yes
17		Documents covered under Cabinet Information		Exempt	Schedule 1 s1.6	No
Total No of Docs						
16						

Andrew Barr MLA

Chief Minister

Treasurer
Minister for Climate Action
Minister for Economic Development
Minister for Tourism

Member for Kurrajong

ARRANGEMENTS BRIEF

FUNCTION:	Meeting with CEO of the Electric Vehicle Council, Mr Behyad Jafari
VENUE:	302/90, Pitt Street, SYDNEY NSW 2000
HOST:	No information provided
DAY:	Wednesday
DATE:	25 November
TIME:	2:00 pm - 3:00 pm
TIME COMMITMENT:	One hour
CATERING:	No information provided
DRESS CODE:	Formal
YOUR ROLE:	You will be meeting with the CEO of the Electric Vehicle Council, Mr Behyad Jafari. Background points at Attachment A address the following: • Short Bio info on Mr Jafari. • Information on what the ACT is doing to expand the use of electric vehicles, both within the ACT Government and in the Territory more broadly. • Recent road user charges introduced in Victoria for electric vehicles.
WHERE TO PARK:	The closest parking is available at Wilson Parking - Angel Place, 123 Pitt Street, Sydney NSW 2000. The next closest parking is available at Secure Parking – 109 Pitt Street, Sydney NSW 2000.

Andrew Barr MLA - Arrangements brief

WHO WILL MEET YOU:	No information provided.
ADVISOR ATTENDING:	The following advisor will be attending with you: • Matt Mison, Deputy Chief of Staff.
AUDIENCE:	You will be meeting with the CEO of the Electric Vehicle Council, Mr Behyad Jafari.
VIPs:	N/A
PAST INVOLVEMENT:	N/A
SENSITIVITIES:	N/A
ORDER OF CEREMONIES	N/A
MEDIA:	No
SOCIAL MEDIA ACCOUNTS	Twitter: @EVCouncil
OUTSTANDING REGULATORY ISSUES	No outstanding issues identified.

Andrew Barr MLA - Arrangements brief

ATTACHMENT A: BACKGROUND POINTS

Biography - Behyad Jafari, CEO, Electric Vehicle Council

- Mr Jafari founded the Electric Vehicle Council, the national body representing the electric vehicle industry in Australia, in 2016.
- As CEO, Mr Jafari works with industry, government and the media to accelerate the electrification of road transport, for a more sustainable and prosperous Australia.
- Prior to founding the Electric Vehicle Council, Mr Jafari had worked on energy related issues, including as an Advisory Board Member to the UNSW ARC Research Hub for Integrated Energy Storage Solutions, as a Mentor with EnergyLab, as a Board Director with the Energy Policy Institute of Australia and as Group Manager, Stakeholder Engagement with TransGrid.
- Schedule 1 1.4

ACT Government action to expand electric vehicle use

Financial incentives

- The ACT has Australia's most generous financial incentives for the purchase and registration of ZEVs, providing a full stamp duty exemption the first time a zero emissions vehicle (ZEV) is purchased, and an ongoing annual vehicle registration discount of 20%. The Government has further committed to providing free vehicle registration for new ZEVs for two years, to be introduced as soon as practical.

Zero Emissions Vehicles Action Plan 2018-21

- In April 2018, the ACT Government released 'The ACT's Transition to Zero Emissions Vehicles (ZEV) Action Plan 2018-2021'.
- The Action Plan sets a clear direction for the ACT to accelerate and support the uptake of ZEVs, including battery electric vehicles, plug-in hybrid electric vehicles, hydrogen fuel cell electric vehicles and electric bikes.
- The Action Plan calls for at least 50% of all newly leased ACT Government fleet passenger vehicles to be ZEVs in 2019-20, increasing to 100% from 2020-21 (where fit for purpose). In November 2020, the Government had 110 ZEVs in its fleet, and surpassed the 50% target in the last financial year.
- Other actions committed to in the ZEV Action Plan include but are not limited to:
    - Amending the Parking and Vehicle Access General Code to require all new multi-unit and mixed-use developments to install vehicle charging infrastructure.
        - The ACT Government will enact regulation in conjunction with the Territory Plan Review to ensure infrastructure for new multi-unit residential and commercial buildings are ZEV ready.
    - Working with local and state governments to facilitate the installation of charging stations on major routes to and from Canberra including routes to Sydney and coastal areas.
    - Permitting ZEVs to drive in transit lanes until 2023.
        - This action has been completed and new "Zero Emission Cars Permitted" signage has been installed on Adelaide Avenue.
    - Investigating the potential use of electric vehicle batteries to support the electricity grid at times of peak demand (discussed further below).

Andrew Barr MLA - Arrangements brief

- The ACT Government is a key partner in the 'Realising Electric Vehicle-to-grid Services' (REVS) project which focuses on developing electric vehicles capable of feeding electricity back into the network. 50 Nissan LEAF electric vehicles are to be deployed across the ACT Government fleet to test and provide vehicle-to-grid services. The project commenced in June 2020 and will run for two years. The project is co-funded by the Australian Renewable Energy Agency (ARENA) and is led by ActewAGL Retail.

Hydrogen fuel cell electric vehicles

- To support hydrogen fuel cell electric vehicles:
    - Australia's first public hydrogen refuelling station will be built in Canberra and is on track to be operational in 2021.
    - The ACT Government has partnered with Neoen, Hyundai and ActewAGL on a hydrogen mobility demonstration project, which includes refuelling infrastructure and the integration of 20 hydrogen fuel cell electric vehicles into the ACT Government fleet. The pilot will be co-located with ActewAGL's compressed natural gas refuelling station in Fyshwick.

Public charging infrastructure

- There are 39 public vehicle charging locations in the ACT. The NRMA has invested in public EV charging infrastructure in regions surrounding the ACT such as Batemans Bay and Bega. Braidwood is one of the next planned sites.

Collaboration

- The ACT won the Sustainable Transport Award at the inaugural Cities Power Partnership awards in October 2017 in recognition of its work towards transitioning to zero emissions vehicles.
- The ACT has signed the Birmingham Declaration and the e-mobility Declaration, which commits signing governments to the vision of a zero emissions future for transport.
- The ACT is a member of the global ZEV Challenge aimed at asking automotive leaders to accelerate the transition towards a clean transport future.
- The ACT is part of the Climate Action Roundtable's Memorandum of Understanding on electric vehicles, which commits signatories to work together to increase the uptake of electric vehicles. The Roundtable includes the ACT, South Australia, City of Adelaide, City of Hobart and the Electric Vehicle Council of Australia.

10th Parliamentary Agreement

- Under the 2020 Parliamentary Agreement, Government has committed to an ambitious agenda to significantly expand the number of ZEVs in the ACT. This includes commitments to:
    - Engage with the ZEV industry and adopt an ambitious target for new ACT vehicle sales to be zero emission by 2030.
    - Provide financial incentives for the purchase of zero emission vehicles. This includes free vehicle registration for new zero emission vehicles for two years, introduced as soon as practical.
    - Develop additional financial incentives to support greater ZEV uptake by businesses and the community sector.
    - Implement a pathway for the ACT to use only zero emissions public transport, garbage trucks, taxi and rideshare vehicles by the mid 2030s - with no further purchase of non-zero emissions buses. Short-term leasing of buses to meet peak operational requirements is permitted.

- Build at least 50 electric vehicle recharging stations across Canberra and the region, holding a reverse auction for their construction in 2021-22. This will include working with service station providers to explore broader public charging infrastructure.
- Enact regulation in conjunction with the Territory Plan Review to require charging infrastructure for new multi-unit residential and commercial buildings, and investigate measures to support retrofitting of charging infrastructure in existing buildings.
- Conduct market sounding to attract zero emission vehicle industries and other economic and training opportunities to the ACT.
- Research and pilot further Vehicle2Grid and Vehicle2Home projects to improve energy efficiency and grid reliability.

Recent road user charges introduced in Victoria for electric vehicles

- The Victorian Government has announced plans to tax electric vehicle owners a road usage fee.
- A 2.5 cent/km charge would apply to electric and other zero-emission vehicles, including hydrogen vehicles, and a 2.0 cent/km charge would apply to plug-in hybrid-electric vehicles.
- The Victorian Government hopes to introduce the new tax in mid-2021.
- Using the average annual motor vehicle distance travelled of 15,000km (based on Australian Census data) that would mean electric cars would pay an additional $375 each year, while plug-in hybrids would face an additional $300 fee.
- The Victorian Government estimates around $30 million would be raised over four years and that this would be counterbalanced by $45 million being spent to boost charging infrastructure.
- Mr Jafari has stated the tax would have a "detrimental impact on the uptake and availability of electric vehicles in Australia".
    - "Our market's already behind a list of other developed nations, with less than 1 per cent of vehicles sold in Australia being electric — and [the tax] is only going to do more harm to that".
- Adrian Dwyer, the chief executive of Infrastructure Partnerships Australia (IPA), a think tank that has called for road user charges for electric vehicles, said the tax would help ensure roads were paid for as more people transitioned away from petrol- and diesel-powered vehicles.
- Climate Change Policy in EPSDD is currently working with Treasury in CMTEDD on financial incentives for ZEVs. This will include consideration of road user charging.

ACT Government

MINISTERIAL BRIEF

Chief Minister, Treasury and Economic Development Directorate

UNCLASSIFIED

To:	Chief Minister	Tracking No.: CMTEDD2021/54
Date:	14 January 2021	
CC:	Head of Service	
From:	Executive Group Manager Communications and Engagement	
Subject:	YourSay Community Panel – Publishing Research Findings – Sustainable Households Scheme	

Recommendations

That you:

1. Note the information contained in this brief and Attachment A;

Noted / Please Discuss

2. Agree to the release the Sustainable Households Scheme survey results at Attachment A; and

Agreed / Not Agreed / Please Discuss

Andrew Barr MLA 20/1/21

Minister's Office Feedback

UNCLASSIFIED

Background

1. The YourSay Community Panel has recently completed a survey with Canberra homeowners to help inform the development and roll out of the Sustainable Households Scheme. The scheme will allow homeowners to apply for zero-interest loans to upgrade and / or install rooftop solar panels, household battery systems, efficient electric heating and cooling, electric hot water systems and / or electric vehicles.

2. The survey was conducted between 15-20 December 2020, with 870 panellists completing the survey.

3. The report from this survey (Attachment A) is now ready to be released, in keeping with the guidelines for reporting feedback to our YourSay Community Panel members.

4. Results from the above stated survey has been collated to report back as soon as practicable, in keeping with the guidelines for reporting feedback to our YourSay Community Panel members.

5. The survey also included an option for respondents to be recontacted for any follow-up research, and a further stage of qualitative consultation with a sample of these panellists is intended to take place in February.

Issues

6. A report of the findings from the Sustainable Households Survey (Attachment A) has been prepared for your approval.

7. Once approved, these results will be reported back to our Panel members via email included in an invitation to an upcoming survey and posted on the members' hub.

8. Next steps will include conducting further in-depth research and user testing to help inform the development and rollout of elements of the Sustainable Households Scheme, as well as a communications campaign to promote the scheme.

9. In-depth research would likely include holding focus groups or small workshops with an independent facilitator and/or subject matter expert. Research participants can be drawn from a pool of up to 550 member of the YourSay Panel who agreed to take part in follow-up research as part of the online survey.

Financial Implications

10. N/A

Consultation

Internal

11. The Environment, Planning and Sustainable Development Directorate (EPSDD) was consulted on the development of the survey and has been provided with a copy of the results.

12. Feedback on the report from EPSDD was incorporated into the report provided in Attachment A.

Work Health and Safety

13. N/A

Benefits/Sensitivities

14. Reporting back to the Panel membership is an important motivator for members to remain on the Panel and continue contributing to future activities.

Communications, media and engagement implications

15. Your office will be consulted regarding any potential media stories arising for these results.

Signatory Name:	Anita Perkins	Phone:	X52855
Action Officer:	Neil Stafford	Phone:	X72645

Attachments

Attachment	Title
Attachment A	Sustainable Households Scheme Survey – Final Report

YourSay Community Panel
Sustainable Household Loan Scheme Survey

Final Report

January 7, 2021

Background: The ACT Government has committed to providing zero-interest loans (the 'Sustainable Household Loan Scheme') to homeowners for the installation of solar panels, storage batteries, efficient electric heating and cooling air conditioners, electric heat pumps for hot water, and electric vehicles. Research is now required to explore community views in a way which can inform the development and design of the scheme.

Purpose: The survey aims to quantify Canberra household's attitudes, barriers, enablers and motivations for uptake, their stage of behaviour change, and potential information and messaging avenues.

Timeframe: The survey ran between **15-20 December 2020**.

Sample: 870 YourSay Community Panel members completed the survey. All respondents were screened to comprise of **homeowners only**.

Rounding: In single choice questions, results may not add up to 100% due to rounding.

Limitations: The methodology is biased towards those with internet and computer literacy. Data presented is unweighted, meaning **it cannot be guaranteed that this is entirely representative of the broader population of homeowners in the ACT**. However, distribution of the sample indicates a wide cross-section of homeowners have participated in the research which broadly reflects the ACT population.

Key findings

1. **Canberra homeowners largely embrace the concept of household sustainability** and the prospect of making further changes to the home for the good of the environment – the 'right thing to do'

2. **Interest in the Sustainable Household Loan Scheme for this purpose varies at this point in time**, largely due to limited understanding around the details / parameters involved – in principle, there is interest but further information is needed

3. There is, however, a fairly clear **target group** interested in the scheme **– principally 'working families'**, i.e. 35-54 years, in employment, with children, middle to high income, owner occupiers – looking at making changes in the next five years and more likely to be interested in the Scheme

4. **Cost-benefit assessment** appears to be a key determinant of likely participation, i.e. homeowners weighing up any upfront costs (which may be lower in future), and perceptions of being in debt with the potential for cost-savings – communication / support around this would likely prove valuable

5. **Ease of process and clarity of information** are critical to participation in the Scheme, including simple steps and guidance throughout each stage, streamlining payments if possible, and user-friendly online information

6. Results suggest **messaging around the cost-savings** of participation in the Scheme, along with a call to action to **'make your home more sustainable**' may have greater resonance than environmental messages alone

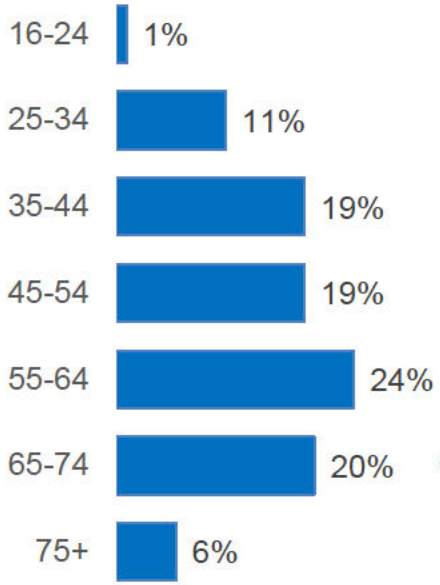
ACT Government | YOURSAY Community panel

Sample profile shows a robust spread of respondents, with age distribution commensurate to population statistics

Gender



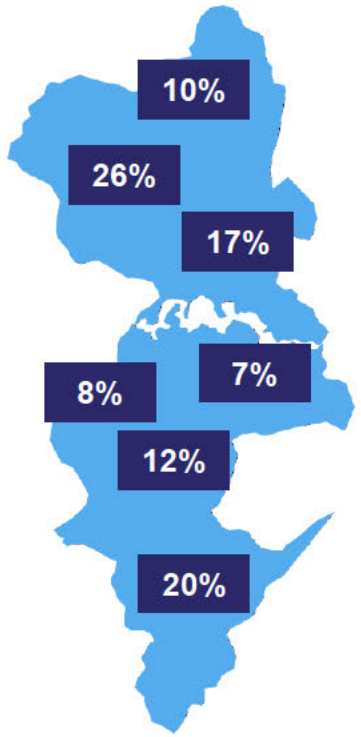
Age



Age distribution is similar to statistics from ABS for all Australian homeowners

e.g. under 55s: ABS=47% Survey=51%

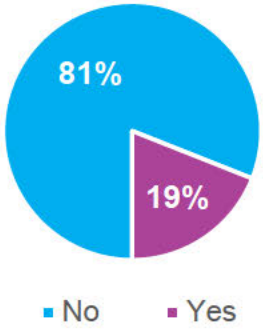
Region



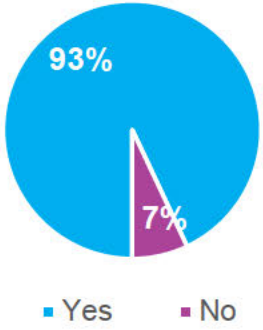
n=870

Sample profile – CALD

Born overseas



English first language



Other languages spoken

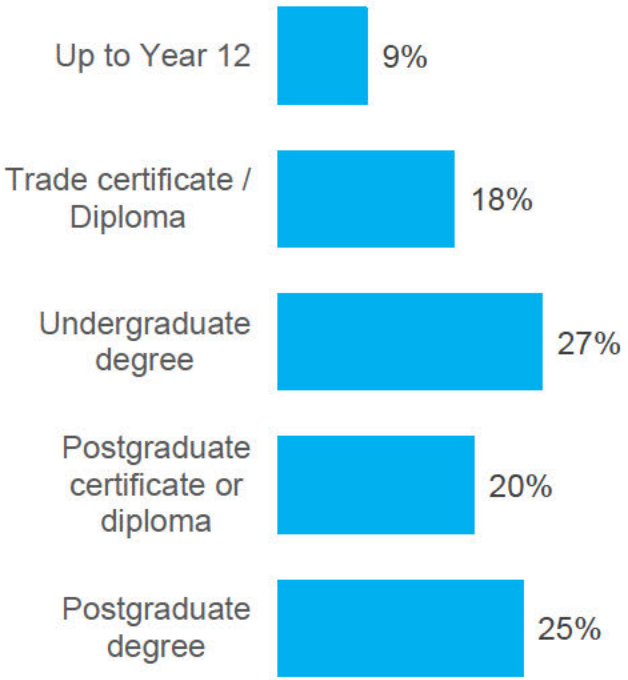
German (2%)
Spanish (2%)
French (2%)
Italian (1%)
Mandarin (1%)
Cantonese (1%)
Greek (1%)
Filipino/Tagalog (1%)

Asked born overseas question: n=607
Asked English as first language question: n=870

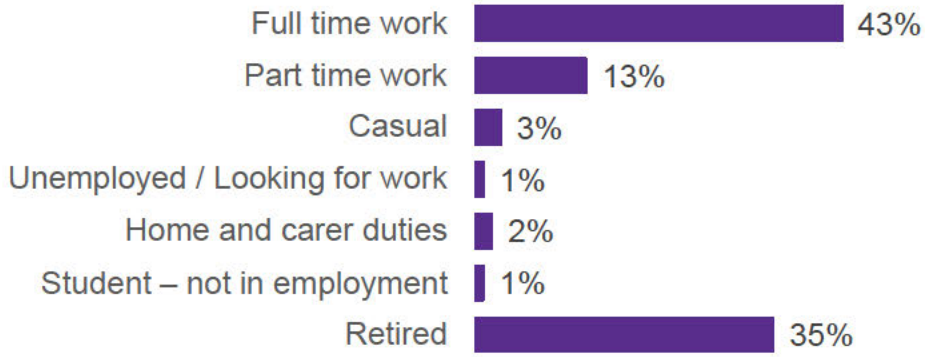
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Sample profile – employment and education

Highest education level



Working status



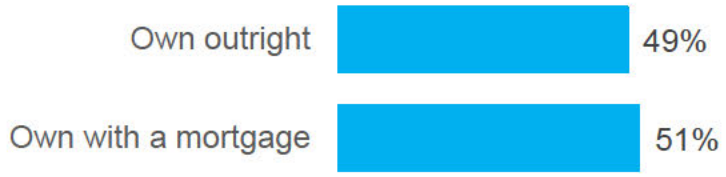
Individual income



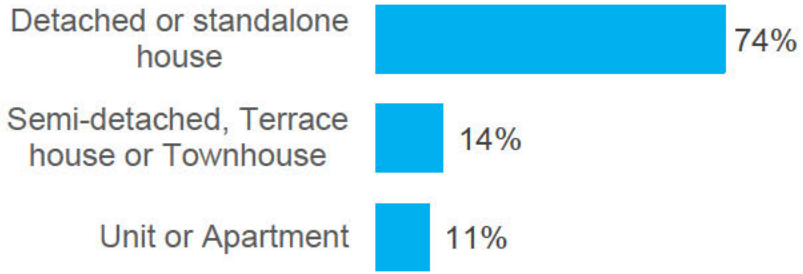
n=870

Sample profile – family and household

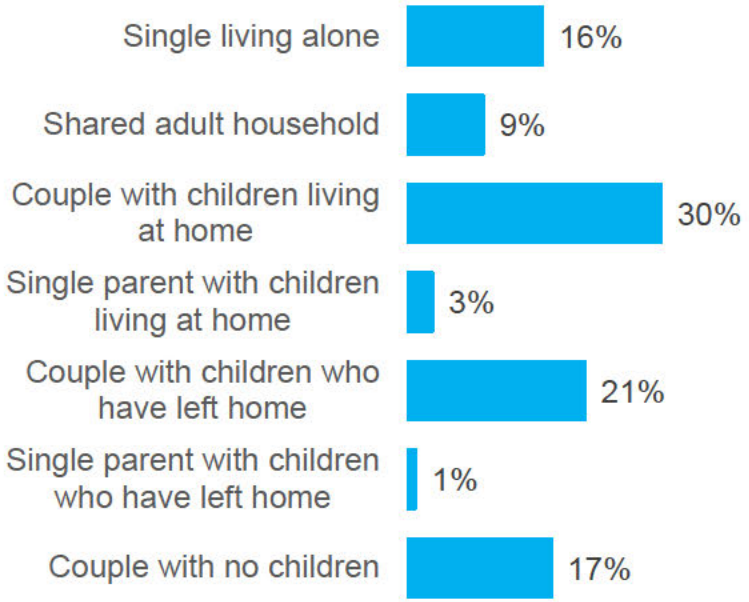
Ownership category



Dwelling type



Household composition





95% have a car

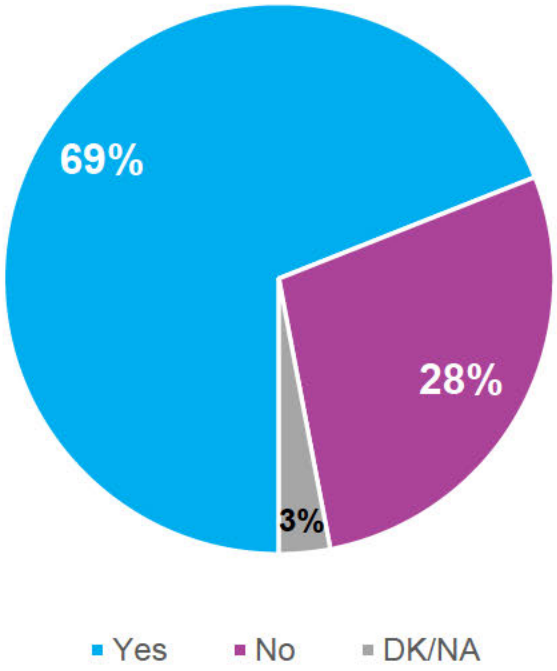
n=870

ACT Government | YOURsay Community panel

Current perspectives on sustainability

Around seven in ten homeowners say they are active in taking steps to improve energy efficiency

Q. *Have you taken steps to improve the energy efficiency of your household in the past two years?*



Research with a representative sample of the Canberra population in **Oct 2019** indicated that **49% had taken steps** to improve energy efficiency in the last two years

Canberrans in detached dwellings are more likely than those in units to have taken steps

Households with children present more likely to take steps than those without

n=870

ACT Government | YOURSAY Community panel

Attitudes towards sustainability in the home – overview

'Buy in'

I try to do the right thing to be more sustainable	91%	agree
I'm already doing my fair share in terms of sustainability	39%	agree
I don't really care about having a more sustainable home	3%	agree

Efficacy

What I do in the home can make a difference to the environment	91%	agree
I don't think there is much more I can do to make home more sustainable	18%	agree
I am unsure what I can do to make my home more sustainable	28%	agree

External influences

Taking action on sustainability is important for the future of my family and me	84%	agree
Others influence my decisions around making my home more sustainable	27%	agree

Cost-benefits

It will cost me too much to take action to make my home more sustainable	42%	agree
There are financial benefits to making my home more sustainable	79%	agree

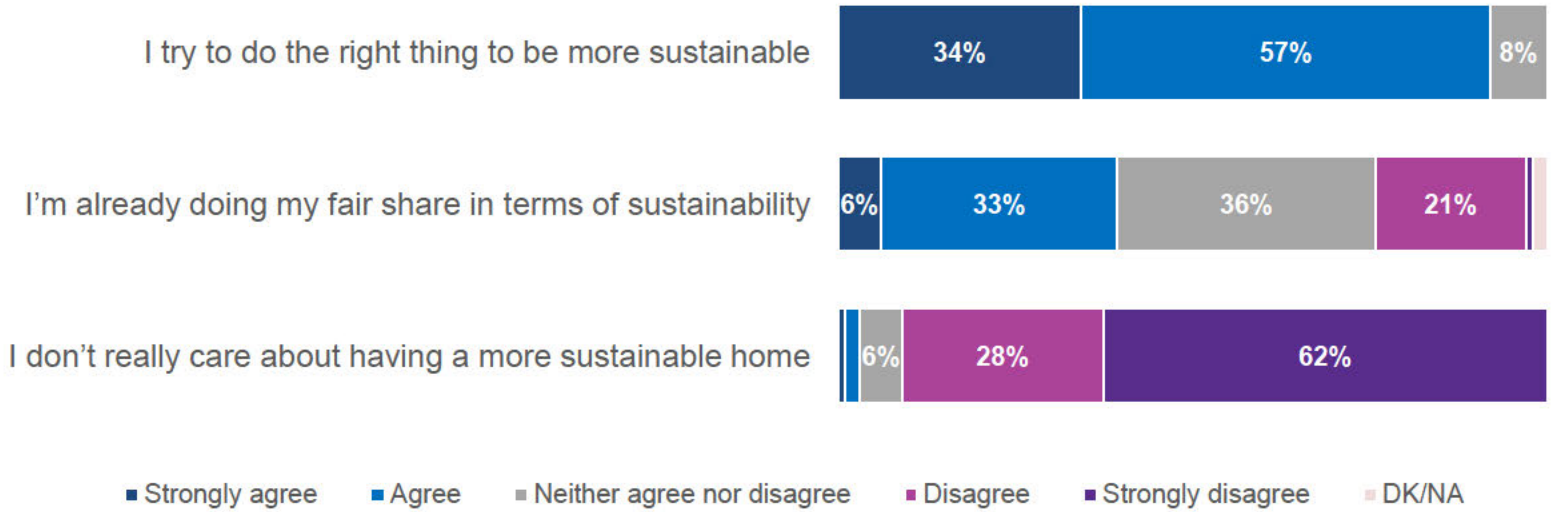
Strengths to capitalise on

Limitations or opportunities to enhance

n=870

‘Buy in’ to sustainability in the home is high, although 4 in 10 feel they are already doing their fair share

Q. *Thinking about being more environmentally sustainable in the home, how much do you agree or disagree with each of the following?*

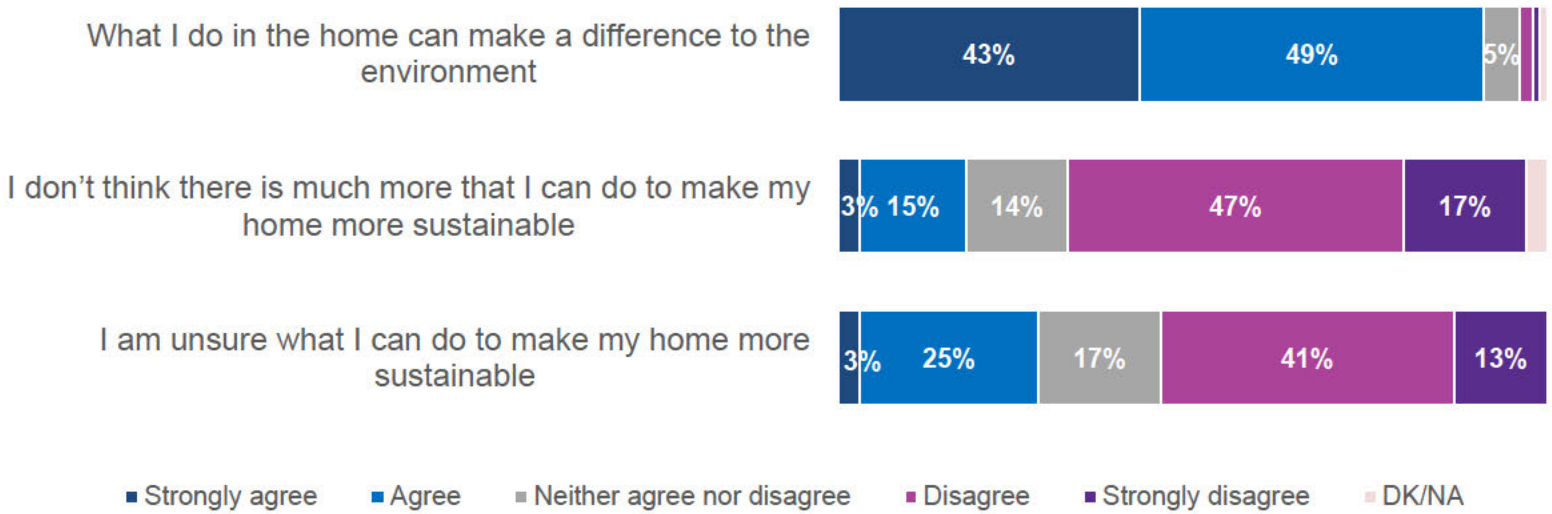


Older homeowners tend to be more likely to feel they are doing their fair share

n=870

Response efficacy is strong, but there are pockets of uncertainty in terms of how to make home more sustainable

Q. *Thinking about being more environmentally sustainable in the home, how much do you agree or disagree with each of the following?*

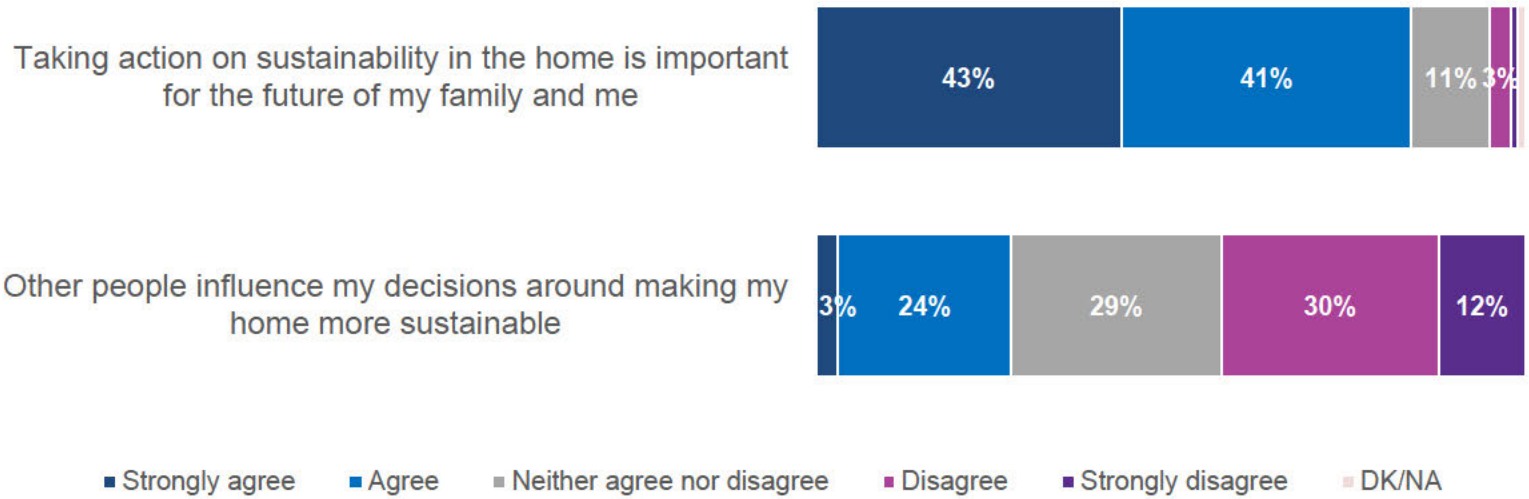


Uncertainty is higher among younger homeowners, living alone, in non-standalone dwellings

n=870

Influence of family on consideration to make changes is common, though others may not always have a direct 'say'

Q. *Thinking about being more environmentally sustainable in the home, how much do you agree or disagree with each of the following?*

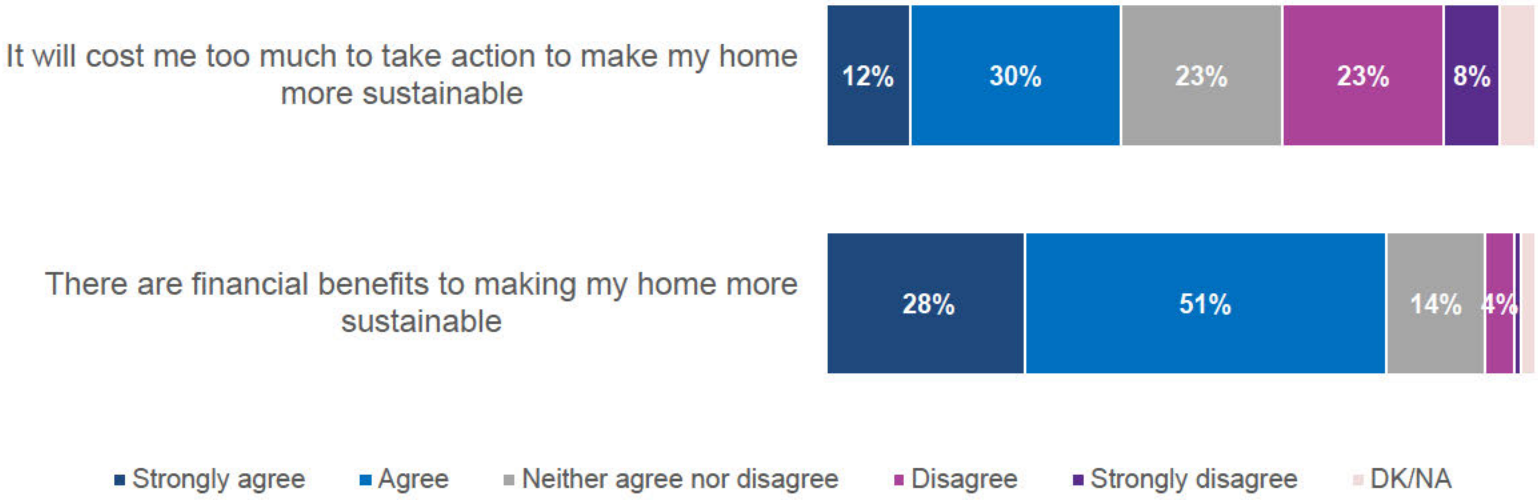


Younger, working homeowners with a mortgage are more open to influence from others

n=870

Four in ten feel cost is a barrier to making home more sustainable, yet recognition of potential financial benefits is high

Q. *Thinking about being more environmentally sustainable in the home, how much do you agree or disagree with each of the following?*



Perception of cost as a barrier is more prevalent among younger, working age Canberrans with children and a mortgage

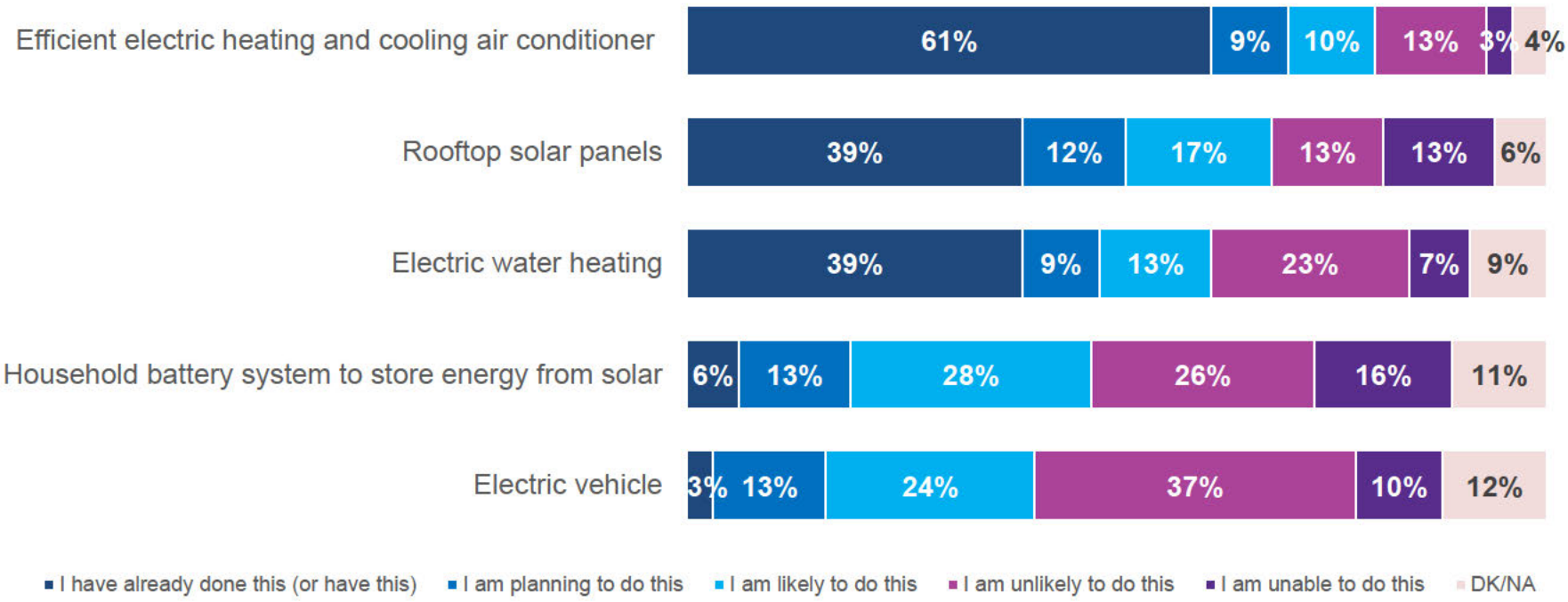
n=870

ACT Government | YOURsay Community panel

Stage of behaviour change

Between 20-40% of homeowners are planning or likely to make changes through purchasing, installing or upgrading items

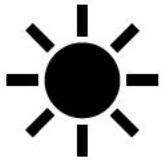
***Q.** Please indicate your intention to purchase, install or upgrade each of the following items in your household in the next five years…*



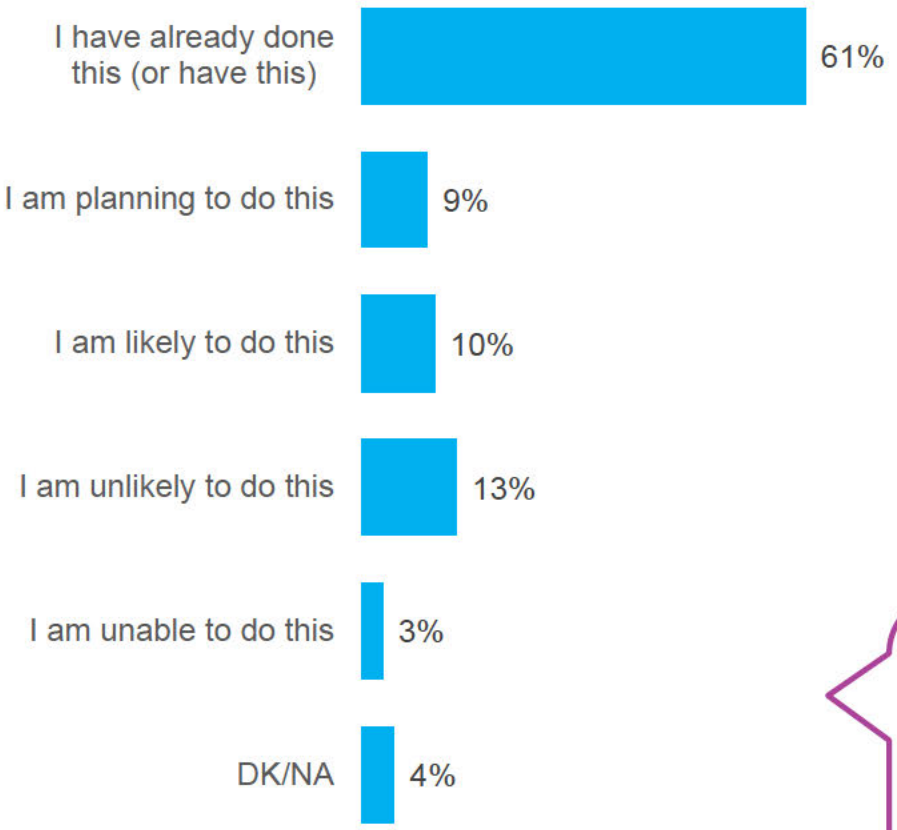
n=870

ACT Government | YOURSAY Community panel

Significant differences in current stage across communities

	SOLAR	BATTERY STORAGE	HEATING/COOLING	HOT WATER	ELECTRIC VEHICLES
					
Already have / done	55 years+ Own outright Retired Detached dwelling		Under 35 years Semi-detached dwelling Units	Woden Valley	
Planning / likely	35-54 years Working Children in household Semi-detached dwelling	Children in household Semi-detached dwelling	Detached dwelling		CALD Working
Unlikely / unable	Units Inner North	Units		Detached/Semi-detached unlikely Units unable Gungahlin	Low income
		(No age differences)		*(No age differences)*	*(No age differences)*

Efficient electric heating and cooling



Enablers

- Came with the property / off the plan
- Financial incentives – rebates, subsidies
- Cost savings / more efficient
- Needed to replace previous system
- Rising summer temperatures – need A/C
- Knowledge / research into the benefits

Prompts to transition

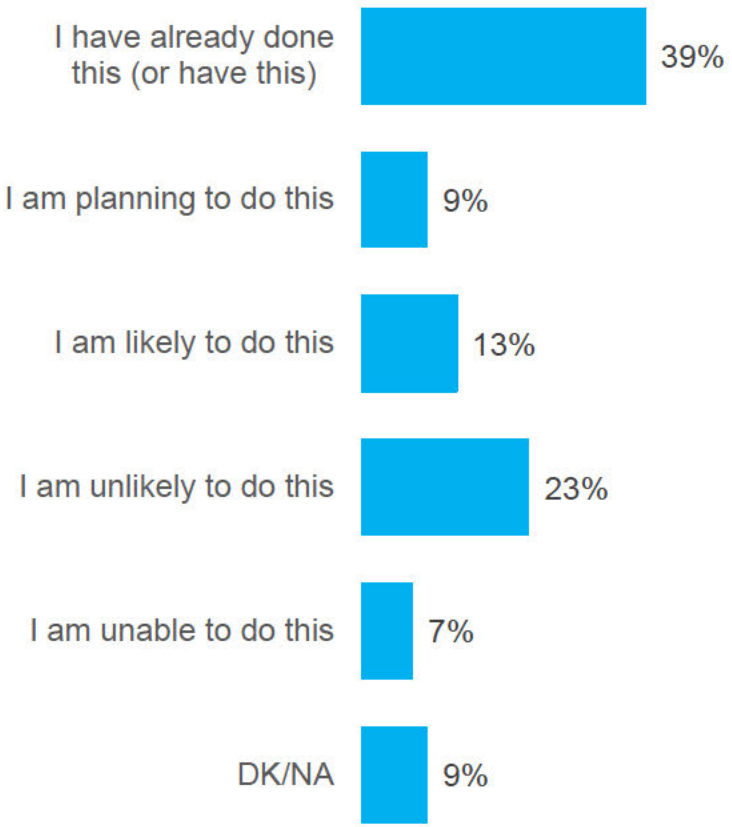
- Price / cost not being prohibitive
- Government subsidies, rebates etc
- Advice on best options, technology, providers who can install etc
- Ease of installation
- Waiting for solar to be installed first
- Ability to pay off in instalments

Barriers

- Happy with what we have (e.g. ducted gas, evaporative cooling)
- Recently installed / new
- Cost involved
- Moving – not going to invest
- Manage temperature in other ways (e.g. shade, light)
- Can't do it in unit / apartment

n=870

Electric water heating



Enablers

- Was already in property when moved in
- Necessity – old system needed replacing
- Cost of gas rising, electricity cheaper – solar
- Cost savings / efficiencies
- Better for the environment
- Improved choice / options around systems

Prompts to transition

- Affordability / cost of electric water heating
- Incentives, rebates etc
- Surety around the technology for hot water, heating in winter
- Clear benefits / return on investment
- The current system breaking down!
- Getting quotes, someone available to do it

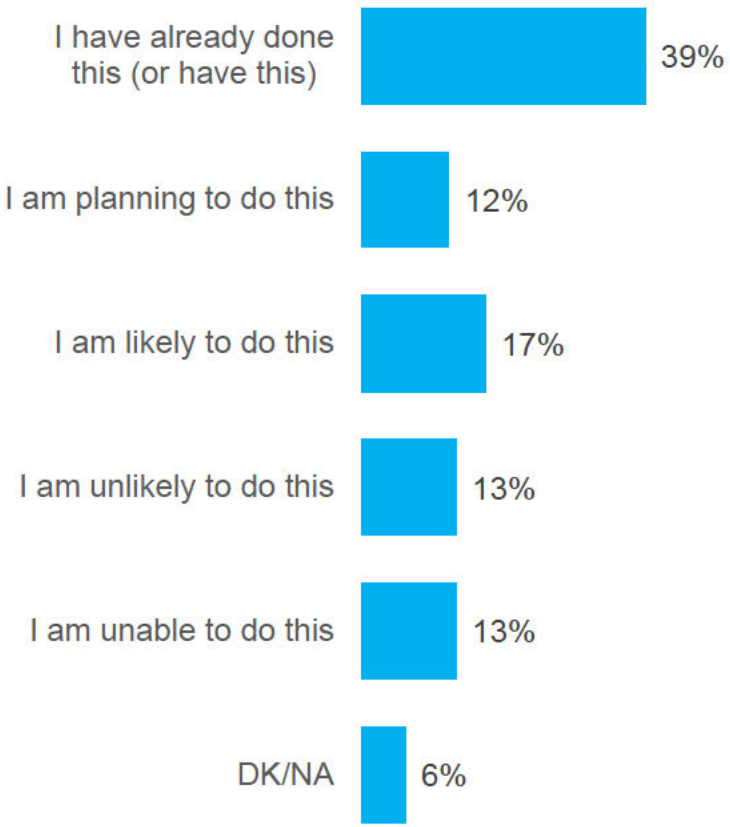
Barriers

- Current gas system works fine
- Prefer gas – instant hot water
- Gas system is more energy efficient
- Cost of installation / transition, question marks around value for money
- Live in an apartment / strata
- Just not a priority

n=870

ACT Government | YOURSAY Community panel

Rooftop solar panels



Enablers

- Access to capital – savings, financial support
- Rebates, refunds, subsidies, no-interest loans
- Environmental conscience – climate change, use of fossil fuels, bushfires etc
- Reduced power bills, feed-in tariff
- Research, talking to others with solar
- Energy providers, comparison websites etc

Prompts to transition

- Financial assistance – rebates, discounts etc
- Lower cost / less expensive / more money
- Changes to home – roof, position for sun etc
- Research and information – process, best options, configuration, benefits etc
- Someone to quote / install
- Improvement in battery storage

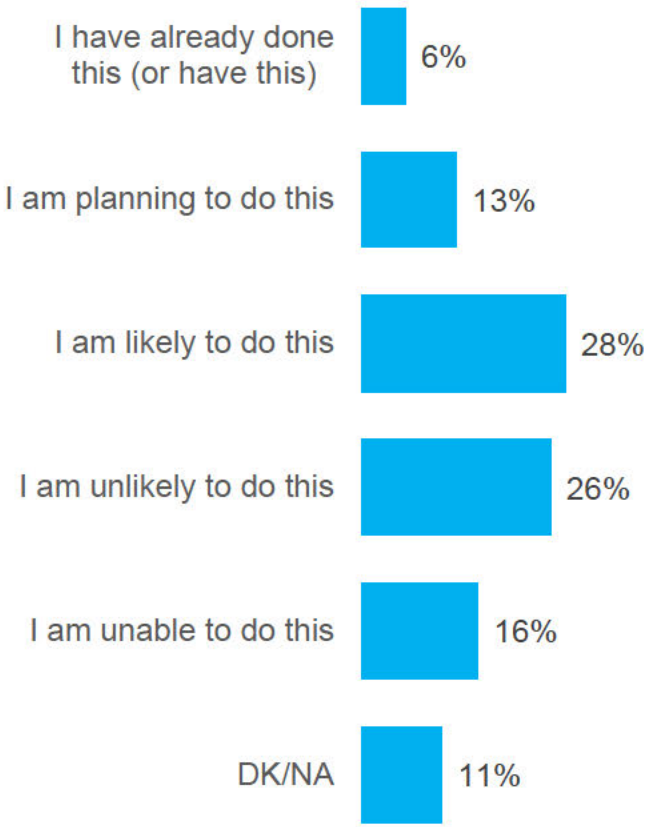
Barriers

- Upfront cost
- Limitations in current property – position, shade, unit complex etc
- Unsure about benefits / ROI
- Time / process required
- The look / not fit into street
- Trust in companies / dodgy operators?

n=870

ACT Government | YOURSAY Community panel

Household battery system



Enablers

- Environmental concerns – right thing to do
- Incentives, rebates, interest-free repayment
- Cost savings, lower energy bills
- Doing at the same time as solar installation

Prompts to transition

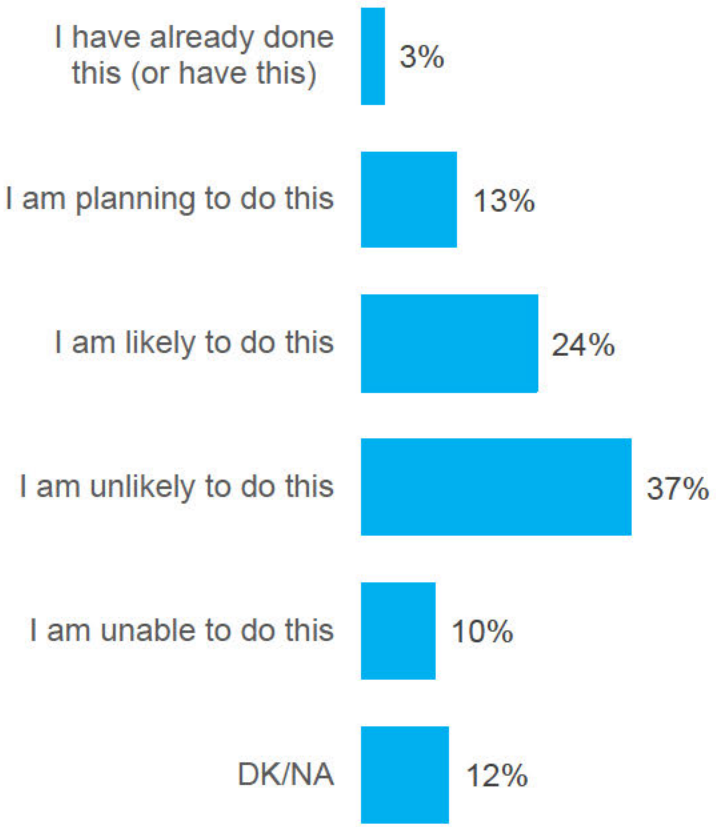
- Lower cost / cheaper to install
- Financial support, incentives, repayment options
- Research / info / understanding of options
- Need solar installed first
- Clear benefit to cost ratio
- Further advancements in the technology

Barriers

- Affordability, too expensive
- Need solar / solar not feasible in property
- Doubts about return on investment
- Unsure if technology is ready
- Price will drop further in future
- Not worth investing – we are old!
- Live in apartment / unit complex

n=870

Electric vehicle



Enablers

- Want to reduce fossil fuels
- Needed to replace car – made sense
- Concessions helped – stamp duty, rego
- Use solar power to charge

Prompts to transition

- Cheaper cars
- Rebates, concessions, incentives, subsidies etc
- More charging points (ACT and wider)
- Longer range
- More availability / choice of vehicle models

Barriers

- Cost – too expensive
- Lack of charging points
- Already have a car – fine as is
- Limitations with EVs – range, battery life, charge time etc
- Lack of vehicle models, options, choice
- Unsure of feasibility / benefits
- Don't drive that much

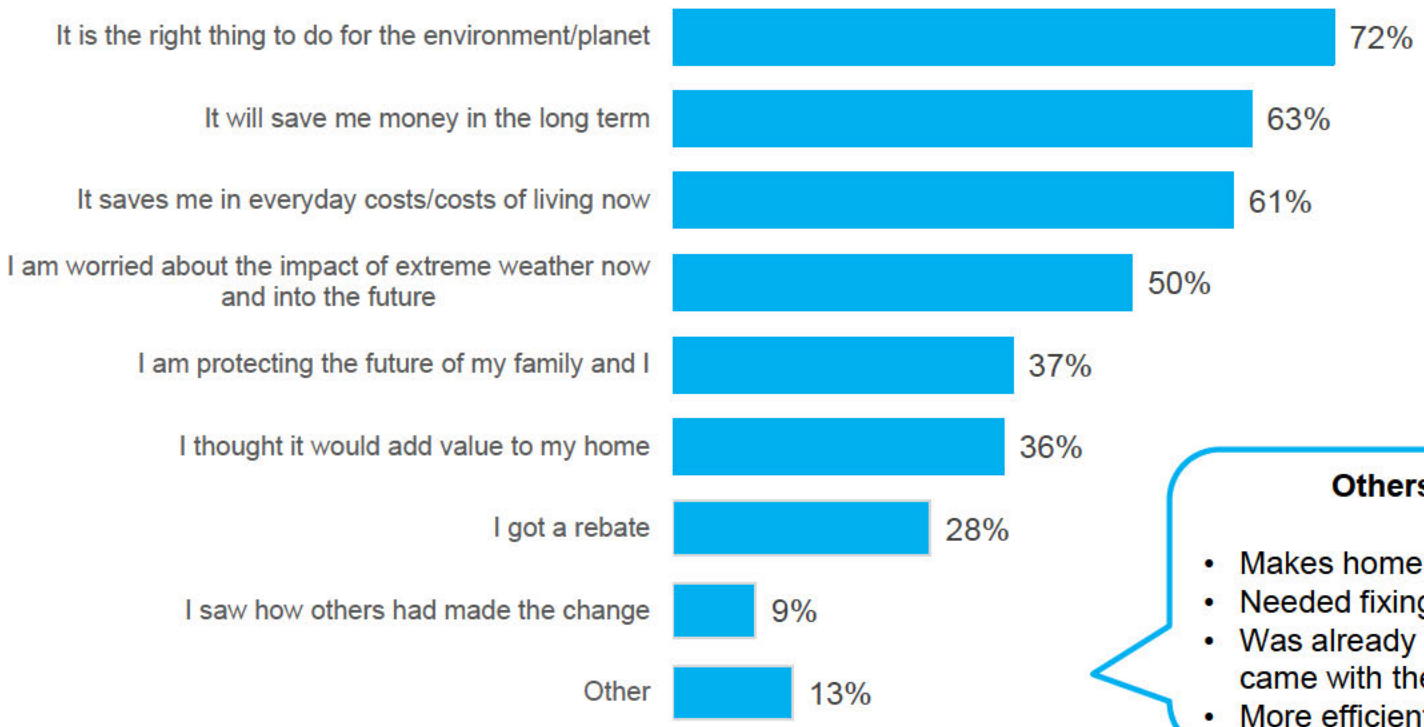
n=870

Summary – common barriers and enablers

	FINANCIAL	SITUATIONAL	UNDERSTANDING	RELEVANCE / NEED
				
Barriers	Prohibitively expensive Lack of finance / income Perceived poor ROI Costs likely to decrease further in future	Not feasible or practical in current home Long term investment (not worth it if older) Lack of infrastructure / technology to support	Uncertainty around benefits / ROI Complexity of providers, installation, financial incentives etc Uncertainty over products / technology	Current approaches are fine / like these New / don't need to replace / upgrade Already in the home
Enablers or prompts	Financial incentives – subsidies, rebates, loans, concessions etc Positive ROI Higher cost of alternatives	Making other changes to current home (or moving) Improved infrastructure / technology Body corporate buy in	Clarity, guidance, advice Doing your research Knowing others with these things Comparison sites / calculators etc	Need replacement Environmental concern Improve comfort (e.g. cooling in summer)

Among those who have made changes, environmental drivers are salient along with recognition of cost savings

***Q.** What prompted you to make these changes to your household?*



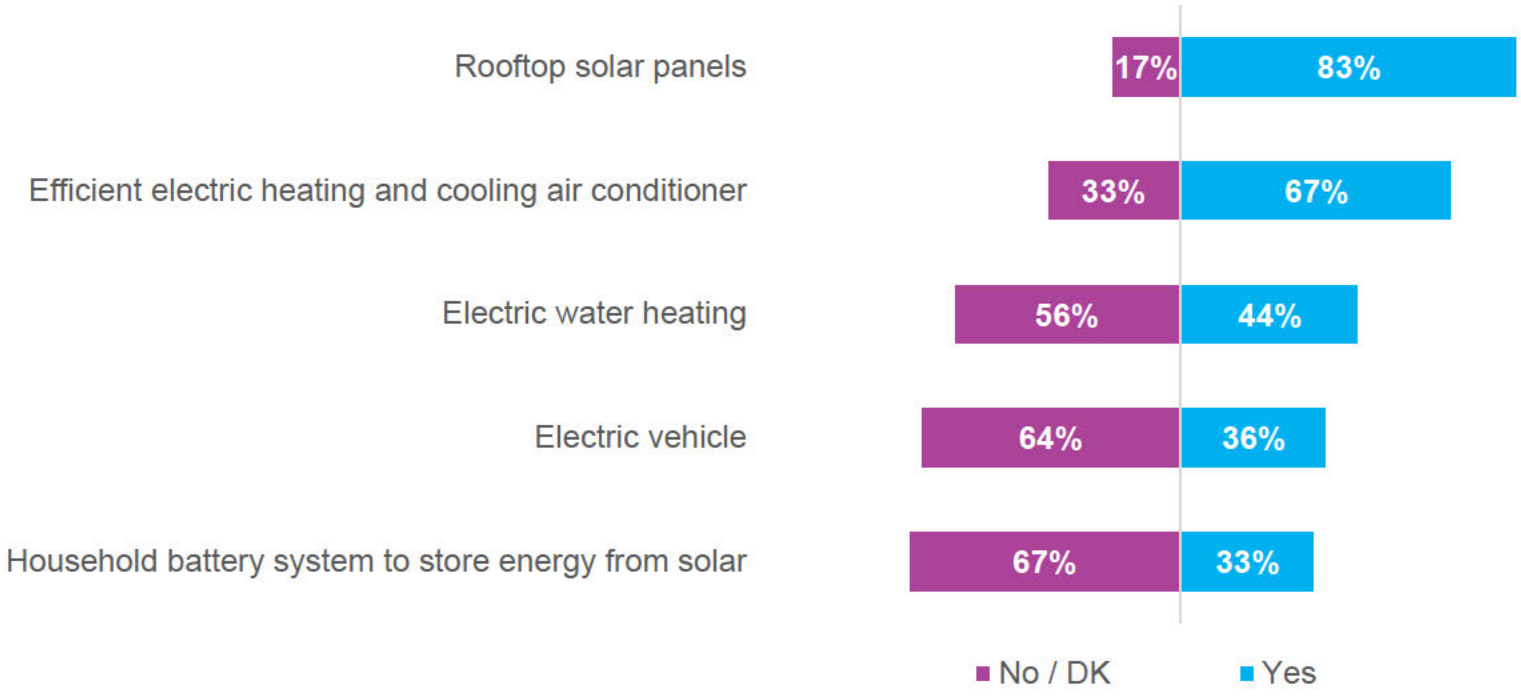
Others include:

- Makes home more comfortable
- Needed fixing / upgrading
- Was already in the home / came with the home
- More efficient

n=670

Most people know someone with solar panels, while around a third know someone with an electric car

***Q.** And do you personally know anyone who has purchased any of these items for their home?*



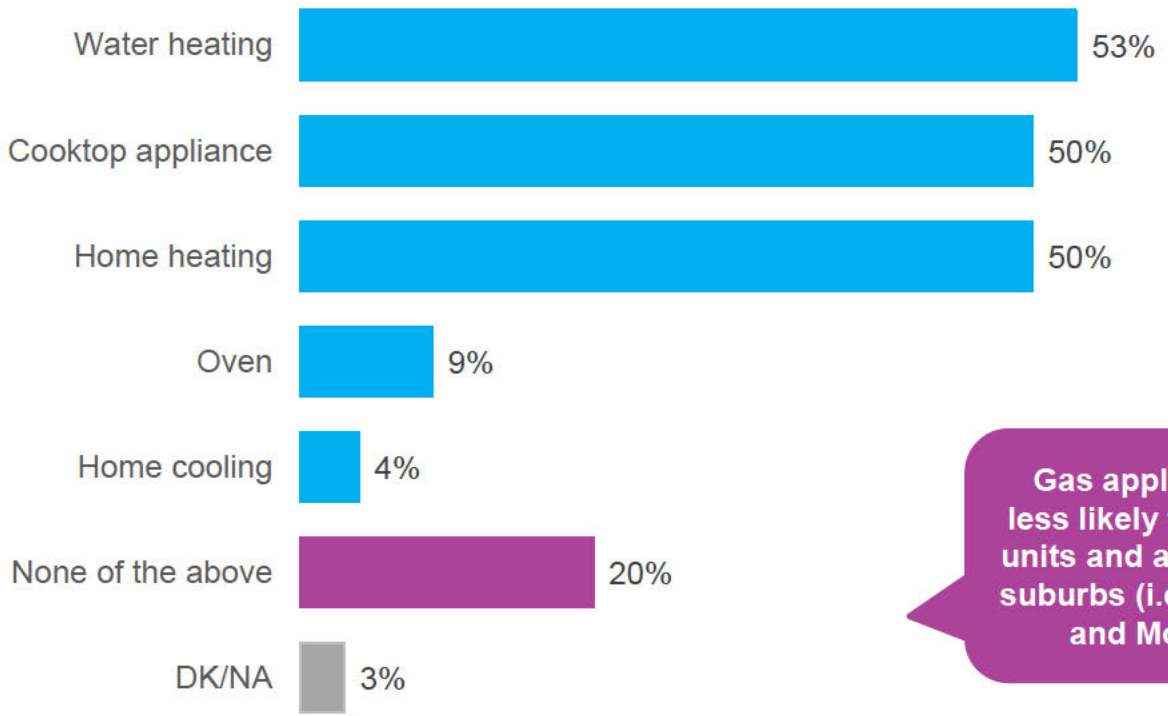
n=870

ACT Government | YOURsay Community panel

Transition from gas to electric

Gas is present in eight out of ten homes

***Q.** Which, if any, of the following appliances in your home use gas?*

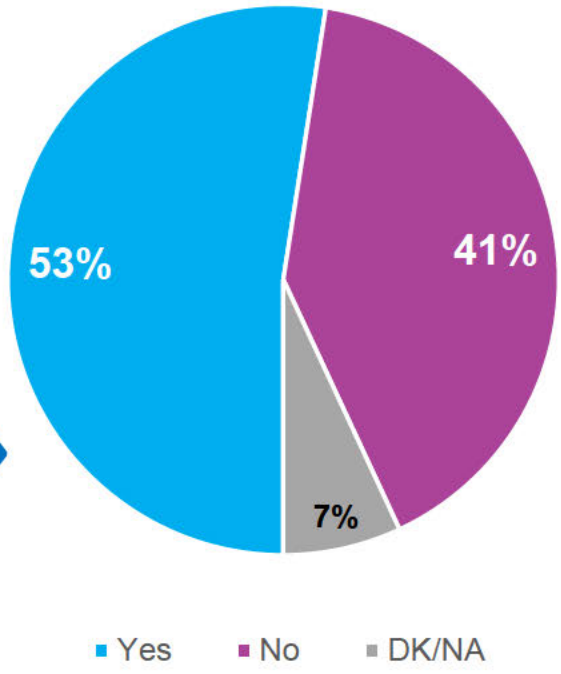


Gas appliances are less likely to feature in units and across newer suburbs (i.e. Gungahlin and Molonglo)

n=870

Around half of Canberran homeowners have considered switching from gas to electricity

***Q.** Have you considered switching from gas to electricity in your home?*



Younger homeowners appear less likely to have considered switching

Lower income homeowners are more likely to consider

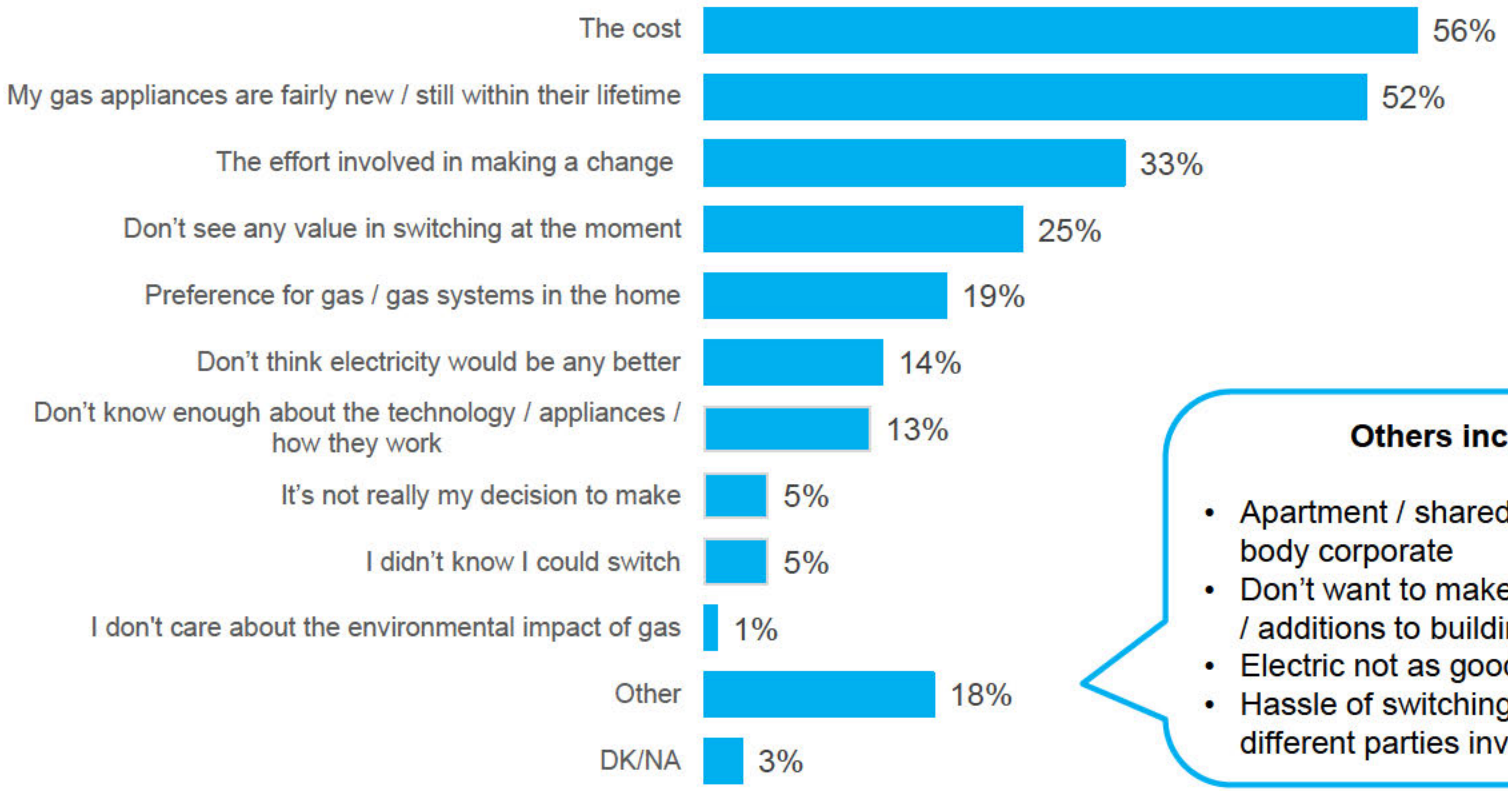
Steps taken so far to switch include:

- Nothing yet – costly / too complicated
- Research, looked into cost, quotes
- Ascertaining feasibility / practicalities
- Getting advice from energy provider
- Got electric when needed to purchase new item / replacement
- Changed some systems / equipment in the home

n=667

Perceived cost and practicalities of transitioning away from gas act as the largest barriers

Q. What, if anything, is stopping you from switching from gas to electricity?



Others include:

- Apartment / shared utilities – up to body corporate
- Don't want to make more changes / additions to building
- Electric not as good / not preferred
- Hassle of switching – process, different parties involved etc

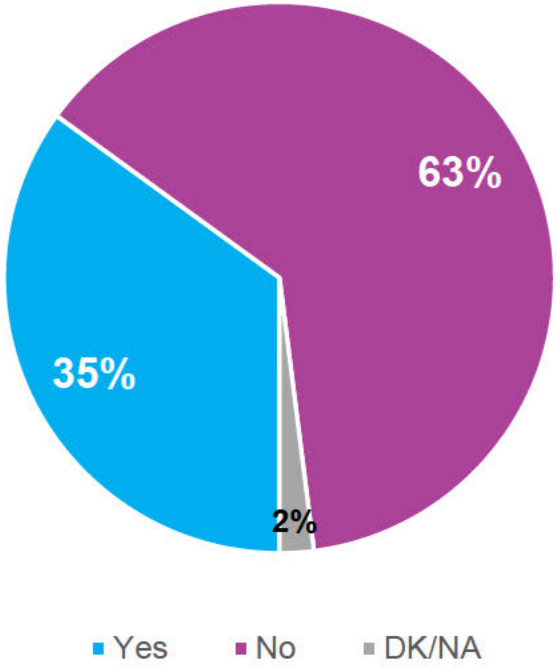
n=667

ACT Government | YOURsay Community panel

Sustainable Household Loan Scheme

One third of Canberra homeowners report being aware of the scheme – though this is fairly vague to date

***Q.** Before today, were you aware of this initiative?*



Awareness was significantly higher among older, retired homeowners

Many of those aware know little detail about it, i.e.:

- That it exists
- An election announcement
- Something to do with loans / rebates / interest-free
- For solar panels?

Fewer comments cover:

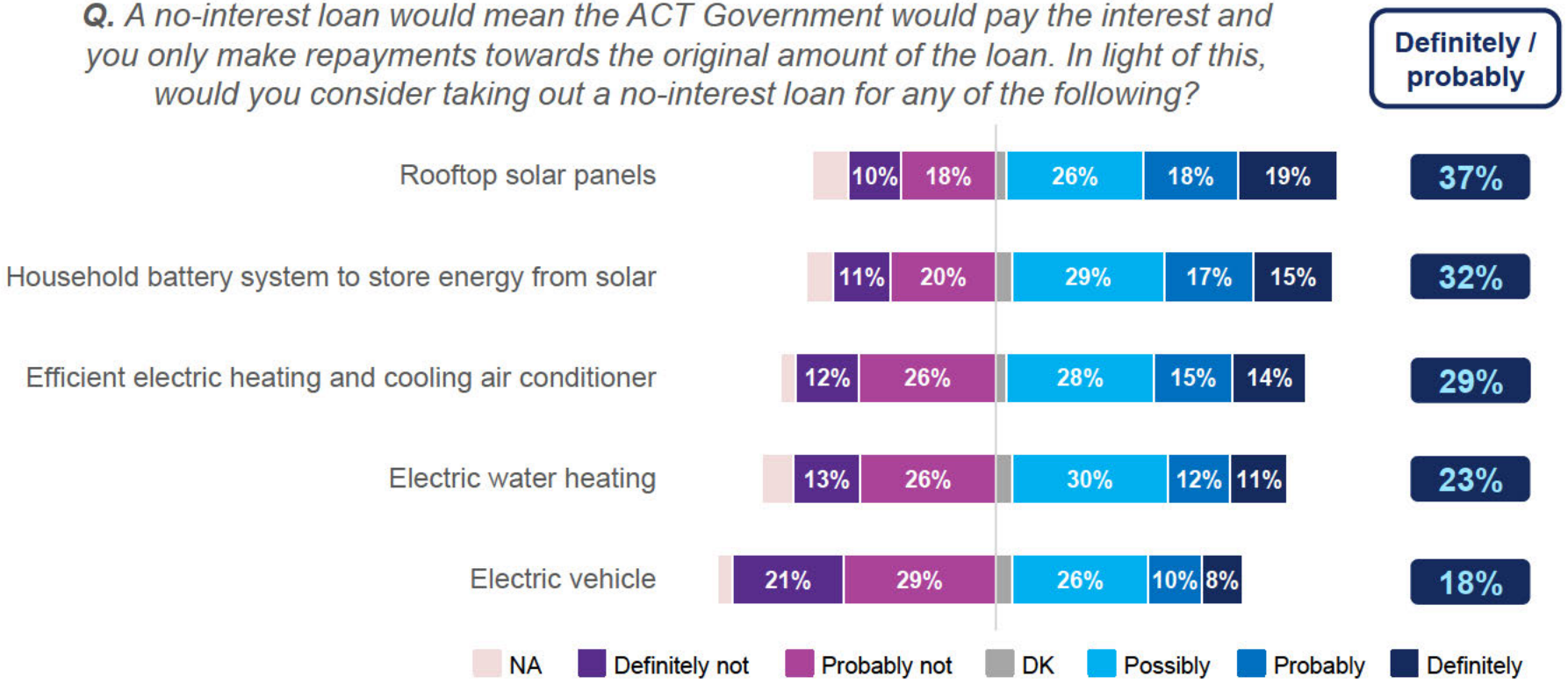
- For electric vehicles
- Up to $15,000 loan
- Criteria / eligibility
- Something to do with ACTEWAGL?

n=870

Highest interest in participating in loans scheme for solar and battery systems, lowest interest for electric vehicles

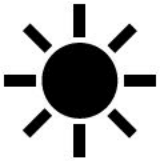
Asked among those who do not already have relevant item:

Q. *A no-interest loan would mean the ACT Government would pay the interest and you only make repayments towards the original amount of the loan. In light of this, would you consider taking out a no-interest loan for any of the following?*



Asked of those without relevant item at present n=(varies)

Where does interest tend to emerge?






There is a consistent 'target group' who are more likely to be planning or open to making changes in the household and express interest in the Scheme to support them to do this

<u>This group tends to comprise:</u>

Younger homeowners (under 55 years)

In detached or semi-detached dwellings

Owning property with a mortgage

Working, with children in the household

On medium to high incomes (above $80K)



Interest in electric vehicles and use of the Scheme to support this appears to be more niche

<u>Sections of the population more likely to be interested in EVs include:</u>

Young homeowners (under 35)

On a higher income (above $160K)

CALD

n=869

Lack of interest in the scheme again arises from cost and debt concerns, along with perceived need or feasibility

It's still going to cost you money – too expensive

No point – am old and no reason to invest

Just not a priority at the moment – spend money on other things

Would rather not take on a loan, accumulate debt – can afford or would save to pay upfront

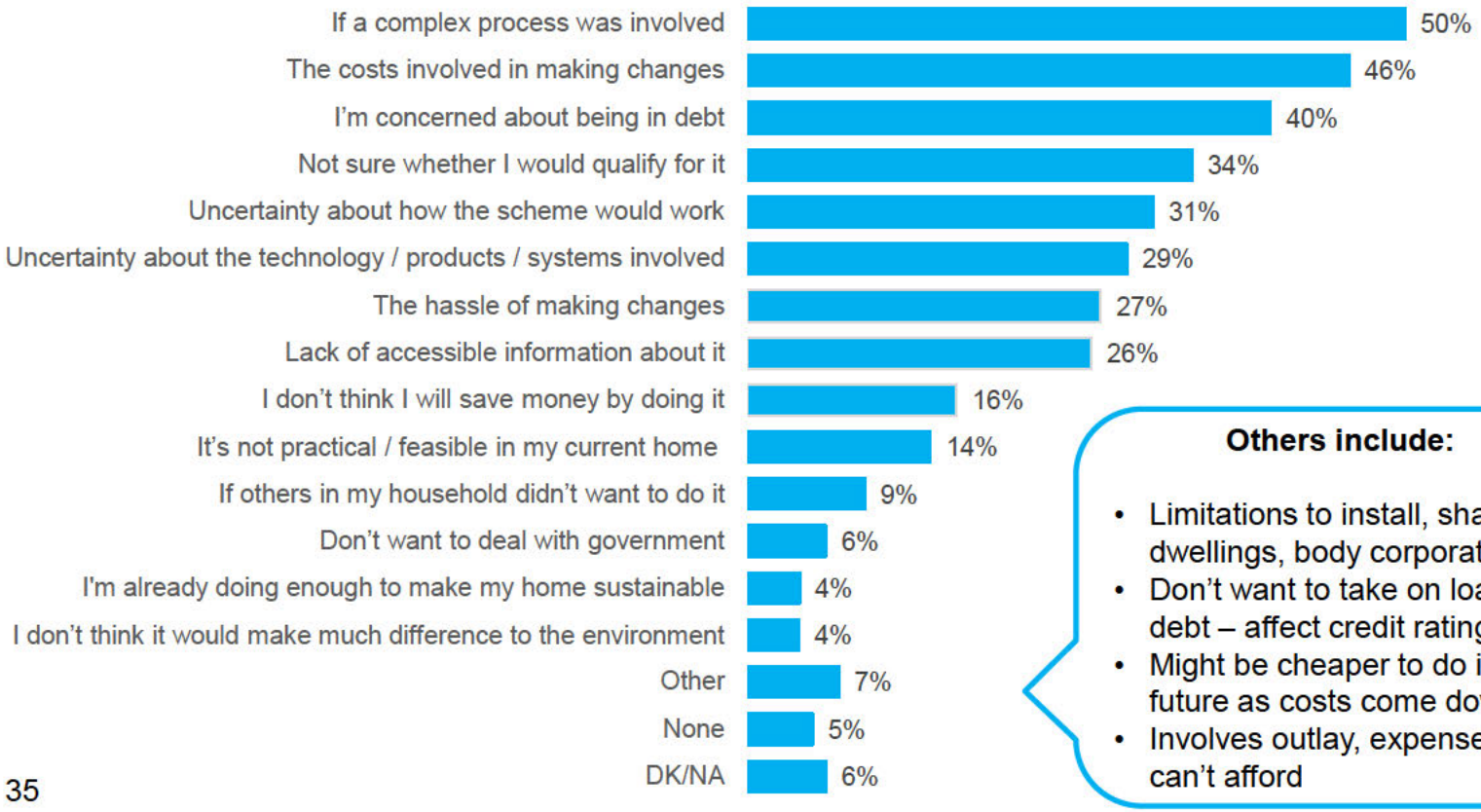
Happy with what is in the home at present – don't see a need to replace or upgrade

Not really feasible or practical in current home

n=156

Barriers to participation focus on cost and process, with current uncertainty about the scheme exacerbating this

***Q.** What, if anything, would make it less likely that you would consider taking out a no-interest loan as part of this proposed scheme?*



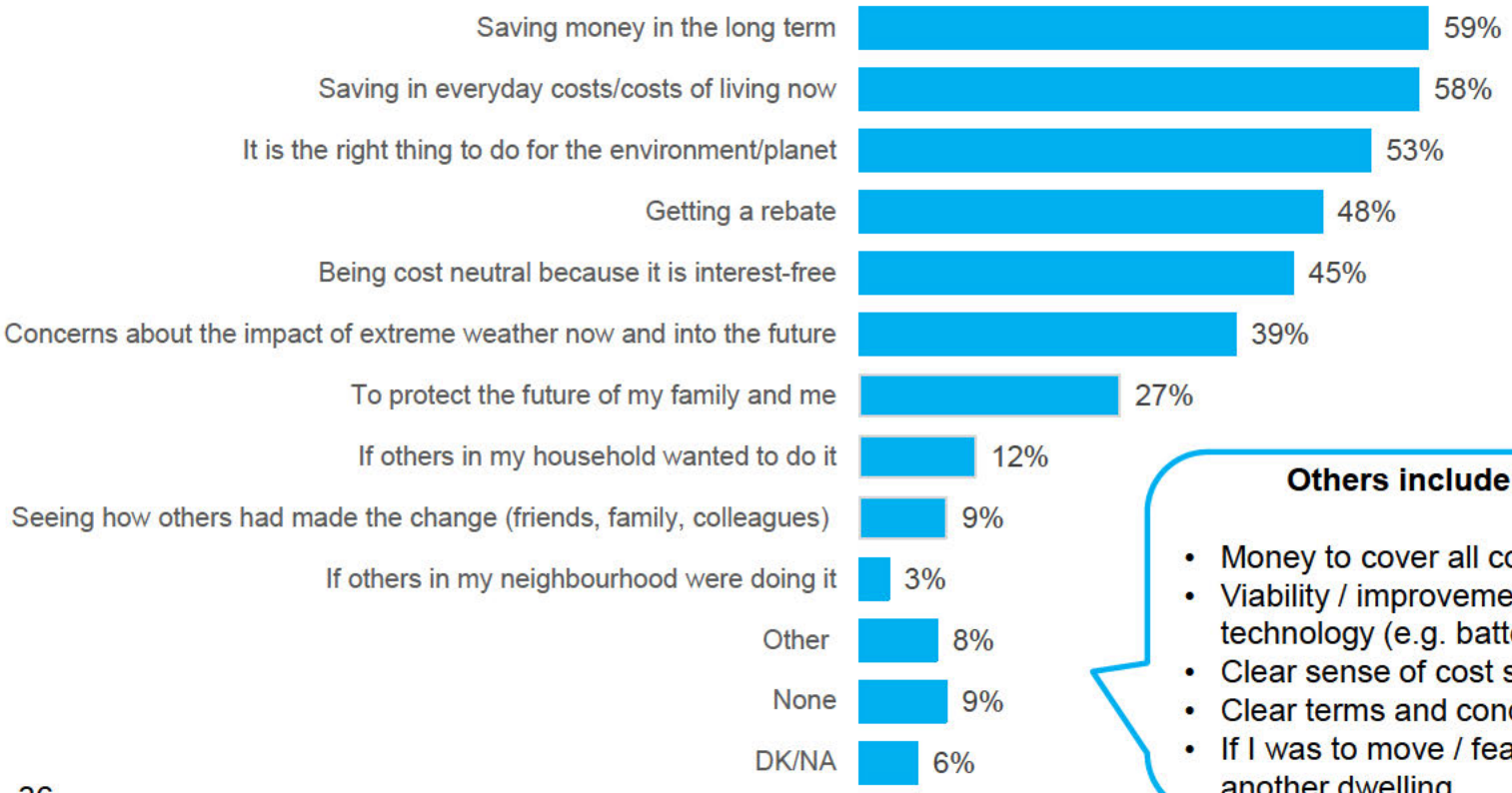
Others include:

- Limitations to install, shared dwellings, body corporate
- Don't want to take on loans / debt – affect credit rating
- Might be cheaper to do in the future as costs come down
- Involves outlay, expense I can't afford

n=869

Financial support and savings resonate strongly in terms of encouraging participation

***Q.** Which of the following, if any, would encourage you to take out a no-interest loan under this proposed scheme?*



Others include:

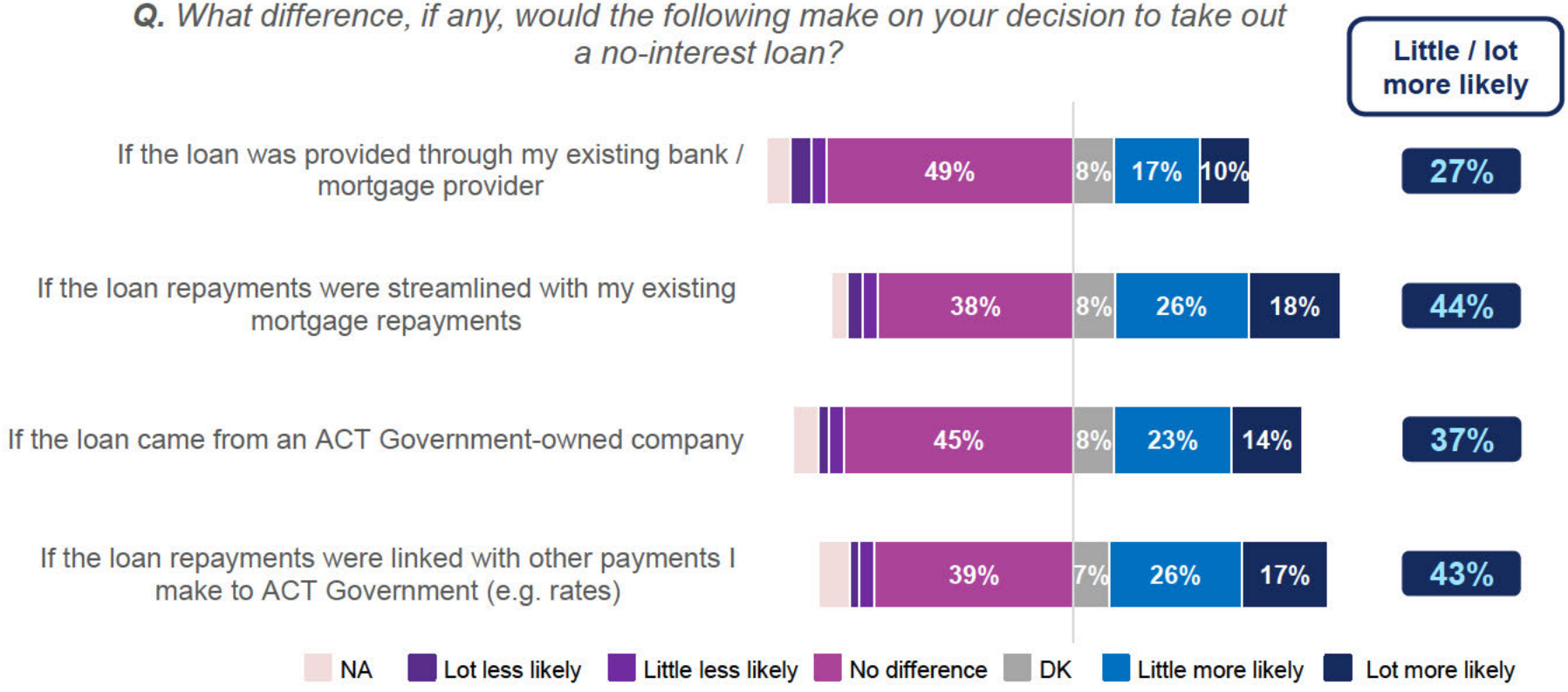
- Money to cover all costs
- Viability / improvements in technology (e.g. batteries)
- Clear sense of cost savings
- Clear terms and conditions
- If I was to move / feasible in another dwelling

n=869

ACT Government | YOURSAY Community panel

Different loan and repayment approaches offer some incentive, though preferences around these are inconclusive at this stage

Q. What difference, if any, would the following make on your decision to take out a no-interest loan?



There is a tendency for these to appeal more among younger homeowners

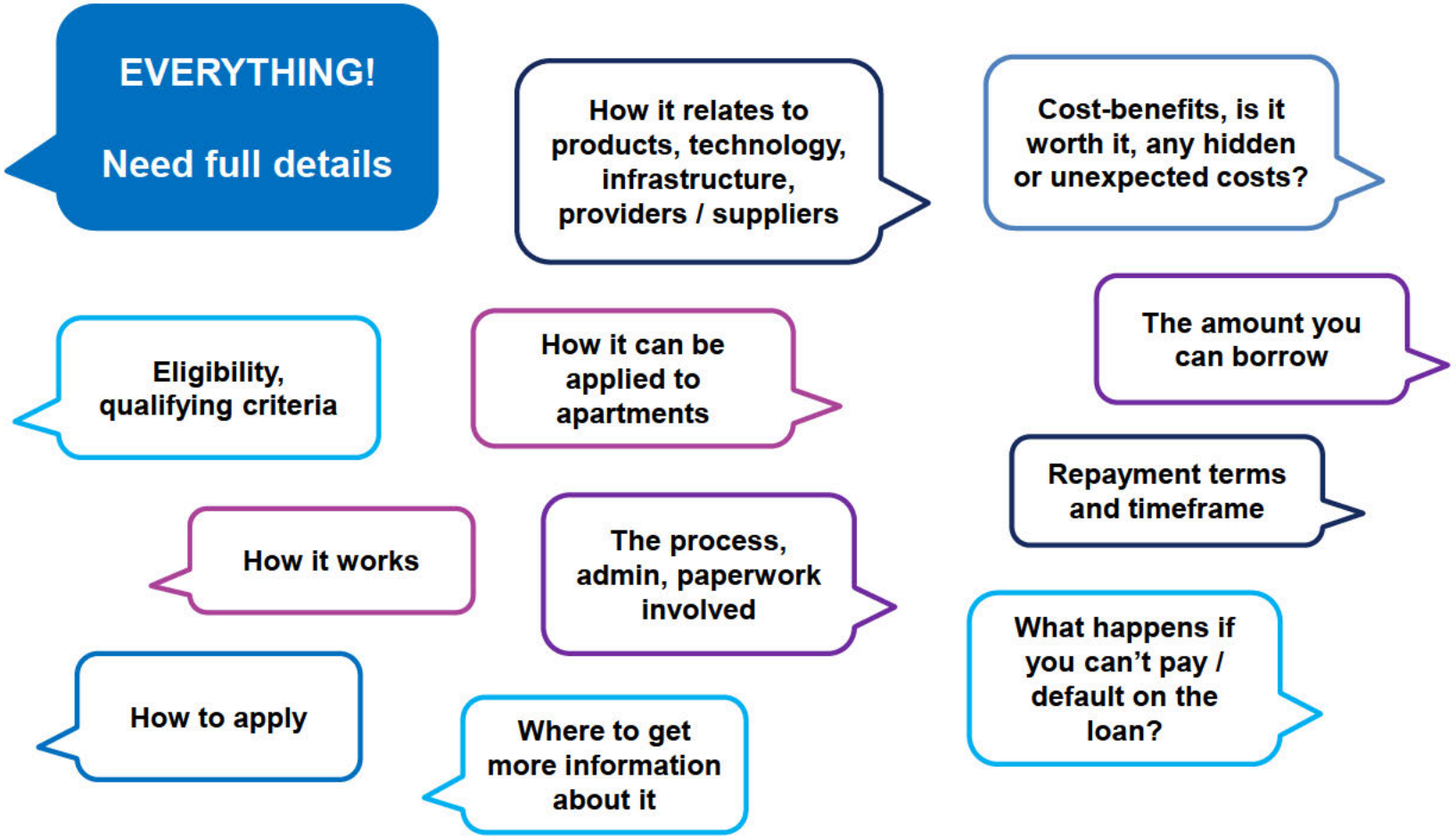
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Information and messaging

ACT Government | YOURSAY Community panel

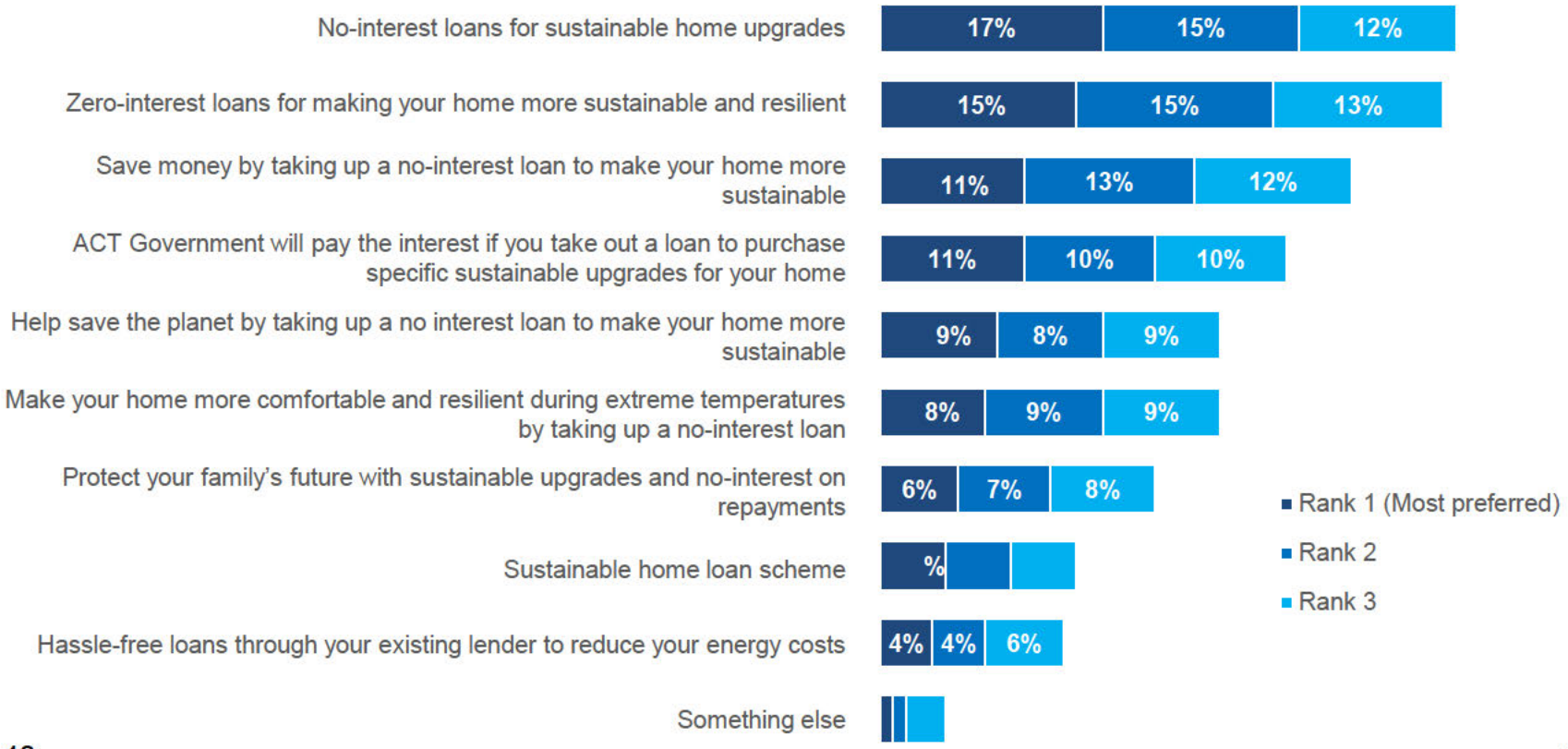
Information needs are extensive and wide-ranging at this point



n=869

No strong preference around messaging, though language relating to cost saving appears to have some resonance

Q. Here are some different messages that could be used to communicate about the proposed no-interest loan scheme. Which are most appealing to you?



n=869

Other messaging ideas from respondents

We pay the interest, you save money, we all save the planet

Save money and the planet with a no-interest loan for sustainable upgrades

Bring your energy bills down without breaking the bank

Zero-interest ACT Government loan to make your house more sustainable

Zero-interest loan to achieve zero impact on the environment

Get the latest sustainable technology, interest free

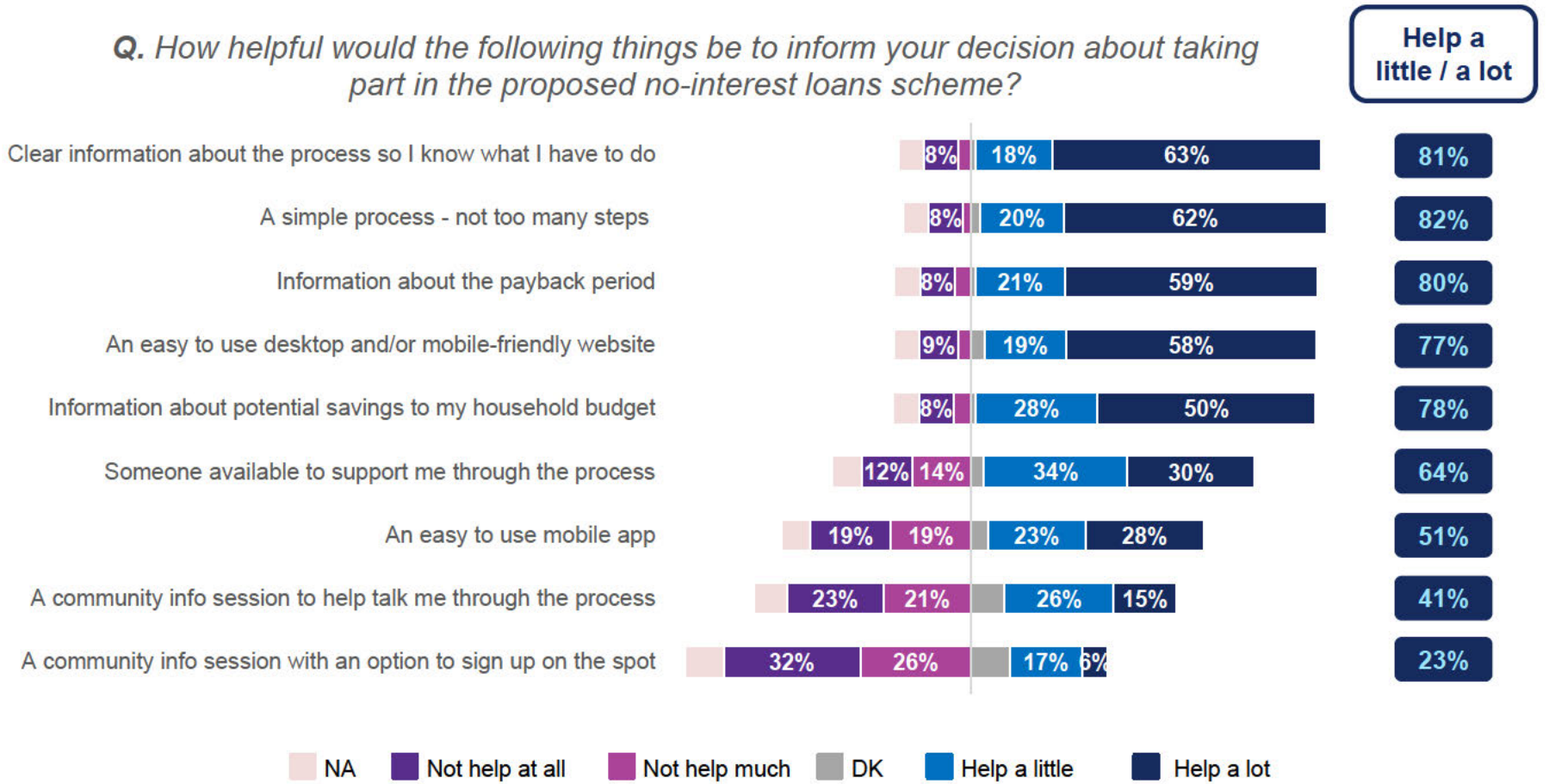
Do the right thing – move to sustainable power

Government rebates and no interest government loans to upgrade your home into the future

Invest in your future, supported by the ACT government

User-friendly processes and clear information about the scheme are clearly warranted

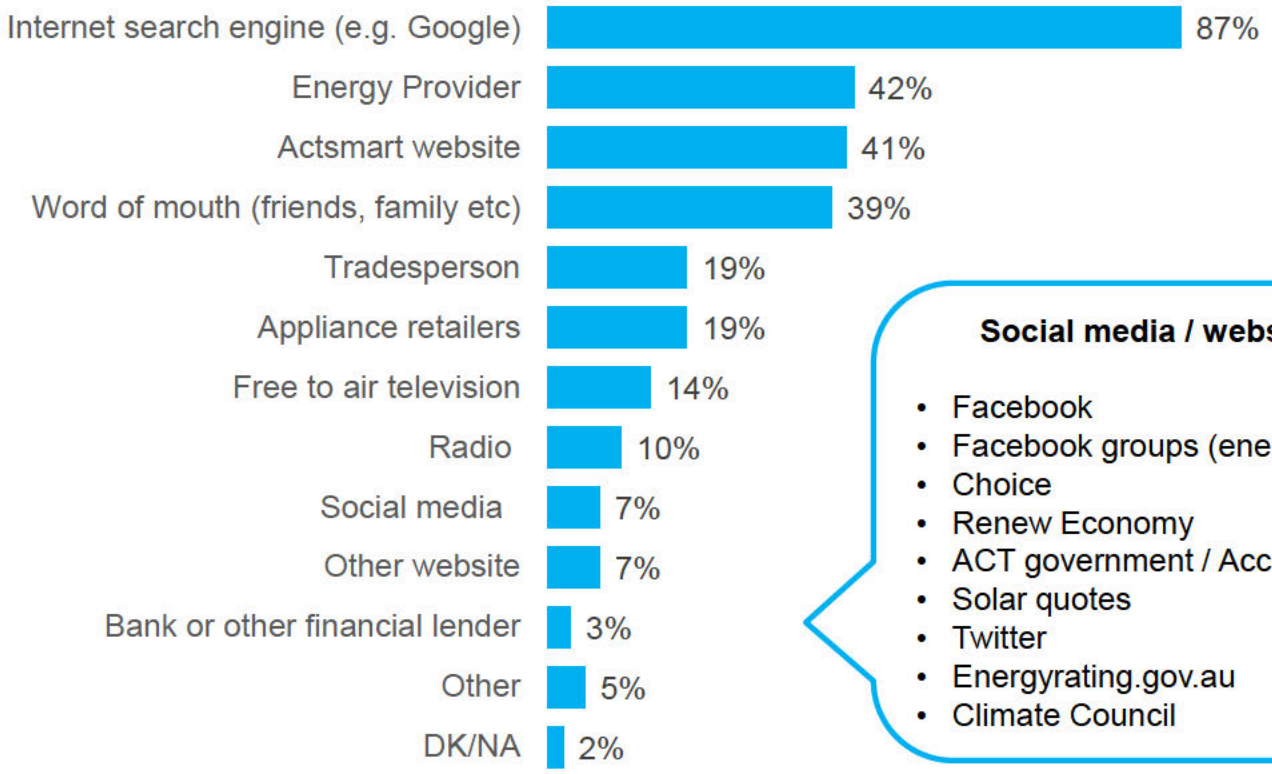
Q. *How helpful would the following things be to inform your decision about taking part in the proposed no-interest loans scheme?*



n=869

Online channels and current connections tend to be the most likely avenue for relevant information about energy efficient items

***Q.** Where would you tend to look for information about purchasing items to help make your home more energy efficient and resilient?*



Social media / websites include:

- Facebook
- Facebook groups (energy efficiency etc)
- Choice
- Renew Economy
- ACT government / Access Canberra
- Solar quotes
- Twitter
- Energyrating.gov.au
- Climate Council

n=869

ACT Government

YOURsay Community panel

ACT Government

Chief Minister, Treasury and Economic Development Directorate

UNCLASSIFIED

To:	Minister for Climate Action	Tracking No.: CMTEDD2021/1014
Cc:	Minister for Water, Energy and Emissions Reduction	
Date:	04 March 2021	
From:	Public Information Coordinator (PIC) and Executive Group Manager Communications and Engagement	
Subject:	Sustainable Household Loans Scheme Focus Group Research Results	

CG CA: 9/3/2021

Recommendations
That you:

1. Note the information contained in this brief;

Noted / Please Discuss

Andrew Barr MLA 16/3/21

Minister's Office Feedback

Background

1. Four online focus groups of Canberra homeowners aged 25+ years were conducted by ORIMA Research from 16-17 February 2021 to explore community views which could inform the development and design of the Sustainable Household Loans Scheme.
2. The research was designed to complement and expand upon a community survey previously conducted through the YourSay Community Panel from 15-20 December 2020. 870 panel members completed the survey.
3. There was a good mix of focus group participants with an even gender split, as well as

participants from culturally diverse and Aboriginal and Torres Strait Islander backgrounds.

4. Participant selection was also based on relevant levels of interest in taking part in the scheme, household income, age and life circumstances. There was at least some representation from each of the regions across ACT.

5. This brief outlines the key insights of the focus group research. The full results are available at Attachment A.

6. The insights gained from this research will help inform design of the Scheme.

Key insights

7. The research identified six key insights. They are:

   a. **There is a high level of interest in the Scheme among homeowners**. Participants are motivated to participate in the scheme primarily by the possible cost-saving benefits for them and for the environment.

   b. **There is a range of potential barriers to participation in the Scheme**. Most of the identified barriers can be effectively addressed through the design of the Scheme and communications about it.

   c. The key barrier, particularly for participants who were very interested in the Scheme, is the potential for a **"confusing" and difficult decision-making process.** It is crucial that this is addressed in terms of the amount of choice provided to homeowners in selecting suppliers and products.

   d. The Scheme's finance / repayment structure should be designed to increase **transparency of, and trust in, the Scheme.** The preferred finance / repayment structure was for the loan / repayments to be administered through the ACT Government.

   e. The Scheme's application process should be designed to **balance simplicity and thoroughness**. This will reassure participants about the legitimacy of the scheme and its lending practices, while ensuring the application is easy to navigate.

   f. Communication efforts should initially be **focused on increasing awareness of the scheme and perceived relevance** and benefits to homeowners.

Financial Implications

8. Nil.

Consultation

Internal

9. The Coordinator-General, Climate Action Policy and representatives from CMTEDD and the Environment, Planning and Sustainable Development Directorate were involved in

developing the focus group research objectives and discussion guide.

External

10. ORIMA Research were engaged to conduct the focus groups research on behalf of CMTEDD, The Coordinator-General, Climate Action Policy, and the Environment, Planning and Sustainable Development Directorate.

Work Health and Safety

11. Nil.

Benefits/Sensitivities/Future Actions

12. The insights from the focus group research, in addition to the YourSay Panel survey conducted in 2020, will help to inform aspects of the Sustainable Household Loans Scheme and inform communications about the scheme.

13. The proposed communication approach is currently being developed. A virtual communications team has been established to enable officers from relevant directorates to work together on the approach and roll out.

Communications, media and engagement implications

14. Information regarding the scheme will be include in the March edition of the Our Canberra newsletter to raise community awareness and increase the perceived achievability of participating in the scheme and encouraging eventual uptake.

Signatory Name:	Sam Engele	Phone: x50230
Action Officer:	David Briant	Phone: x52402

Attachments

Attachment	Title
Attachment A	Report on focus group research about the Sustainable Household Scheme

ACT Government
Chief Minister, Treasury and Economic Development Directorate

A report on qualitative research about the Sustainable Household Scheme

23 February 2021

Melbourne Canberra Sydney Brisbane
www.orima.com

ORIMA RESEARCH

Key insights (page 1 of 2)

01 There was a good level of interest in the Scheme, with many participants showing at least some interest.

These participants were motivated to participate in the Scheme primarily as they felt there would be benefits for them (i.e. saving money in the long-term, or being more comfortable) and for the environment. For many participants, these two benefits were of similar importance.

02 There was a range of barriers to participation in the Scheme, which existed across all participants, including those with high interest in the Scheme.

However, most of the identified barriers can be effectively addressed through the design of the Scheme and communications about it.

03 The key barrier, particularly for participants who were very interested in the Scheme, was the "confusing" and difficult decision-making process.

In order to participate in the Scheme, there were numerous decisions that participants would need to make, which was "complex" and "time-consuming". This barrier can be addressed by supporting potential participants in the decision-making process (e.g. by providing information about the Scheme and products, and giving guidance / an approved list of products and suppliers). Communications about the Scheme should also increase perceived achievability of, and confidence in, participating.

Key insights (page 2 of 2)

04 The Scheme's finance / repayment structure should be designed to increase transparency of, and trust in, the Scheme.



To achieve this, the preferred finance / repayment structure was for the loan / repayments to be separate from other loans / repayments (e.g. not linked to participants' mortgage or rates), and to be administered through the ACT Government.

05 The Scheme's application process should be designed to balance simplicity and thoroughness.



This was found to reassure participants about the legitimacy of the Scheme and its lending practices, while ensuring the application was "user-friendly" and easy to navigate.

06 Communications should be focused on increasing awareness and perceived relevance of the Scheme and its benefits, as well as increasing the perceived achievability of participating and encouraging uptake.



This was found to effectively address some of the key barriers to participation, including the existing limited awareness of the Scheme and its benefits, the limited perceived relevance amongst some participants, and the difficulty of making decisions about the Scheme and products.

Contents

- Introduction
- Participation in the Scheme
- Findings about the Scheme's design
- Communicating about the Scheme

Introduction

Research objectives and methodology

OBJECTIVES

- ✓ To identify the **motivators and barriers** to uptake of the Sustainable Household Scheme (the Scheme)
- ✓ To inform aspects of the **Scheme's design**
- ✓ To inform **communications** about the Scheme

METHODOLOGY

4 online focus groups of homeowners aged 25+ years (conducted 16-17 February 2021)

1. Low-moderate interest in Scheme: n=6
2. High interest in Scheme: n=8
3. House owners: n=8
4. Apartment / unit / townhouse owners: n=8

Total: n=30

The following terms used in the report provide a qualitative indication and approximation of size of the target audience who held particular views:



Most—refers to findings that relate to more than three quarters of the research participants



Many—refers to findings that relate to more than half of the research participants



Some—refers to findings that relate to around a third of the research participants



A few—refers to findings that relate to less than a quarter of research participants

The project was conducted in accordance with international quality standard ISO 20252 and the Australian Privacy Principles contained in the Privacy Act 1988.

Participant demographics

GENDER

55% Female

45% Male

LANGUAGES OTHER THAN ENGLISH SPOKEN

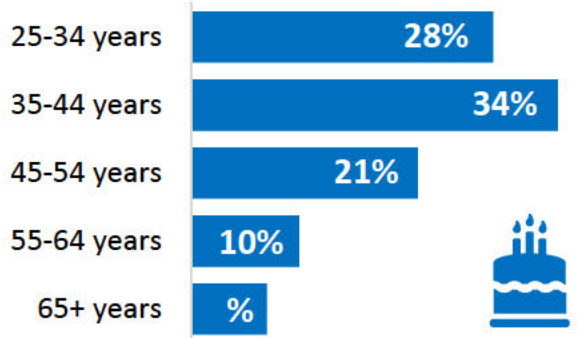
- Indonesian
- Cantonese
- Hindi
- Greek
- Mandarin
- Urdu

IDENTIFY AS:

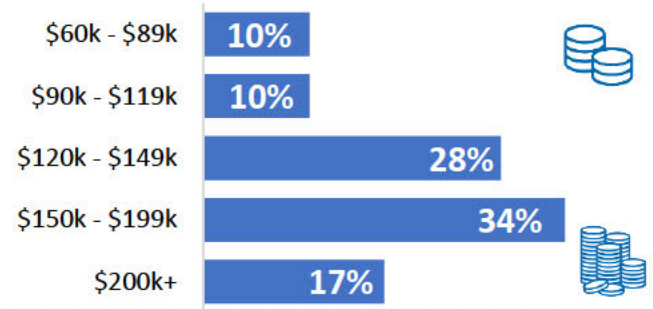
29% A culturally and / or linguistically diverse background

71% Neither Aboriginal / Torres Strait Islander nor culturally or linguistically diverse

AGE



HOUSEHOLD INCOME



MARITAL STATUS

59% Married

24% De facto / partnered

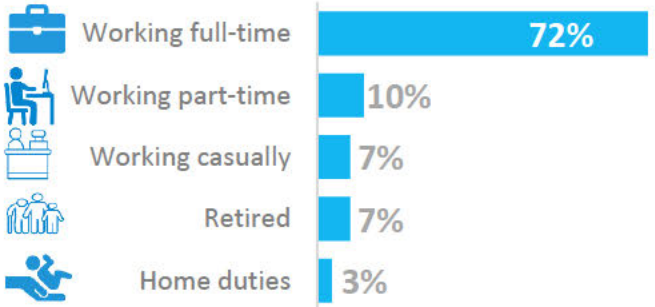
17% Single

OWNS INVESTMENT PROPERTIES IN ACT

17% Yes

83% No

LIFE SITUATION



TYPE OF HOME OWNED

House...59%
Unit / town house with shared wall...34%
Apartment.....7%

LIVING WITH DEPENDENT CHILDREN

38% Yes

62% No

REGION

28% Belconnen

28% Gungahlin

17% Central Canberra

14% Woden Valley / Weston Creek

7% Molonglo / Molonglo Valley

7% Tuggeranong

Participation in the Scheme

Likely behaviours in relation to the Scheme

Overall, **many participants were interested in participating** in the Scheme. However, **multiple decisions were required to be made** in order to do so– participants who were more interested were further progressed through the decision pathway.

Overall, the research found that there were:

- A few participants who were **very interested** in the Scheme – many of these participants were already at the stage of considering the product types or models.
- Many participants showed **some interest** – most of these participants were still only at the initial stages / decisions.
- Some participants had **little to no interest** – they did not consider the Scheme interesting or relevant to them.

Is this **relevant** and **interesting** for me? Do I meet **eligibility criteria**?

Yes – seek more information

No – no further consideration unless circumstances change

Is there a **benefit** (e.g. financial, environmental, comfort)?

Yes – seek more information

No – no further consideration unless circumstances change

What **type of product** would I benefit most from?

Options **considered** and **decision made**

Unsure / can't decide / don't know the next steps

"We're interested but we haven't made any steps towards doing"—Apartment / unit / townhouse owner

Is the product type **financially viable** for me / can I afford it?

Options **considered** and **decision made**

Unsure / can't decide / don't know the next steps

"It's a really difficult space. I've watched so many YouTube tutorials, and I still have no idea which would be a good investment"—Homeowner, high interest in Scheme

Which **specific product model** should I choose?

Options **considered** and **decision made**

Unsure / can't decide / don't know the next steps

Which **specific installer** should I choose?

Motivators to Scheme participation

The research identified both **key reasons** to participate in the Scheme, as well as **situational prompts / decision points** which contributed to participants' motivation to take up the Scheme.

KEY MOTIVATORS

- ✓ Wanting to **save money** (i.e. due to cheaper running costs of energy efficient products).
- ✓ Wanting to make a **positive impact on the environment** – this included consideration of the environment both globally and locally.
- ✓ Wanting to increase **livability / comfort** (e.g. heating / cooling, particularly given the ACT's climate).

"I do have a 5 star energy rating, but I have small kids and Canberra has long winters, so I would be interested in more efficient heating"—House owner

SITUATIONAL MOTIVATORS / PROMPTS

- ✓ When a **need is identified**:
  - ➢ When appliance / car needs replacing (e.g. older / deteriorating appliances).
  - ➢ Leading into Winter and Summer (i.e. for heating and cooling).
- ✓ When **reassessing existing products**:
  - ➢ When renovating.
  - ➢ After moving into new house (except newly built properties).
  - ➢ After receiving an expensive energy bill.
- ✓ When an **opportunity** arises:
  - ➢ After increase in available funds and / or time (e.g. when children move from childcare to school).

"We've also just bought [a property] recently, so we're making a lot of decisions around spending money"—Homeowner, high interest in Scheme

Barriers to participation

The following **barriers** to participation **existed across the full range of participants**, including those with high interest in the Scheme.
These barriers have **implications for the program design and communications**.

KEY BARRIERS

- Finding it **"confusing" and time-consuming to make decisions about participating** (i.e. as per slide 9), which led to limited confidence in decision – particularly amongst participants who were more interested in the Scheme.
- **Not expecting / being unsure of benefits** of participating:
  - Financially – for participants who were uncertain of the expected financial ROI, the cost of products was a barrier to participation.
  - Environmentally – some participants felt there was limited environmental benefit of them participating as their property was "already sustainable enough", their usage of products that weren't energy efficient was minimal (particularly for gas cooktops), they worried that their existing appliances would go to landfill if they upgraded, and / or thought that the ACT's electricity was already almost 100% "green".
- **Not being aware of the Scheme** – most participants were unaware of the Scheme prior to participating in the research, including those registered on the YourSay panel.
- Perceiving the Scheme as **not relevant** to them – particularly amongst participants who owned apartments, units and newly built properties.

SITUATIONAL BARRIERS

- **Not identifying a need**:
  - When appliances / car are still new.
  - When planning to move house soon.
- Having **other priorities** / expenses / time-demands.

"It's just taking the time out to go through it and do the research, and have someone come and do the assessment. When you're time poor it can go on the back burner"– Homeowner, high interest in Scheme

"I don't think there'd be anything for me because our place is only a year old. I'm pretty confident it wouldn't be relevant for apartments anyway"—Apartment / unit / townhouse owner

Product-specific barriers

In addition to the overall barriers to participating in the Scheme, the research identified **barriers specific to products**. There was **less interest in batteries and electric vehicles**, due to the considerable additional barriers.

"With the EVs, it's great we're going that way. But there aren't a lot of effective models yet"— Apartment / unit / townhouse owner

	Solar panels	Household batteries	Electric appliances	Electric vehicles
Perception that the **technology isn't sufficiently developed** / reliable yet.		✓		✓
Upfront cost required as the **loan would not cover the full cost** of the product.				✓
Expectation that the **product will become cheaper** in the future (i.e. not wanting to "overpay" now).	✓	✓		✓
The product **relies on infrastructure / other products** that are not widely owned / available.		Requires solar panels		Requires charging points
Inability to choose / change this product (in shared buildings).	✓	✓	Some appliances (dependent on building)	
Strong **preference for existing product** / appliance.			Gas cooktops	
Limited perceived personal requirement for the product.			Heating / cooling (for those with double glazing)	✓

Findings about the Scheme’s design

Degree of choice in suppliers and products

The **complexity of choosing a supplier and product was a key barrier** to participation. It is **critical to ensure this is addressed** in terms of the amount of choice provided to participants in selecting suppliers and products.

Preferred / approved shortlist of suppliers / products

The benefits of providing an approved list of suppliers and products were:

- **Minimises the complexity** of the decision-making process and **time required** for people to conduct their own research.
- **Increases confidence** in the expected benefits of participating as participants trusted that there would be a minimum quality / standard of recommendations made by government.

Participants felt that a shortlist was particularly required for **suppliers** as most participants did not have a preferred supplier and this approach minimised concerns about "dodgy suppliers".

"Having the benefit of knowing the ACT Government endorses suppliers, it helps your decision"—Homeowner, high interest in Scheme

Open choice of suppliers / products

The benefits of providing flexibility to choose from any suppliers / products were:

- Allows for **personal preference** (e.g. those with existing preferred suppliers).
- Reduces concerns that there may be a **"bottleneck"** or **delay** if all Scheme participants were channelled to the same suppliers.
- Reduces concerns about **price gouging** if only a few products / suppliers are approved for the Scheme.

Participants were more interested in having **choice for certain types of products** (e.g. electrical appliances) which they were more confident selecting (due to prior experience, brand trust or knowledge of star ratings). However, they still felt they would need **guidance** particularly for products they were less familiar with (e.g. solar panels and batteries – see information needs at slide 18).

Preferred approach

The research found that a **combined approach would be most suitable** – a preferred / approved supplier and product list for those who required guidance, with scope to use other products / suppliers for those who did not.

Finance / repayment structure

Most participants **preferred to deal directly with the ACT Government** in repaying their loans.
Considerations for the finance / repayment structure are outlined below.

To do

- **Manage repayments through the ACT Government** – most participants preferred this as the ACT Government was felt to be:
  - Trusted and transparent – participants were less concerned that there would be "hidden fees" and expected that loans would only be offered responsibly.
  - A logical and relevant overseer of the loan, given the Scheme is an ACT Government scheme.
- Keep loan / repayments **separate from other loans / payments** – while some participants felt that it would be more convenient to combine the repayment with other loans / payments (e.g. rates), a separate payment was preferred amongst many participants as:
  - They felt it would be easier to keep track of, more transparent, and less likely to impact other payments.
  - There was no obvious payment to link to – while rates notices were felt to be relevant to household upgrades, this would be less relevant for electric vehicles.
- Enable **flexibility in repayment and loan structure** – including the repayment frequency, loan term, and ability to pay off the loan early.
- Have the **lender pay suppliers directly** – i.e. instead of a reimbursement model, which was less preferred as it required participants to have the funds available.

To avoid

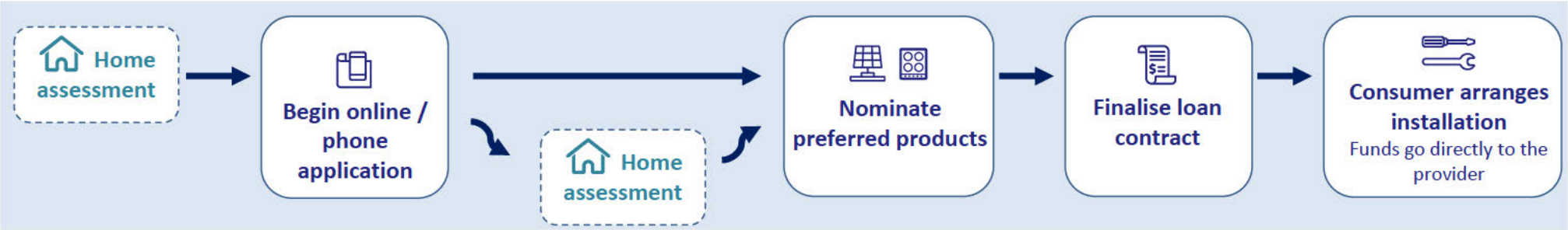
- Avoid managing **repayments directly through a bank** – most participants did not want to manage the loan through a bank as they:
  - Associated banks with "hidden fees" or "predatory" lending approaches, and were concerned the Scheme would adopt these.
  - Had paid off their mortgage and did not want another loan through a bank.
  - Felt it contradicted the Scheme's goals to involve banks that invested in non-renewable energy.
- Avoid managing repayments through **energy providers** – as participants reported that this would:
  - Make it difficult to switch energy providers.
  - Raise concerns about a conflict of interest in energy providers helping people save on energy costs.

"I'd prefer to go through the government or a government owned company, because I wouldn't trust my bank. There might be hidden costs somewhere"—House owner

Scheme application process

The research found that **a thorough, multistage application process was expected** – this was found to reassure participants that responsible lending practices were being followed, and about the legitimacy of the Scheme.

Preferred process



Considerations

Channel preferences

- Most participants preferred to complete their **application online**, primarily for convenience – they preferred this to be on a **standalone website** with clear links to / from other relevant ACT websites (e.g. Access Canberra, ActSmart).
- A few participants felt that a **phone option** would also be important, particularly for seeking clarification / assistance.
- There was **limited interest in face-to-face or email** options.

Home assessment

- There was a **preference for this to be optional but encouraged** – it served as a slight barrier to Scheme uptake for a few participants. However, a couple of other participants had done an assessment and found it valuable in their decision-making process.
- The assessment could occur **before or after** completing the online form, to allow for personal preference.

Complexity

- Most participants expected, and were accepting of, an application process with some complexity to ensure they were **supported / encouraged to make informed and confident decisions** about:
  - Entering into a suitable and responsible loan.
  - Their product selection.
- However, to support a multistage process, participants identified a need for **clear, upfront signposting of the steps** and **expected time required**, as well as **simple language.**

Form functionality

Participants suggested the following functionality for simplicity / useability:

- The ability to **save an incomplete application** and return to it later.
- The ability to **directly upload documents** (rather than emailing them).
- The ability to **book home assessments online** (e.g. as part of form).

Communications about the Scheme

Information needs

To inform their decisions, participants had **extensive information needs** about the Scheme itself, as well as products and suppliers. Similar questions could be used to form the basis of FAQs for the website.

Information about Sustainable Households Scheme

- What are the **eligibility criteria**?
  - Can it be used for investment properties?
  - Is there an income test (maximum / minimum)?
  - Can it be used for new builds? Can it be arranged through the developer?
  - Can it be arranged through body corporate if I am in a shared building?
- Is there a cap on the **number of loans available**?
- How does the **finance and repayment** work?
  - What is the loan term?
  - What is the repayment frequency?
  - Is there flexibility in repayment options?
  - When do repayments start? Can this be delayed?
  - What happens if I move before the loan is repaid? Can I transfer the loan to a new property?
  - What fees are associated with the loan?
  - Are there upfront costs I need to pay?
- Will the **lending** be done responsibly?
  - Is there a credit check?
  - Will this loan impact my credit rating?
- How do I **apply**?
  - What information / documentation do I need to provide?
  - How long will it take?
- Can I have **multiple loans** – either concurrently or consecutively?
- How it this scheme **regulated**?
  - Are there compliance checks and standards for the work?
  - Are there strategies in place to stop the price of the products from increasing when the loan becomes available?
- How does this scheme fit in with the ACT Government's **broader sustainability plan**?
- Can this be **used in conjunction with other sustainability schemes** (e.g. gas rebates)?

"You need all the information upfront, good and bad"—Homeowner, high interest in Scheme

Information about products / suppliers

- Where can I get **advice about which products** are best for me?
- How do each of the **product options compare**? Including on:
  - Lifespan
  - Price point
  - Return on investment
  - Environmental benefits
  - Suitability for different property types
- Can I **choose** my supplier / provider? Is there a **pre-approved list**?
  - How do I know who to choose?
  - How can I make sure I am not being scammed?
- What are the **potential ongoing costs** of the products?
  - What are the maintenance / repair costs?
  - Is there a warranty period?
- If I am switching to electric products, **where does the ACT's electricity come from**? Is it sustainable?
- If I replace my appliances, **what happens to my old appliances**? Do they go into landfill?
- Do I **need solar panels** to have battery storage?
- Are **hybrid cars or double glazing included** under the scheme? If not, why not?

Communicating about the Scheme

The research found that **effective communications** about the Scheme **would address some of the key barriers** to uptake.

Communications objectives

The research found that the Scheme communications should focus on achieving the following objectives:

1. **Raise awareness of scheme** – to address the current limited awareness of the Scheme.
2. **Increased perceived relevance** – for all homeowners eligible for the Scheme. The research found that this was particularly important for owners of apartments, units, newly built properties and those who had already made sustainability efforts in their home.
3. **Increase awareness of the financial and environmental benefits** – the research found that participants needed to feel confident and comfortable that their investment would make a financial return for them return and / or significantly benefit the environment before taking up the Scheme.
4. **Increase the perceived achievability of participating in the Scheme** – most participants reported that selecting products and installers was complex and confusing. There is a need to reassure potential Scheme participants that they would be supported and able to make these decision effectively.
5. **Encourage action** – i.e. seeking further information and taking up the Scheme.

"You're doing a good thing for the earth and for your finances, and you're being helped to do it"—House owner

Communications approach

Communications should **focus on the dual benefits of the Scheme** – i.e. both the cost savings and environmental benefits. The cost-saving benefits should focus on the impacts on individual households, while the environmental benefits should focus on the community-wide impacts (e.g. the total impact made by ACT residents through participating in the Scheme).

Secondary messaging could also explain the ACT Government's broader sustainability approach and goals, for context.

Target audience

The research found that the target audience for communications should be **all ACT homeowners**.

The research also identified key decision points at which participants were more likely to take up the scheme (see slide 10) – people at these stages should be targeted through communications.

Communicating about the Scheme

To maximise the effectiveness of communications about the Scheme, the following should be considered:

Style

- ✓ **Case studies** could be used to increase personal relevance and show the benefits – include detailed information about the products used and worked numerical examples of the cost and environmental benefits.
- ✓ A **calculator** function could be provided on the website to allow potential Scheme participants to calculate the cost-saving and environmental benefits of switching to energy efficient products (e.g. similar to the maketheswitch.org.au website).

Tone

The research found that communications about the Scheme should create a sense of being a **part of something bigger / doing something for the community**. The tone should be:

- Positive and supportive.
- Approachable and accessible.
- Achievable and practical.

"We need to feel good about ourselves for doing it"—Homeowner, low to moderate interest in Scheme

Source

ACT Government was considered the most appropriate information source about the Scheme as it was **trusted** and the overseer of the Scheme.

Channels

The following were identified as effective communication channels:

- ✓ **News** – incl. Canberra Times, RiotAct
- ✓ Existing ACT Government **websites** (e.g. Access Canberra, ActSmart) and email / mail **newsletters** / publications
- ✓ **Social media** – incl. ACT Government Twitter, Facebook
- ✓ **Public transport** and Out Of Home advertising
- ✓ **Radio** and **television** advertising
- ✓ Through **installers / suppliers** (e.g. in-store advertising)

There was **limited interest** in community information sessions or an app.

Timing

- ✓ Provide **advanced warning** (e.g. 2-3 months) about the Scheme's introduction (to allow people time for the decision-making process). Provide an option for people to register their interest in the Scheme and receive updates about its rollout.
- ✓ **Target times when people are more likely to be upgrading / considering upgrading** (e.g. leading into Winter and Summer, after energy price increase)

"Give people plenty of time to think about it. You don't want to have to make a decision on the day before the Scheme runs out"—Homeowner, high interest in Scheme

Thank you

This project was conducted in accordance with the international quality standard ISO 20252 and the Australian Privacy Principles contained in the Privacy Act 1988.

ORIMA RESEARCH

ACT Government

MINISTERIAL BRIEF

Chief Minister, Treasury and Economic Development Directorate

To:	Chief Minister	**Tracking No.:** CMTEDD2021/1346
Date:	18 March 2021	
From:	Coordinator General - Climate Action, Policy and Cabinet	
Subject:	Sustainable Household Scheme – Publication of interim product and participation eligibility guidelines	
Critical Date:	**19 March 2021**	
Critical Reason:	To support your appearance on Chief Minister Talkback	

Recommendations
That you:

1. Note the information contained in this brief; and

Noted / Please Discuss

2. Agree to publish the interim Sustainable Household Scheme eligibility guidelines (**Attachment A**) on the Actsmart website after your announcement.

Agreed / Not Agreed / Please Discuss

Andrew Barr MLA 19/3/21

Minister's Office Feedback

Final wording to be cleared with CMO please.

Background

1. The ACT Government has committed $150 million to support eligible ACT households to live more comfortably, future proof their homes and reduce their energy cost. The Sustainable Household Scheme (the Scheme) provides zero-interest loans between $2,000 and $15,000 to eligible households to make upgrades to their homes through purchasing a range of eligible sustainable products.

Issues

2. A register your interest page was made available on the Actsmart website on 25 February 2021.

3. There has been considerable community interest in the Scheme with solar and battery, the main products indicated on the registration page. When registering their interest, the main enquiry is regarding eligibility. Anecdotal reports from solar installers have indicated that householders are holding off on accepting quotes until eligibility is confirmed which is impacting their business.

Schedule 1 1.6

7. The timing of inclusion of electric vehicles, both new and used, will be clearer once market have addressed the request for proposal – however a reference is made in the talking points at Attachment A.

Financial Implications

8. Funding for the Sustainable Household Scheme was appropriated in the 2020/21 budget and supports action under Parliamentary and Governing Agreement (PGA) Action A1(i). There are no financial implications for publishing the eligibility guidelines on the Actsmart website.

Consultation

Internal

9. The EPSDD communications team have reviewed the eligibility guidelines and can provide support to publish the guidelines on the Actsmart website.

Cross Directorate

10. Consultation with the Climate Action team within CMTEDD has been undertaken in the development of the eligibility guidelines.

External

11. An industry information session was held on the 8th February 2021 with over 50 participants seeking feedback on Scheme design and providing framework of Scheme.

Work Health and Safety

12. There are no work health and safety issues arising from this business activity.

Benefits/Sensitivities

13. The publication of the interim eligibility guidelines on the Actsmart website will support the next stage of the phase one rollout. It will provide guidance to the community on who can participate and what products will be eligible. This guidance will assist householders in determining their eligibility ahead of the Scheme commencement.

14. There may be negative feedback from the community and the business sector when the interim guidelines are published as products and eligibility may not be available to them through this Scheme. All those that are ineligible for the Scheme will be directed to other Actsmart programs that could support them.

15. Feedback will be used to assess the current guidelines and Scheme design which may inform the final guidelines and Scheme design for phase one and two.

Communications, media and engagement implications

16. There is likely to be media interest in the eligibility guidelines once they are published. The EPSDD and CMTEDD communications teams will provide support with media enquiries.

Signatory Name:	Sam Engele	Phone: 6205 0230
Action Officer:	Ros Malouf	Phone: 6207 5335

Attachments

Attachment	Title
Attachment A	SHS - Phase 1 interim eligibility guidelines – Talking points

Talking Points – Initial Eligibility Sustainable Household Scheme

Scheme overview

The ACT Government has committed $150 million to support eligible ACT households to live more comfortably, reduce emissions and their energy costs.

The Sustainable Household Scheme (the Scheme) provides 10 year zero-interest loans of between $2,000 and $15,000 to eligible households to make upgrades to their homes through purchasing a range of sustainable products.

The scheme will have a phased start before the end of this financial year (2020-21) to ensure a smooth process for when the scheme is opened Canberra wide in Q1 2021-22. Similar to the piloted introduction in NSW and to ensure the integrity of the program, the ACT Government will invite certain groups (for example participants in ActSmart workshops) in the first instance. Full Scheme Guidelines will be released in May, in order to provide greater certainty for prospective scheme participants, we can advise that the scheme will include the following eligibility criteria:

Householder eligibility

- Own the property where you are installing the appliance/product (this includes a mortgaged home).
- The property must be geographically located within the ACT (including Hall, Tharwa, Oaks Estate but not Jervis Bay Territory).
- The Unimproved Value (UV) of the property in 2020-21 must be below $750,000 for non-unit titled dwellings or below $200,000 for unit titled dwellings on the basis of the unit entitlement percentage. No income means test will applied.
    - This will cover approximately 90% of the dwellings in the ACT.
    - The unimproved land value of your property can be found with your annual rates notice or by visiting https://www.revenue.act.gov.au/rates/land-valuations
- In the situation where there is a body corporate or strata manager, formal approval prior to the installation of a product such as rooftop solar PV or household battery would be required.
- Applicants will have a standard credit check to confirm they are in a financial position to repay the loan.

Eligible products for phased introduction

- Rooftop solar photovoltaic systems
- Household battery storage systems
- Electric heating and cooling systems
- Hot Water Heat Pumps (HWHP)
- Electric stove tops

- Electric vehicle charging infrastructure
- Installation costs for these products

New and used electric vehicle will also be included in the scheme but these will have different eligibility requirements that will be released in the May 2021 scheme guidelines.

• Further zero emission products may be added to the scheme in to the future.

Possible questions – not for website

Quality Control

- Installers - The Government will ensure that installers are established ACT providers or interstate providers who are licensed/registered through accredication processes such as a Clean Energy Council accreditation for solar installation.
- Products – will be required to comply with the relevant Australian standards

Pilot testing of scheme

- The Government is still finalizing the roll-out of the scheme and additional tools to support Canberra households in making clean household investment decisions.
- In the first instance we expect to trial the scheme with certain groups to ensure system integrity, for example participants in recent actsmart workshops regarding energy efficient improvements in the home.
- We expect Canberra wide scheme access in Q1 2021-22

Phased introduction of products

- The Government is seeking to make available as many products under the scheme as possible. In the first instance the greatest interest has been demonstrated for Solar PV system and household battery storage and we anticipate these will be first products to go live in the scheme.

How will I get the loan?

- The Government is shortly going out to tender to determine the most appropriate delivery model. The scheme will be designed to expand over time to include more products. The models for implementation across the range of products will be a zero-interest lending platform and there are opportunities to also work with energy retailers for certain products.

Chief Minister, Treasury and Economic Development Directorate

UNCLASSIFIED

To:	Minister for Climate Action	**Tracking No.:** CMTEDD2021/1382
Date:	23/03/2021	
CC:	DG EPSDD	
From:	Coordinator-General for Climate Action	
Subject:	Sustainable Household Loan Scheme (Scheme) - Approval to release tender documentation	
Critical Date:	24/03/2021	
Critical Reason:	To facilitate approach to market prior to the Scheme's commencement in the last quarter of the 2020/21 financial year.	

Recommendations
That you:

1. note the information in this brief; and

Noted / Please Discuss

2. agree to release the Statement of Requirements at Attachment A.

Agreed / Not Agreed / Please Discuss

Andrew Barr MLA ……..…….. …../…../…..

Minister's Office Feedback

Background

1. In order to facilitate rollout of the Scheme in Q4 2020-21, tender documentation must be released in late March/early April to ensure there is sufficient time for tender assessment, contract negotiation and Cabinet agreement.

2. A Statement of Requirements has been developed to facilitate the approach to market (Attachment A). Subject to your agreement, the Statement of Requirements will be released on the Tenders ACT website for consideration by proponents.

3. Additional project documentation has been prepared to support the tender process including assessment criteria (Attachment B) and a risk management plan (Attachment C). These documents would not be released as part of the approach to market.

Issues

Statement of Requirements

4. This initial tender process relates to delivery of Phase 1 of the Scheme.

    a. The loans cap for Phase 1 will be determined following the receipt of tender responses from proponents. It may be up to $30 million. Proponents will be asked to, at a minimum, demonstrate their ability to deliver $10 million of loan capital in the first 12 months (if they nominate to provide this service).

    b. The Statement of Requirements also provides flexibility for initial appointments to be extended for an additional 12 months.

5. Proponents will be required to deliver a range of goods and services relating to loans administration, program administration, supplier management and provision of loan capital.

    a. Service providers will be required to demonstrate their ability to provide loans in accordance with the requirements of the *National Consumer Credit Protection Act 2009* and the Australian Securities and Investments Commission's Regulatory Guide 209, which sets out ASIC's expectations for meeting the responsible lending obligations.

6. Proponents will also be required to outline how they intend to manage risks from the Scheme and integrate with ACT regulators.

7. As discussed in CAB2021/77, initial restrictions will be placed on eligibility criteria (i.e., requirement to attend an Actsmart workshop) in order to access the Scheme. These would only be removed by agreement between Government and the relevant service provider/s.

Assessment criteria

8. Responses to the Statement of Requirements will be assessed in accordance with the weighting of assessment criteria at Attachment B.

9. Criteria are weighted as follows:

    a. 10% for experience in delivering loans programs.

b. 25% for demonstrating capability in loans administration.

c. 25% for demonstrating capability in program administration.

d. 25% for demonstrating capability in supplier/installer management.

e. 15% for demonstrating broader capacity to deliver the required services.

10. Overall, the non-weighted criteria will be whether a proponent demonstrates value for money for the ACT.

Risk management plan

11. A risk management plan has been developed for the Scheme (Attachment C), a series of risk workshops will be undertaken to further explore the potential risks that arise from the scheme and appropriate controls.

12. The risk management plan acknowledges that there are several risks associated with the tender process, including the tight timeframe to complete procurement and progress to implementation.

    a. Several steps have been taken to manage these risks, including but not limited to early consultation with Procurement ACT and appointment of a Procurement Case Manager and a Probity Officer.

Financial Implications

13. Nil at this stage. The initial loan cap for Phase 1 of the Scheme will be determined following the receipt of tender responses from proponents.

Consultation

Internal

14. Treasury (including FABD and Procurement ACT) have contributed to the development of the tender and project documentation.

Cross Directorate

15. EPSDD (Climate Change and Sustainability Division) has led the development of the tender and project documentation.

External

16. N/A

Work Health and Safety

17. N/A

Benefits/Sensitivities

18. The short timeframe for completing procurement and commencing the Scheme raises the level of program risk. These risks are considered in the risk management plan at Attachment C.

Communications, media and engagement implications

19. The Statement of Requirements would be released on the Tenders ACT website.

20. The Actsmart website was updated on 22 March 2021 to include the core eligibility criteria for households. The *Scheme Guidelines* and *Terms and Conditions* is scheduled for release in May 2021 subject to the approval of Cabinet.

Signatory Name:	Sam Engele	Phone: 50230
Action Officer:	Joel Hankinson	Phone: 72986

Attachments

Attachment	Title
Attachment A	Statement of Requirements
Attachment B	Assessment Criteria
Attachment C	Risk Management Plan

ACT Government

Procurement ACT

GSXXXXX RFx
Attachment 1– Statement of Requirements
Sustainable Household Scheme

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1. Introduction

1.1. Definitions- To be completed by Procurement

Territory	As represented by the xyz Directorate

1.2. Table of Responsibility- To be completed by Procurement

#	Task	Timeframe	Contractor	Territory
1	RFP			X
2			X	
3			X	X
4			X	X
5			X	X

NOTE: The Table of Responsibility will form part of the Territory's contract management plan. Timeframes for tasks in Table 1 will be amended annually in consultation with the Service Provider prior to the provision of Goods & Services.

2. Background

2.1.1. The Sustainable Household Scheme is one of several Climate Action initiatives funded in the 2020-21 budget. The Scheme was originally announced during the 2020 election and its realisation is a high priority for the Territory Government. The zero interest loans available under the Scheme have attracted significant interest from the community and loans delivery is subject to tight deadlines and high levels of oversight.

2.1.2. In response the Territory is considering a phased implementation process, this will enable testing key aspects of the program's design including commercial arrangements, risk mitigation measures and customer demand, to help refine the design of the full loans program before it is rolled out across the Territory.

2.1.3. Phase one is restricted to households. Not for Profit (NFP) Community organisations will be able to participate in future phases.

2.1.4. The total funding commitment for the Scheme is $150 million over 5 years.

2.1.5. The loans cap under this initial procurement will be finalised following the receipt of responses, but may be up to $30 million. If Service Providers elect to provide the loan capital, they are asked to demonstrate their ability to deliver at least $10 million in loan capital for the first 12 months (see 7.4 below).

2.1.6. The Scheme is intended to:

- Assist the community with the transition to zero emissions
- Reduce the cost of living for Canberra families by cutting their energy bills and fuel costs
- Help protect and create jobs in the green energy sector

2.1.7. The Scheme involves providing zero interest loans of up to $15,000 for the purchase of:

- Household rooftop solar photovoltaic systems
- Electric heating and cooling systems that replace gas or less efficient systems
- Hot Water Heat Pumps (HWHP) that replace gas or less efficient systems
- Electric stove tops
- Household battery storage systems
- Electric Vehicles (EV's) and chargers both new and used

2.1.8. Participants will be able to install one product or a bundle of products from the list of eligible products.

3. Loan Criteria

3.1.1. Loan amounts of $2,000 - $15,000 with a payback period of up to 10 years.

3.1.2. For bundled packages of products above the loan threshold of $15,000 the participant is liable to pay any costs above the loan cap.

3.1.3. Each participant may borrow a cumulative maximum of $15,000 over the life of the scheme. Once this $15,000 limit is reached the participant is no longer eligible for a new loan even if the previous loan has been repaid.

3.1.4. Loans may only be used to purchase (and install) eligible and accredited products, full list to be determined by Government.

3.1.5. A monthly repayment schedule with no interest charged with an option to repay the entire loan amount early with no penalties.

3.1.6. The loan will be required to be repaid in full when an individual sells the property– Alternative arrangements will be considered for EV's, this will be detailed in the scheme guidelines.

3.1.7. Scheme guidelines will be issued to the successful proponent which will include additional criteria on participant and industry eligibility to the scheme.

4. Request for Proposal Process (RFP)

4.1.1. This RFP is being undertaken to assess the proposed delivery model and capability of the market to deliver the specified services and may lead to a contract award on its own. Based on the responses, the Territory may elect to enter contract negotiations with the successful Service Provider/s to undertake these services.

4.1.2. It is intended that these appointments would cover the first 12 months of the Scheme's operations (Phase one) with a government option for a 12-month extension.

4.1.3. Participant loan accounts would be transferred to a new service provider at the end of 12 months (or 24 months if the extension option is exercised by Government) in the event that a different proponent is selected to deliver subsequent phases of the scheme.

4.1.4. The Territory is not bound to undertake a subsequent procurement process following this RFP and provides no undertaking that a subsequent procurement process will follow.

4.1.5. The Territory reserves the right to discontinue the process at any point, without deciding acceptance or rejection of responses.

4.1.6. The Scheme information and project program is subject to change. All responses must be based on the RFP documents provided by the Territory at the time RFP's are invited. Unless specifically stated in this RFP, the Territory will not be liable for any costs or damages incurred by applicants through participation in the RFP process.

4.1.7. In responding to this RFP Service Providers are required to provide an overview of their organisation's capabilities with respect to the Scope and requirements listed below, indicating how your organisation will directly meet the requirements.

4.1.8. Service Providers are encouraged to provide examples of their organisation's experience and capabilities in the delivery of similar services and detail organisational systems and processes which demonstrate how the requirements can be delivered.

5. Objective

5.1.1. The Territory seeks a qualified and experienced service provider/s to submit a proposal to administer the Sustainable Household Scheme, including:

(a) Assessing suitability for concessional financing to scheme participants.

(b) Provision of a range of services associated with loan account administration.

(c) Management or provision of loan capital (See 6.1.1(d) Scope).

(d) Management of approved suppliers and installers, and administration of payments to suppliers and installers.

6. Scope

6.1.1. The provision of Goods & Services has been grouped under the following categories. Proponents should outline their responses against these categories–Categories a), b) and c) are mandatory for a valid proposal:

a) Loans Administration (see 7.1)

b) Program Administration (see 7.2)

c) Supplier Management (see 7.3)

d) Provision of Loan capital. This requirement is not mandatory. Respondents can elect to include the provision of loan capital if it complements the proposed delivery model or alternatively nominate to use ACT Government provided loan capital. (see 7.4)

6.1.2. Service Providers can form partnerships or consortiums to deliver the full collection of services.

6.1.3. Service Providers are required to detail partnerships or consortiums that are being proposed, the roles of each of the parties and the expected allocation of responsibilities and risk between them.

6.1.4. Service Providers must comply with all relevant privacy and data security obligations under the *Information Privacy Act 2014* ACT and any relevant ACT Government regulations and federal laws.

7. Requirements

7.1. Requirements relating to Loans Administration

Service Providers are required to detail their organisation's experience and capabilities to deliver the following loan administration requirements:

7.1.1. Compliance with all Australian and ACT regulatory requirements, including any necessary financial licenses.

7.1.2. Provide systems and processes to assess customer program eligibility in accordance with Scheme guidelines.

7.1.3. Manage loan eligibility criteria, including assessment of customer applications, credit checks.

7.1.4. Provide loans in accordance with the requirements of the National Consumer Credit Protection Act 2009 (NCCPA), and the Australian Securities and Investments Commission's (ASIC) Regulatory Guide 209 which sets out ASIC's expectations for meeting the responsible lending obligations.

7.1.5. Ensure data is kept securely and managed in accordance with all relevant laws and be made easily accessible to the Territory in both a raw and dashboard format.

7.1.6. Provide systems and processes to handle customer hardship, collections, enquiries, and complaints in accordance with the relevant regulatory frameworks and program requirements.

7.1.7. Management of customer defaults to a level of industry standard.

7.1.8. Provide systems and processes for enhanced protections (additional to the National Consumer Credit Protection Act) for vulnerable households to reduce the risk of financial distress from debt repayment burdens.

7.1.9. Management of payments by the Territory for the scheme costs associated with the program loan. Loan capital (if applicable) and scheme costs would be provided monthly.

7.1.10. Provide a range of methods to allow equal access for all potential customers, including people with low electronic access or capabilities, and culturally and linguistically diverse groups.

7.2. Requirements relating to Program Administration

Service Providers are required to detail their organisation's experience and capabilities to deliver the following program administration requirements:

7.2.1. Provide an IT platform with an internal and external interface that enables effective and efficient program delivery, this includes provisions for:

a. suppliers/installers to submit all required supplier quotes, installation data, documentation, and other required materials.

b. customer access to supplier and product details, program information, loan calculations, loan applications, uploading of quotes.

c. reporting to the Territory on loan uptake, installs undertaken, compliance issues, customer feedback and other reporting requirements as agreed by the Territory.

7.2.2. Ensure that the IT platform is easily accessible to customers and suppliers and provides for a customer focused journey and experience.

7.2.3. Provide systems and processes that assists customers understand the costs, risks and benefits of the products chosen, and can confidently make an informed decision about whether to purchase.

7.2.4. Work collaboratively with the Territory to support and where required undertake promotion and marketing of the program, in line with prescribed guidelines to maximise participation.

7.2.5. Ensure that information provided to customers is clear, effective and utilises a range of mediums appropriate to a diverse demographic.

7.2.6. Provide reports on loans disbursed, installs undertaken, compliance issues, IT platform analytics, customer feedback/satisfaction and other reporting requirements as agreed by the Territory.

7.2.7. Facilitate monitoring and evaluation activities as advised by the Territory.

7.3. Requirements relating to Supplier/Installer Management

Service Providers are required to detail their organisation's experience and capabilities to deliver the following supplier/installer management requirements:

7.3.1. Confirm supply and installation of eligible products by an agreed supplier/installer prior to disbursing loan funds as payments for goods and services to suppliers/installers.

7.3.2. Ensure all installers hold appropriate occupations licence in the ACT for the work being undertaken (for example, Unrestricted Electrical Licence is required to install Roof top Solar, household battery storage and HWHP systems.

7.3.3. Installers should be member of the Clean Energy Council (CEC) and where the installer is employed by a company, the company should be a member of the CEC.

7.3.4. All products and installations must be compliant with the Australian Standards called up by the *Electricity Safety Act 1971* and other relevant Standards.

7.3.5. All installers must ensure relevant safety requirement under the *Work Health Safety Act 2011* are met, including requirements for *working at heights* and *working near low voltage electrical installations*.

7.3.6. Provide robust quality assurance and performance management frameworks to ensure installer quality, safety, and customer satisfaction.

7.3.7. Ensure that all sales practices comply with the relevant industry codes and that supplier/installer/s do not engage in deceptive or misleading practices including in the marketing of products.

7.3.8. Ensure regulatory compliance requirements are carried out for the installation of Roof top Solar, household battery storage and HWHP to meet the requirements of the Electricity Safety Act 1971.

7.3.9. Provide a rectification process for installations that are found to be non-compliant following inspection under the Electrical Safety Act 1971.

7.3.10. Capture and report on information regarding safety incidents (including lost time incidents and near misses, and not limited to electrical safety), and the results of any safety audits.

7.3.11. Ensure suppliers found to be operating in a manner that is non-compliant with program requirements or relevant standards and codes are appropriately addressed, including through suspension or removal from the program. This includes where ACT regulators provide advice on non-compliance.

7.4. Requirements relating to Provision of Loan Capital

7.4.1. In addition to the services listed above, Service Providers may elect to provide the loan capital required to originate the loans under the program or to use ACT Government provided loan capital. The Territory will consider the suitability of each proposal on a total cost basis. Proposals that elect to provide the loan capital must include the following minimum components:

(a) $10 million in loan capital for the first 12 months.

(b) a clear structure that is capable of being either adjusted or wound up at minimal cost should the Scheme objectives change, or the Scheme be withdrawn by Government during the term of the agreement.

8. Risk Management and Business Continuity

8.1.1. Proponents should outline how they intend to manage the risks from the scheme and integrate with ACT regulators. At a minimum service provider will be required to support the management of risks by:

(a) incorporating information tools and checklists on the customer facing website.

(b) monitoring performance metrics of the scheme as outlined in 7.3.3 and keeping accurate records. These records would be available to regulators and any reviewers or auditors of the scheme; and

(c) putting in place mechanisms to ensure that payment is only made to authorised persons/entities when delivery and/or certification of installation of eligible products has occurred.

8.1.2. If a consortium is proposed to deliver the services, the Service Provider must:

(a) Clearly define the roles, responsibilities, and services that each consortium/ sub-contractor or consortium member will fulfil.

(b) Provide information about the suitability and experience of each organisation or person included in the consortium or as a sub-contractor (e.g. summary of relevant projects, qualifications and experience of designated personnel, and referees).

8.2. Timeframe / Milestones

8.2.1. The scheme will commence through a restricted 'soft launch' no later than 30 June 2021, preferably earlier. This soft launch will manage the initial demand for the scheme, and ensure effective processes are in place. Involvement in the soft launch will first be made to participants who have undertaken an Actsmart home energy efficiency workshop within the last 12 months (either in person or online).

8.2.2. The requirement in 8.2.1 will be removed by agreement between the ACT Government and the service provider in Q1 2020-21 on the basis that processes have been tested as part of the soft launch and are deemed (by the ACT Government) to be performing at an acceptable standard. Removal of 8.2.1 will allow all ACT residents to participate in the scheme – subject to the scheme guidelines.

8.3. Work Health and Safety Requirements

8.3.1. Manage supplier/installer WHS compliance, and promote best-practice WHS by:

(a) Ensuring compliance with all applicable WHS legislation, including the WHS Act; development and implementation of an appropriate WHS Management Plan by all suppliers/installers.

(b) Reporting WHS notifiable incidents directly to the Territory as well as to ACT WorkSafe as soon as is practicable in the event of an incident.

8.4. Environmental/Sustainability Requirements

8.4.1. If an installation involves the decommissioning of a product, the installer and its representatives must adopt environmentally responsible and verifiable decommissioning practices.

8.4.2. All reasonable endeavours should be used to recycle any other waste generated in the course of undertaking an activity, including any packaging from the installed product; and if recycling of a product component or other waste is not practicable, those product components or waste must be disposed of in a manner that complies with environmentally responsible and verifiable decommissioning practices.

8.5. Transition In Requirements

8.5.1. During the transition-in phase the Territory's responsibilities will include:

a) providing internal staff to work with the Service Provider.

8.5.2. During the transition-in phase the Service Providers responsibilities will include:

a) providing support as required during the transition and implementation to allow problem determination and resolution; and

b) meeting as required with the Territory's project manager and other stakeholders as required.

8.5.3. As part of the transition planning, the Territory and the Service Provider will be required to agree on:

a) Program guidelines, activities, milestones

b) Governance

c) Communications materials/ marketing schedule

d) Staffing roles and responsibilities

e) Reporting requirements

f) Enhanced consumer protection processes

g) Supplier/installer management processes

h) Complaint management processes

9. Reporting- Specific reporting requirements and schedule will be included in the contract

The Contractor/Supplier must provide the following reports:

Title	Description	Distribution	Timing

10. Meetings- Specific reporting requirements and schedule will be included in the contract

10.1.1. The Contractor/Supplier must attend the following meetings:

Meeting	Timing	Attendees

10.1.2. Either party may request additional meetings throughout the Term of the Agreement to aid communication or resolution of issues, and overall contract management, at no additional costs to the Territory.

11. Contract Management and Governance

11.1.1. The Territory requires regular discussion with the Service Provider to ensure that services being undertaken are to the satisfaction of the Territory.

11.1.2. The Contract will be managed in accordance with the Territory contract management plan and any variations to the Contract will not be accepted without prior Territory written approval.

11.1.3. The Service Provider must nominate a Contract Manager as the authorised representative under the Agreement and the key contact for notices under the Agreement. The Contract Manager will have delegation to represent the Service Provider in all respects, including ensuring Service Provider alignment with the Territory's strategic priorities.

11.1.4. A Territory Contract Manager with appropriate delegations will engage and work with the Service Provider's Contract Manager.

11.1.5. The Territory reserves the right to negotiate the inclusion of additional services or amendment of existing services for the term of the Agreement.

11.1.6. The Service Provider must notify the Territory within 30 days if for any reason they are no longer able to supply the service, and to provide an acceptable replacement.

11.1.7. The Service Provider must maintain the same service for the term of the Agreement and substitutions will not be accepted without prior review, testing and approval by the Territory.

12. Key Performance Indicators and Performance Management

12.1.1. The Service Provider must achieve compliance with the KPIs, specified below, to the satisfaction rating target against each KPI, unless otherwise specified by the Territory.

12.1.2. The KPIs will be used to measure ongoing performance and raise any issues in any contract management meetings with the Service Provider. The KPIs may also be used to inform any decision on exercising any contract options available. Exercise of contract options will be at the discretion of the Territory.

12.1.3. The performance of the Service Provider will be monitored against agreed key performance measures which will form part of the Agreement. Additional costs incurred by the Contractor in correcting unsatisfactory achievement of targets will be borne entirely by the Contractor.

12.1.4. Where a deficiency in the Service Provider's performance is identified, (i.e. the Service Provider fails to meet key performance indicator within the review period), the Territory and the Service Provider will work together to develop a means of remedying the deficiency. Where an identified deficiency is unable to be remedied or non-performance continues despite a remedy being implemented, the Territory may seek to terminate the Agreement for default.

12.1.5. The KPIs below will be mutually agreed upon.

12.1.6. **The KPI's are as follows:**

#	KPI	Minimum Standard	Target	Frequency	Source Data
1	Pre delivery meeting	Review delivery method, IT platform capabilities, systems and processes in response to Item 6: Scope and Item 7: Requirements	100%	X 1 following contract sign	Presentation
2	Timeliness of disbursal of Loans	Within 14 working days from date of confirmed supply and installation of eligible products	100%	N/A	Monthly invoice/Report
3	Activities Reporting	Summary of activities delivered as per items agreed under 6. Scope and 7. Requirements	100%	Fortnightly	Report
4	Operational Reporting	Timeliness of monthly reports provided to the Territory within 5 working days of the start of each month	100%	Monthly	Report
		Completeness of data within monthly reports	100%	Monthly	Report
	Complaint Handling	Advice to Territory of complaints raised and resolution	100%	Monthly	At time of incident/ Fortnightly/ Monthly Report
5	Warranty and Defects monitoring	Reports to the Territory on the timeliness of each warranty and defect matter being rectified by Supplier/installer within 10 working days of first notification	100%	For each incident	Report
6	Data breaches	Notice provided about any breach to data and information	100%	For each incident	Report
7	IT Platform availability	Defined as amount of time the customer facing web-based platform is available	99%	24/7	Report



Procurement ACT

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NO.	ASSESSMENT CRITERIA- NON-WEIGHTED CRITERIA (NWC)- WEIGHTED CRITERIA (WC)		WEIGHTING
NWC 1	Value for money	Respondents are to demonstrate total cost of the proposal in a transparent manner. Proposed approach to ensuring that capital is managed efficiently and that costs to Government are minimised? Proposals that include private sector capital will be adjusted to compare with those proposals who elect to use Government capital. The cost of capital used in the adjustment will be the Government's current 10 year borrowing rate of TBC	
WC1	Experience -Loans Program Delivery- RFP Requirements: 6. 1.1 (a), (b), (c)	Respondents are to demonstrate their experience in delivering the services outlined in the RFP Requirements: 6. 1. (a), (b), (c) by specifying organisational experience with the administration of a loans program of a similar type including but not limited to: • details and value of program (including whether the program was a government program or commercial for-profit lending) • services provided • achieved performance outcomes, including innovations in delivery • any learnings relevant to future program delivery	10%
WC2	Capability – Loans Administration - RFP Requirements: 7.1.	Respondents are to demonstrate their capability in delivering the services outlined in the RFP Requirements: 7.1. by providing details of organisational systems and processes to:	25%

		• manage loan applications, ensuring accessibility options are available to meet the needs of a diverse demographic. • undertake creditworthiness and eligibility assessments to determine whether an applicant qualifies for a zero-interest loan. • handle customer hardship, collections, enquiries, and complaints. • reduce the risk of financial distress for vulnerable households through enhanced consumer protections. • address issues of customer fraud and increased defaults. • ensure protection of all personal data and for the storage and provision of program related data to the Territory	
WC2	Capability -Program Administration - RFP Requirements: 7.2.	Respondents are to demonstrate their capability in delivering the services outlined in the RFP Requirements: 7.2 by specifying: • a methodology for delivering a high-quality customer focused journey and experience. • how the IT platform will facilitate effective and efficient program delivery. • a capability to either integrate with ACT Government web tools or an alternate approach to educating customers to ensure they understand the costs, risks, and benefits and can confidently make an informed decision about product purchases. • analytical capability to undertake market monitoring to identify general price inflation and instances of pricing variations that would indicate predatory practices. • strategies to maximise program up take, raise customer awareness, and the generation of leads for the sale/install of products.	25%
WC2	Capability -Supplier/ Installer Management- RFP Requirements: 7.3.	Respondents are to demonstrate their capability to deliver the services outlined in the RFP Requirements: 7.3 by providing details of organisational systems and processes to:	25%

		• manage suppliers and installers in line with the scheme guidelines. • ensure that products are delivered in accordance with industry-leading safety and quality management standards. • ensure suppliers/installers do not engage in deceptive or misleading practices in their marketing or communications. • confirm the delivery, installation, and certification/approval of products prior to releasing loan capital as payments to suppliers/installers. • monitor and report on work, health, and safety (WHS) incidents and provide information to ACT regulators. Promote best practice in WHS generally. • monitor and report on complaints and complaint resolution.	
WC 3	Capacity	Respondents are to provide a summary of the capacity of their organisation to deliver the required Services. In responding to this question, Respondents are encouraged to provide metrics including but not limited to: • organisational chart. • total resourcing levels (Number of Full Time Equivalent (FTE) Staff) and contractors (supplier/installers). • resourcing levels that could be made available (either new or existing) to the Territory, including whether the resource is shared across multiple contracts or could be dedicated to the Territory contract. • partnerships or subcontracting relationships you intend to establish to deliver any part of the services and if applicable. • the legal and commercial relationship you propose to establish with other service providers nominated in your response in delivering the scope of services, including the proposed allocation of risk and responsibilities between parties. • the legal and commercial relationship you propose to establish with suppliers/installers of products, including the proposed allocation of risk and responsibilities between parties?	15%

ACT Government
Chief Minister, Treasury and Economic Development

Procurement Risk Management Plan

Risk Management Plan – Guide Notes

This Version 7.2 template has been developed in accordance with the ACTIA Risk Matrix template and the AS/NZS ISO 31000:2009 risk management standard.

The following pages will assist in the recording the results of the risk management process.

1. Title Page, setting the context:
   - Allows the project to be clearly identified and the project outcomes/objectives to be defined.
   - Identifies the Directorate, Directorate contact person and the Directorates' decision maker.
   - Includes a basic stakeholder analysis to determine the interested parties and the level of interest held by each stakeholder.

2. Risk Criteria – Risk Matrix
   - Sets out the criteria for measuring **consequence** and **likelihood** and how they combine to form the level of risk.
   - Includes definitions of **consequence**
   - Includes definitions of **likelihood**
   - Provides measurements for the **control effectiveness rating** – how good our controls or risk mitigation strategies are at managing the risk.

3. More Sample Consequences:
   - Provides more examples of how the consequence rating can be arrived at. This list is not exhaustive; it is a guide to use when determining the level of consequence.

4. Risk Register
   - Tool to use to record the risks identified, their consequences, the control measures that manage the risk and how effective those measures are.
   - Template includes free text fields and drop down boxes. The drop down boxes include the **consequence, likelihood, level of risk** and **risk control effectiveness ratings** that are used within Chief Minister, Treasury and Economic Development Directorate. (CMTEDD) ***Refer to the risk criteria / risk matrix.***

5. Risk Treatment Action Plan
   - A risk treatment action plan is required for all risks rated as **"Extreme"** or where the control effectiveness rating is **"room for improvement"** or **"inadequate."**
   - Abbreviations used in the drop box are:

Consequence	Likelihood	Level of Risk	Risk Effectiveness Rating
Insignificant – Insig.	Rare - Rare	Low – Low	Adequate – Adq.
Minor – Min	Unlikely – U/L	Medium – Med	Room for Improvement – RFI
Moderate – Mod	Possible – Poss	High – High	Inadequate – I/ad
Major – Maj	Likely – Lkly	Extreme – Ext.	

Analysing (rating) the risk under ISO 31000:2009

1 No longer accepted practice to rate "Raw risk".
- *"Consequences, likelihoods and levels of risk will depend on the controls that are in place and their effectiveness. "* (SA/SNZ HB 89:2013).
- Do not arrive at the risk level prior to treatment or inclusion of risk mitigation strategies
- Must consider the current controls before rating the risk where a **Control** is a measure in place to manage risk. (ISO Guide 73:2009)

2. Must rate the consequence prior to the likelihood
- *"Risk is analysed by determining consequences and their likelihood."* (ISO 31000:2009)

3. The consequence should be defined in its most normal form and not an extreme version of the risk.
- For example a personal injury as a result of a paper cut would result in a minor injury not requiring medical treatment.
- It would not in the normal form result in blood poisoning and death.

4. Following the process of ISO 31000:2009 there are three questions to ask:
1) What is the consequence that the risk would take in its "most normal form" (not an extreme form) should the risk occur?
2) What is the likelihood of that consequence? (How likely it the consequence to occur?)
3) How good are the existing controls at managing the risk?

5. Make an assessment as to the effectiveness of current controls
- Adequate – doing everything we can
- Room for improvement – more that could be done
- Inadequate – controls do not treat the root cause of the risk.

Control: A measure that is modifying risk	**Treatment:** A process to modify risk.
A control can include any process, policy, practice or other action which modify risk. (ISO Guide 73:2009) ***This is something that is currently modifying the risk or managing the risk.***	Treatment can involve avoiding the risk, taking the risk to pursue an opportunity, removing the risk source, changing the likelihood, changing the consequence, sharing the risk or retaining the risk by informed decision. (ISO Guide 73:2009). ***A treatment is a future planned action or process to be put in place to manage the risk.***

NOTE TO USERS – Pages 1 – 4 are guide notes and can removed from the document to be presented for approval by Delegate or GPB.

Categories of Risk	Sample Consequence				
	Insignificant	**Minor**	**Moderate**	**Major**	**Catastrophic**
Assets	Loss or destruction of assets up to $2,000	Loss or destruction of assets $2,000 to $10,000	Loss or destruction of assets $10,000 to $100,000	Loss or destruction of assets $100,000 to $5M	Loss or destruction of assets greater than $5M
Compliance/ regulation	Non-compliance with work policy and standard operating procedures which are not legislated or regulated	Numerous instances of non-compliance with work policy and standard operating procedures which are not legislated or regulated	Non-compliance with work policy and standard operating procedures which require self-reporting to the appropriate regulator and immediate rectification.	Restriction of business operations by regulator due to non-compliance with relevant guidelines and / or significant non-compliance with policy and procedures which threaten business delivery.	Operations shut down by regulator for failing to comply with relevant guidelines and /or significant non-compliance with internal procedures could result in failure to provide business outcomes and service delivery.
People	Injuries or ailments not requiring medical treatment.	Minor injury or First Aid Treatment Case.	Serious injury causing hospitalisation or multiple medical treatment cases.	Life threatening injury or multiple serious injuries causing hospitalisation.	Death or multiple life-threatening injuries.
Environment	Limited effect to something of low significance	Transient, minor effects	Moderate, short-term environmental harm	Significant, medium-term environmental harm	Long term environmental harm
Financial	1% of Budget	2.5% of Budget	> 5% of Budget	> 10% of Budget	>15% of Budget
Technology	Interruption to electronic records and data access less than ½ day.	Interruption to electronic records and data access ½ to 1 day	Significant interruption (but not permanent loss) to data and electronic records access, lasting 1 day to 1 week	Complete, permanent loss of some electronic records and/or data, or loss of access for more than one week	Complete, permanent loss of all electronic records and data
General management activities	No impact on business outcomes and strategic objectives.	Minor impact on business outcomes and strategic objectives. Non-essential or subsidiary services experience minor disruptions.	Moderate impact on business outcomes and strategic objectives. A number of objectives not met, minor or subsidiary services impaired.	Significant impact on business and strategic objectives. Key service delivery impaired.	Strategic business outcomes processes fail and business objectives not met. Unable to delivery necessary services.
Reputation & Image	Internal Review	Scrutiny required by internal committees or internal audit to prevent escalation.	Scrutiny required by external committees or ACT Auditor General's Office, or inquest, etc.	Intense public, political and media scrutiny. E.G.: front page headlines, TV, etc.	Assembly inquiry or Commission of inquiry or adverse national media.
Cultural & Heritage	Low-level repairable damage to commonplace structures	Mostly repairable damage	Permanent damage to items of cultural significance	Significant damage to structures or items of cultural significance	Irreparable damage to highly valued items of cultural significance
Business Process & Systems	Minor errors in systems or processes requiring corrective action, or minor delay without impact on overall schedule.	Policy procedural rule occasionally not met or services do not fully meet needs.	One or more key accountability requirements not met. Inconvenient but not client welfare threatening.	Strategies not consistent with Government's agenda. Trends show service is degraded.	Critical system failure, bad policy advice or ongoing non-compliance. Business severely affected.

Risk Matrix

ACT Government
Chief Minister, Treasury and Economic Development

Risk Matrix Program / Project

				Consequence				
				Insignificant	Minor	Moderate	Major	Catastrophic
				People	Injuries or ailments not requiring medical treatment.	Minor injury or First Aid Treatment Case.	Serious injury causing hospitalisation or multiple medical treatment cases.	Life threatening injury or multiple serious injuries causing hospitalisation.	Death or multiple life threatening injuries.
				Reputation & Image	Internal Review	Scrutiny required by internal committees or internal audit to prevent escalation.	Scrutiny required by external committees or ACT Auditor General's Office or inquest etc.	Intense public political and media scrutiny. Eg: front page headlines TV etc.	Assembly inquiry or Commission of inquiry or adverse national media.
				Environmental	Limited effect to something of low significance	Transient minor effects	Moderate short-term environmental harm	Significant medium-term environmental harm	Long term environmental harm
				Cultural & Heritage	Low-level repairable damage to commonplace structures	Mostly repairable damage	Permanent damage to items of cultural significance	Significant damage to structures or items of cultural significance	Irreparable damage to highly valued items of cultural significance
				Business Process & Systems	Minor errors in systems or processes requiring corrective action or minor delay without impact on overall schedule.	Policy procedural rule occasionally not met or services do not fully meet needs.	One or more key accountability requirements not met. Inconvenient but not client welfare threatening.	Strategies not consistent with Government's agenda. Trends show service is degraded.	Critical system failure bad policy advice or ongoing non-compliance. Business severely affected.
				Financial	1% of Budget	2.5% of Budget	> 5% of Budget	> 10% of Budget	>15% of Budget
			Frequency	Matrix	1	2	3	4	5
Likelihood	Almost Certain	Is expected to occur in most circumstances	Once a quarter or more	>1 in 10	5	Medium	High	High	Extreme	Extreme
	Likely	Will probably occur	Once a year or more	1 in 10 - 100	4	Medium	Medium	High	High	Extreme
	Possible	Might occur at some time in the future	Once every 1 - 5 years	1 in 100 – 1000	3	Low	Medium	Medium	High	Extreme
	Unlikely	Could occur but doubtful	Once every 5 - 20 years	1 in 1000 – 10000	2	Low	Medium	Medium	High	High
	Rare	May occur but only in exceptional circumstances	Once every 20 - 100 years	1 in 10000 – 100000	1	Low	Low	Medium	Medium	High

Priority for Attention

Priority	Suggested Timing of Treatment	Authority for continued tolerance of risk Program	Authority for continued tolerance of risk Project	Authority for continued tolerance of risk Enterprise
Extreme	Short term – normally within one month** Detailed action plan required			Director-General Under-Treasurer
High	Medium term – normally within three months Needs senior management attention			Senior Executive
Medium	Normally within 1 year Specify management responsibility			Managers
Low	Ongoing control as part of a management system Manage by routine procedures			All staff

Control Effectiveness Rating

Control Effectiveness	Guide
Adequate	Nothing more to be done except review and monitor the existing controls Controls are well designed for the risk, are largely preventative and address the root causes and Management believes that they are effective
Room for improvement	Most Controls are designed correctly and are in place and effective however there are some controls that are either not correctly designed or are not very effective There may be an over-reliance on reactive controls Some more work to be done to improve operating
Inadequate	Significant control gaps or no credible control Either controls do not treat root causes or they do not operate effectively Controls if they exist are just reactive Management has no confidence that any degree of control is being achieved due to poor control design and/or very limited operational effectiveness

Priority for Attention - Action

Every care should be taken to act as soon as possible to implement risk control measures where ever possible or to take action to fix the problem. Extreme Risks and High Risks especially where the risk relates to people & personal injury require us to act immediately to take steps to fix the problem.

** The suggested timing of treatment does not mean that immediate action ought not be taken or that the timing cannot be completed sooner than suggested.

Note:
When identifying, analysing and rating risk consideration should be given, but not necessarily limited to, the attached categories of risk and the suggested examples of frequency and consequences.

Project Details	
Project	Sustainable Household Scheme – Zero Interest Loans Program
Project Objectives	Provide zero interest loans of between $2,000 and $15,000 to eligible households and not-for-profit community organisations to finance a range of products that will help reduce energy costs and emissions including rooftop solar panels, household battery storage, efficient electric appliances and EV's.

Contact Details:				
Directorate	Environment, Planning and Sustainable Development Directorate (EPSDD)	**Business Unit** *(If applicable)*	Sustainability and Climate Change	
Name of Contact			**Phone no.**	
Name of Decision Maker / Authority Holder				

Created by: **Date:** **Reviewed by:** **Date:**

Approved by: **Date:** **Signature:** _____

Internal and External [Name and Agency/Organisation]	**Level of Influence** [Ability to influence project outcomes]	**Level of Interest** [Level of interest in the project outcome]
EPSDD	High	High
Service Provider	Medium	High
Procurement ACT	Medium	Low

Risk Register

This risk register is consistent with AS/NZS ISO 31000:2009 risk management standard and the CMTEDD Risk Management Framework and Policy Statement; and Risk Management Policy.

Risk Ref. No.	Risk Description (source/ Cause) The risk event, source and cause What can happen (that will affect our ability to meet our objectives) and how it comes about.	Describe the consequence If what can happen does happen what is the impact or outcome? (In its most 'normal' form – not an extreme form)	Risk controls – what is in place to manage the risk. How are risks to be Managed? What ordinary policies, procedures, and actions (BAU) are to be taken to manage the risk?	Risk Owner *(person or entity who manages the risk)*	Consequence	Likelihood	Current risk rating	Control effectiven
1.	**Tight time frame to undertake program design**	• Delivery model doesn't meet community expectations • Limited selection of products and access to suppliers • Inability to manage demand /high /low • Negative media and political attention incurred from program delays. • Rushed approval doesn't comply with Government legislated processes • Poor Statement of Requirements resulting in low quality responses or low quantity of Tenderers responding.	• Ensure staff skill set is appropriate to project requirements • Ensure project plan and program logic accurately reflect scope • Implement project timeline and update regularly • Report regularly to Executive about workflows and status • Agreement in place to escalate decision making and facilitate approvals • Clear guidelines around program expectations and delivery • Formal communication channels with relevant partners in other divisions and Directorates	EPSDD/ Procurement ACT	Moderate	Possible	Medium	Adequate

1	**Tight Time frame to undertake procurement**	• Services unable to be delivered. • Program participants placed on hold • Scarcity of qualified installers ad products when the scheme is launched • Inability of market to deliver services required • Rushed contracting resulting in a need for renegotiations and increased costs and gaps in delivery. • Rushed program governance leading to design errors and/or missed opportunities to meet community needs • Installers may not be able to meet the Secure Local Jobs requirements and an exemption may be required to meet delivery expectations	• Early engagement with Procurement ACT to ensure most appropriate procurement process is followed • Appointment of a Procurement Case Manager • Appointment of a Probity officer • Appointment of a Legal Case Manager • Early engagement with Industry to ensure they are aware of the services to be procured • Market research based on the Industry information session indicates considerable interest in the program and several supplies that can provide the services Ensure flexibility in contract to enable inclusion of additional suppliers/installers as SLJ requirements are completed	EPSDD/ Service Provider/Supplier	Moderate	Possible	Medium	Adequate
2	**Unclear messaging around Scheme eligibility, application process and eligible products**	• Low loan uptake • Negative media and political attention incurred • Reputational damage to government • Failure to meet community expectations • Increased negative constituent correspondence	• Comprehensive communications and marketing strategy based on agreed delivery model • Communication plan draws on evidence gathered from Focus groups, surveys, and community /industry feedback • Utilise CMTEDD resources and expertise to develop materials • Utilise a range of platforms to distribute messaging • Develop a central information point for customers to access scheme details (website) • Develop clear program guidelines and FAQ	EPSDD/ Supplier	Moderate	Possible	Medium	Adequate

3.	**Low loan uptake**	• Budget underspend in the 2020-21 financial year. • Negative media and political attention incurred • Reputational damage to government • Reduced household energy savings	• Regular monitoring of loan data from service provider • Active management by the EPSDD program team • Review delivery and performance of the service provider • Ensure communication strategy addresses uptake barriers • Include a variety of promotional material to avoid low uptake (emails/text messages to target audience, clear promotion with stakeholders, paid advertising etc.). • Work directly with stakeholder organisations to help meet program objectives. • Remove or amend program eligibility criteria - UAV amount if increased promotion is not successful.	EPSDD	Moderate	Unlikely	Medium	Adequate
4	**Budget risks due to prices of goods being higher than anticipated.**	• Administrative overheads of Suppliers due to management of loan mechanisms and data entry/reporting requirements • Funding: results in fewer number of loans • Some households are unable to afford to participate in the program	• Reduce number of loans available • Adjust product eligibility • Reduce loan amounts • Reduce payback period	EPSDD/ Service Provider	Moderate	Possible	Medium	Adequate

5	**High demand for the program**	• Program benefits households that can afford the installation without Government assistance • Participants missing out the program • Suppliers unable to cope with demand • Increased inspections required from Access Canberra staff greater than anticipated.	• Promotion/advertising will clearly note there are limited places available • Clear evaluation process that covers how the Service provider will manage Supplier/installers and how they will cope with high or fluctuating demand. • Demand can be managed by spacing out installations with clearly communicated waiting lists. • Keep participants regularly updated on progress • Contract stipulates that the Territory can utilise additional Suppliers if Goods and Services cannot be provided as necessary	EPSDD/Supplier	Minor	Possible	Medium	Adequate

Ongoing Risks:								
8	**Low energy and cost savings for households**	• Program objective not met. • Households financially disadvantaged as a result of participating in the Scheme. • Reputational damage to Government • Product supply and installation costs are not offset by energy savings	• Detailed cost benefit analysis, with clearly defined criteria on what loan repayments and pay back terms must be met • Requirements in contract for lending practices to meet the requirements of the National Consumer Credit Protection Act 2009 • Build in additional protections for vulnerable households through Actsmart with advice and information services • Provider to ensure products installed are appropriate to households' requirements • Participants made aware of the loan repayment terms and the expected cost savings • Participants clearly advised that during the loan repayment term they will likely not be saving money • Energy education/behaviour change information provided by Actsmart and on Website • Financial hardship processes made available to customers	EPSDD/Service provider/suppliers	Moderate	Possible	Medium	Adequate

9	**Poor quality installs, illegal systems, systems breaking down.**	• Complaints from householders. • Financial burden for householders to fix systems. • Access Canberra staff unable to cope with increase inspection demands	• Stringent contractual requirements around auditing and compliance checking of installer/s by service provider. • Installers to hold appropriate accreditation detailed in contract and program guidelines • Service provider to ensure any non-compliance issues discovered through compliance checks are rectified	EPSDD/Service provider/Supplier	Minor	Unlikely	Medium	Adequate
11	**Increased loan defaults, on the basis that the penalties to customers of defaulting are significantly reduced**	• Additional costs passed on to Territory if default rate exceeds agreed liability amounts • Reputational risk to government • Reluctance of Service provider to continue to deliver loans	• Clear requirements in contract for default management processes • Service Providers to maintain adequate insurance and risk management practices • Loan Contracts to clearly outline payback terms and conditions. • Financial hardship processes available to customers	Service Provider	Moderate	Possible	Medium	Adequate

13	**Work, health & safety risks associated with installations.**	• Supplier and participant safety compromised. • Death, injury, or illness to installers, participants or public • Loss /damage to property	• WHS Management plan in place for Scheme delivery • Appropriate certificates, licences, and accreditation to be held by installers • WHS spot Audits by independent auditor • Stringent contractual obligations around regulatory compliance and supplier/installer accreditation • Clearly defined reporting requirements and management of an issues register by Suppliers over the course of the contract	Service Provider/Installer	Moderate	Possible	Medium	Adequate

Chief Minister, Treasury and Economic Development Directorate

To:	Chief Minister Minister for Water, Energy and Emissions Reduction	**Tracking No.:** CMTEDD2021/1861
Date:	22/04/2021	
From:	Coordinator General for Climate Action, CMTEDD	
Subject:	ACT Government submission to the Standing Committee on Environment, Climate Change and Biodiversity's Inquiry into Renewable Energy Innovation in the ACT (Inquiry)	
Critical Date:	13/05/2021	
Critical Reason:	The closing date for submissions is 14 May 2021.	

Recommendations

That you:

1. agree to provide the ACT Government submission (Attachment A) to the Inquiry;

Agreed / Not Agreed / Please Discuss

2. agree that a separate Cabinet Submission for noting the ACT Government submission will follow; and

Agreed / Not Agreed / Please Discuss

3. sign the letter at Attachment B to the Chair of the Standing Committee on Environment, Climate Change and Biodiversity, Dr Marisa Paterson MLA.

Signed / Not Signed / Please Discuss

Andrew Barr MLA ..... Andrew Barr 10/5/21

Minister's Office Feedback

Shane Rattenbury MLA ..../...../.....

Minister's Office Feedback

Background

1. On 2 December 2020, the Legislative Assembly resolved to establish a Standing Committee on the Environment, Climate Change and Biodiversity (the Committee).
2. The Committee established the Inquiry on 23 February 2021 and invited submissions by 29 April 2021. They have subsequently extended the submission deadline to 14 May 2021.
3. The ACT Government submission at Attachment A directly responds to matters raised in the Terms of Reference (Attachment C) for the Inquiry.

Issues

4. The submission acknowledges that Canberra is an internationally recognised centre for renewables research and innovation and continues to deliver world-leading renewable energy policies and programs. The ACT has achieved and will maintain a world-leading commitment to 100% renewable electricity in 2020 and beyond.
5. The submission identifies challenges to further promoting renewable energy innovation in the ACT. These include but are not limited to:
    a. Ensuring there are sufficient skilled and qualified workers to satisfy industry need.
    b. Supporting projects transitioning from research and development and venture capital or angel investment through to becoming successful companies.
    c. Competition from other jurisdiction with larger budgets to attract and retain renewable energy companies and skilled resources.
    d. Ensuring consistent and ongoing funding to support renewable energy projects.
    e. Promoting interconnections and collaboration between entities across the renewable energy ecosystem (from research to established companies).
    f. Slow progress in the national regulatory environment, particularly in relation to battery technology.
6. The submission acknowledges that the ACT Government has set out an ambitious agenda for climate action in the ACT, including commitments in the Parliamentary and Governing Agreement for the 10th Legislative Assembly (PAGA), and that the delivery of these commitments will support impact the regulatory framework and set expectations for the ACT's renewable energy ecosystem.

Financial Implications

7. The submission discusses funding of renewable energy innovation in the ACT, including opportunities and challenges to innovative financing options.
8. The submission does not have financial impacts.

Consultation

Internal

9. The Office for Climate Action consulted with CMTEDD Economic and Development in preparing the submission.

Cross Directorate

10. The Office for Climate Action consulted with EPSDD Climate Change and Sustainability Division in preparing the submission.

External

11. N/A

Work Health and Safety

12. Nil.

Benefits/Sensitivities

13. The Inquiry is an important opportunity for the ACT Government to consider opportunities and challenges to continue supporting renewable energy innovation in the ACT.

Communications, media and engagement implications

14. The submission will be made publicly available by the Committee on the Legislative Assembly website.

Signatory Name:	Sam Engele	Phone:	50230
Action Officer:	Joel Hankinson	Phone:	72986

Attachments

Attachment	Title
Attachment A	ACT Government Submission to the Inquiry into Renewable Energy Innovation in the ACT
Attachment B	Letter to Dr Marisa Paterson MLA
Attachment C	Terms of Reference - Inquiry

ACT Government

INQUIRY INTO RENEWABLE ENERGY INNOVATION IN THE ACT

ACT Government Submission

CMTEDD
Chief Minister, Treasury and Economic Directorate

April 2021

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ACT GOVERNMENT SUBMISSION

INQUIRY INTO RENEWABLE ENERGY INNOVATION IN THE ACT

1. Introduction

The Australian Capital Territory (ACT) Government is pleased to make a submission to the Standing Committee on Environment, Climate Change and Biodiversity Inquiry into Renewable Energy Innovation in the ACT (the Inquiry).

Canberra is an internationally recognised centre for renewables research and innovation and continues to deliver world-leading renewable energy policies and programs. The ACT Government has achieved and will maintain our commitment to 100% renewable electricity in 2020 and beyond. We are also recognised for our world-leading emissions reduction targets, and have already achieved our legislated greenhouse gas emissions reduction target of 40% below 1990 levels by 2020, driven largely by our investment in renewable electricity.

The ACT's renewable energy policies benefited from a significant early mover advantage from 2012 to 2015 while the national renewables industry was at a standstill due to national policy uncertainty. Accordingly, the ACT was able to attract and sustain the attention of the national renewables industry and in-bound foreign businesses. This was instrumental in stimulating local renewables investment activities.

The ACT's 2014 *Renewable Energy Local Investment Framework* articulated a vision of Canberra as an 'internationally recognised centre of renewable energy innovation and investment' and set out the ACT's priorities for local investment under its renewable electricity reverse auctions. This was complemented by the 2015 *Renewable Energy Industry Development Strategy* (REIDS), which set out the actions the ACT would take (and has since taken) in partnership with industry and academia to accelerate the development of its vibrant, export-oriented, renewable energy industry for the benefit of participating businesses, institutions and the ACT community.

The ACT's ambitious renewable electricity target has attracted over $2 billion worth of investment in large-scale renewables and demonstrated the Territory's national and international leadership as a renewable energy and climate action capital. Our award winning reverse auctions also leveraged significant local investment outcomes, worth $500 million over 20 years.

As a result, Canberra is developing a national and international reputation as host to a renewable energy innovation cluster, with world-leading capabilities in renewable energy asset management, wind and solar resource analysis and forecasting, innovative policy and project design, smart and data-driven energy storage integration, and clean fuels.

2. ACT Government Commitments

The ACT Government has set out an ambitious agenda for climate action in the ACT, including commitments in the *Parliamentary and Governing Agreement* for the 10th Legislative Assembly (PAGA) and related strategies including but not limited to the *ACT Climate Change Strategy 2019-2025* and *Canberra's Living Infrastructure Plan: Cooling the City*.

In the 10th Legislative Assembly, the ACT Government will continue to take action to phase out fossil fuel gas by 2045 at the latest, support energy grid stability and support vulnerable households. We will also act to significantly expand the number of zero emissions vehicles (ZEVs)

in the ACT. The implementation of these commitments will have implications for the ACT's ongoing transition to renewable energy, and present new opportunities for renewable energy innovation.

Key commitments that will be implemented as part of this agenda include but are not limited to:

No.	Commitment
A1.i	Implement a program of zero-interest loans of up to $15,000 for households and not-for-profit community organisations
A1.v	Deliver at least 250MW of new 'large-scale' battery storage distributed across the ACT
A1.ii	Progress a project with relevant asset owners and key stakeholders to reduce the emissions intensity of the existing ACT gas network as much as is possible, by injecting zero-emissions gas alternatives
A1.vii	Legislate to prevent new gas mains network connections to future stages of greenfield residential development in the ACT in 2021-22
A1.viii	Commence a transition project, working with industry and other stakeholders, to advance all- electric infill developments
A1.ix	Ensure all new ACT Government buildings and facilities are fossil-fuel-gas free, including new leases
A2.ii	Provide financial incentives for the purchase of zero emission vehicles. This includes free vehicle registration for new zero emission vehicles for two years, introduced as soon as practical
A2.iv	Implement a pathway for the ACT to use only zero emissions public transport, garbage trucks, taxi and rideshare vehicles by the mid 2030s
A2.v	Build at least 50 electric vehicle recharging stations across Canberra and the region, holding a reverse auction for their construction in 2021-22
A2.vi	Enact regulation in conjunction with the Territory Plan Review to require charging infrastructure for new multi-unit residential and commercial buildings, and investigate measures to support retrofitting of charging infrastructure in existing buildings
A2.viii	Research and pilot further Vehicle2Grid and Vehicle2Home projects to improve energy efficiency and grid reliability

3. Opportunities and challenges to boost renewable energy research, technology development and new zero emissions industries in the ACT

Opportunities

With established renewables enterprises and a well-educated population, the ACT's innovation ecosystem is well placed to capitalise on the significant expansion of the renewables sector that is now underway in Australia and the wider region. The ACT is home to tertiary institutions with world-class research capabilities and experience in clean energy technology, economics and policy. Additionally, our CIT Renewable Energy Skills Training Centre provides an excellent platform from which to skill the growing renewables trades sector.

Challenges

Renewable Energy Sector Skills and Trades Training

As the ACT's renewable energy sector continues to grow, so will the need for skilled and qualified workers to meet industry needs. This will require the ACT Government and academic institutions to understand the needs and priorities of energy businesses and the knowledge gaps to be addressed.

A lack of appropriate and contemporary education and training opportunities could stifle economic development and miss opportunities to attract talented people to the ACT energy industry.

Through partnerships with tertiary and vocational institutions such as the Canberra Institute of Technology's Renewable Skills Centre of Excellence and the Australian National University's (ANU) Climate Change, Energy and Disaster Resilience Institute, the ACT Government will periodically assess industry needs and support development of opportunities that are up to date and relevant.

This will include training related to ZEVs and hydrogen; other new trade training capabilities; digital skills for a more ICT-based energy system of the future; research and development; entrepreneurship; and policy innovation skills. Creation of internship pathways and mentoring opportunities for students and young professionals in the energy sector will be examined, as will opportunities for capacity building, such as the $1.5 million funding from Global Power Generation to support the ANU's hydrogen economy research cluster.

This action will maintain the ACT's reputation as a knowledge capital for renewable energy. We will continue to attract and retain talented people and ensure that they are equipped with the knowledge and skills to be fully engaged with the energy transition.

The Renewable Energy Skills Centre of Excellence

The Renewable Energy Skills Centre of Excellence was established at the CIT in late 2015 to lead trades training and development of practical technical skills for work-ready graduates across a range of renewable industries across Australia and internationally.

CIT provides outstanding focused courses adapted over time to meet the need of the renewable energy industry. The current suite of training focuses on the training requirements of the Wind Sector, Solar/PV, and Renewable Battery skills development.

CIT has dedicated infrastructure in the ACT to ensure training is delivered to industry standards in simulated facilities. Students undertake 'real life' installations of equipment and activities to ensure they develop skills that are equal to industry best practice.

CIT is a leader in the delivery of wind industry technical skills and is only one of four providers in the Southern Hemisphere certified to deliver Global Wind Organisation (GWO) accredited training.

Skills Transferability

Funding of research co-operatives generally aims to develop practical solutions to real-world problems, and the commercialisation of innovative technologies. Projects transitioning from research and development and venture capital or angel investment through to becoming successful companies requires a broad base of support, education, mentoring and development of business skillsets. Some of these knowledge sets will be unique to renewables industries and will not complement a transient workforce with a focus on transferable skills.

4. Opportunities and challenges to establish the ACT as a national hub for renewable energy technologies and industries including zero emissions vehicles

Opportunities

In early 2019, the Australian Energy Market Commission (AEMC), Australia's independent energy market rule maker, recommended introducing 'regulatory sandboxes' into the National Electricity Market (NEM). New technology develops rapidly in the energy sector and sometimes it can be difficult for existing regulations to keep up with the pace of change. The opportunity exists for the ACT Government to set the regulatory agenda that allows innovative research, technology, business models, products and services to be trialled under more relaxed regulatory requirements. To manage any risks, trials can be run at a small scale and for a limited time, with safeguards in place as needed.

The ACT Government has one of the largest fleets of electric vehicles (EVs) in Australia, which provides a testbed for industry to learn from. Budget funding was provided on 9 February 2021 for measures to support the objective of a self-sustaining ZEV sector in the ACT. A ZEV industry development policy is being developed to provide a framework that will look to maximise the benefits to the ACT. The ACT Government also has an existing network of relationships with EV manufacturers. Many of the challenges of integrating EVs into the electricity grid also provide opportunities for industry research and the development of innovative solutions.

Transition to Zero Emissions Vehicles Action Plan 2018-21

The ACT's *Transition to Zero Emissions Vehicles Action Plan 2018-21* was the first step in directing ACT Government action to support the uptake of ZEVs. Its range of actions included but was not limited to the following:

- Supporting new and innovative businesses in the ZEV sector to maximise job creation and economic development in the ACT.
- Working with local and state governments to facilitate the installation of charging stations on major routes to and from Canberra.
- Amending road rules and the Parking and Vehicle Access General Code to promote ZEV uptake.
- Ensuring all newly leased ACT Government fleet passenger vehicles are ZEVs in 2020-21, where fit for purpose.
- Trialling financial incentives to encourage the uptake of ZEVs and electric bikes.

The ACT has Australia's most generous financial incentives for the purchase and registration of ZEVs. In 2014, the ACT was also the first Australian jurisdiction to introduce a variable motor vehicle duty scheme.

ACT Government Commitments relating to ZEVs

To further incentivise the purchase of ZEVs, the ACT Government has announced free registration for new or used ZEVs (including grey imports) that are registered in the ACT between 24 May 2021 and 30 June 2024 for the first two years of registration.

In addition to free registration, the Government has committed to providing households with interest free loans of up to $15,000 to assist with the upfront cost of investing in ZEVs and home ZEV charging infrastructure. The details of the loans, including the eligibility criteria for items and the registration of providers, are currently being developed.

The ACT Government has made further commitments relating to ZEVs in the PAGA. This includes but is not limited to:

- Engaging with the ZEV industry and adopting a sales target for new ZEVs..
- Providing financial incentives for the purchase of new and used ZEVs.
- Constructing 50 publicly accessible EV charging stations.
- Establishing a fleet advisory service to support Canberra businesses and community organisations transitioning their fleets to ZEVs.

Through such commitments, the ACT is demonstrating to the ZEV industry that it is ready and willing to support business innovation to overcome barriers to ZEV uptake and support the development of a self-sustaining ZEV sector.

Challenges

Competition for Resources

Other jurisdictions are aggressively exploring and developing their own renewable energy generation projects and will vie for resources (people, companies) for their own industries. Being larger jurisdictions with greater budgets, the relocation of companies, skilled resources and projects is a significant risk the ACT will have to manage. This is especially important with universities being under greater financial stress due to the COVID-19 pandemic. Equal challenges exist when trying to attract companies to set-up in or relocate to the ACT.

5. Opportunities and challenges to innovatively finance and/or manage renewable energy in the ACT

Renewable Electricity Reverse Auctions - Developing Local Enterprise

The foundation of the ACT Government's success to date in renewable energy innovation is our unique and innovative renewable electricity reverse auctions.

Under a reverse auction, companies compete to offer renewable energy at the lowest cost (but biggest benefit) to Canberra, rather than the usual auction process where the highest price is considered. Auction bids are evaluated on their overall value for money by considering the feed-in tariff (FiT) price, risk, community engagement and local investment benefits.

Under the ACT's renewable electricity reverse auctions, generation can be anywhere in the NEM (covering Tasmania, Victoria, South Australia, New South Wales and Queensland, as well as the ACT), provided the projects demonstrate exceptional economic development benefits to ACT renewable energy industries.

As of April 2021, three solar farms are located in the ACT: Mugga Lane Solar Farm, Williamsdale Solar Farm and Royalla Solar Farm. Additional supply is sourced from South Australia, NSW and Victoria.

In total, over 800MW of renewable energy has been contracted for. The latest reverse auction was held in 2019 and resulted in agreement for an additional 200MW of wind power from the Goyder South Stage 1 Wind Farm in South Australia and the Berrybank 2 Wind Farm in Victoria.

Starting from the second round of renewable electricity reverse auctions in 2014, successful auction proponents make cash contributions aimed at developing and supporting the renewable energy industry in the ACT. REIDS provides a framework for how these contributions are used across four main areas:

- Direct grants supporting local national and international businesses chasing innovative opportunities in the renewables sector in the ACT.
- Ecosystem development, including providing a community space where businesses of all sizes can work and share ideas.
- Stimulate productive research partnerships to build capacity and recognition, with our world leading tertiary academic institutions.
- As the Knowledge Capital, build Canberra's standing as a home for skills development across trade and research in the renewables sector.

In addition to cash contributions to support renewables innovation through the REIF and NextGen battery program (discussed in more detail below), the agreements with the successful auction proponents required them to open offices in the ACT, bringing business, technical, and project management expertise to Canberra.

Windfarm giants Global Power Group (GPG) and Neoen have located their Australian headquarters in Canberra, while renewables developers CWP Renewables and Windlab are also headquartered in Canberra. This has led to successes well beyond expectations; for example, Neoen delivered South Australia's (Tesla) Big Battery, and CWP is developing the massive 26 GW wind and solar "Asian Renewables Hub" in WA's Pilbara region, from their ACT-based businesses. Around 2 Gigawatts (GW) of renewable energy is currently managed from Canberra's renewable energy precinct, and this is expected to grow to an estimated 8GW.

The auction deeds have allowed for proponents to make contributions to the ACT renewables industry in other direct ways. Deeds include innovative projects aimed at developing local social initiatives, ACT skills and training enhancement, research partnerships and community projects.

Local Industry Development examples from Reverse Auction Program

The ACT Government has partnered with Neoen, Hyundai and ActewAGL on a hydrogen mobility demonstration project. Launched in late March 2021, this includes hydrogen refueling infrastructure and the integration of 20 hydrogen fuel cell electric vehicles into the ACT Government fleet.

GPG is contributing to the Liquid Organic Hydrogen Storage Project. This innovative technology uses organic compounds to store hydrogen. The project is in conjunction with the ANU and Evoenergy (among others) and is looking to expand and validate the performance, safety, and scale-up potential of this new technology.

Neoen is identifying opportunities to integrate indigenous land care practices and education opportunities in their solar farms in NSW and Victoria.

The Renewable Energy Skills Centre of Excellence was established at the Canberra Institute of Technology (CIT) in late 2015 to research, develop and support skills training programs to foster careers in renewables energy technologies in the ACT. GPG, Neoen and Windlab are working with the CIT to support the Centre of Excellence in their programs.

Renewable Energy Innovation Fund (REIF)

The REIF is the vehicle which allows cash contributions from successful renewable electricity auction winners to be disbursed to the renewables industry in the ACT. The five winners from the 2014 and 2015 auctions contributed a total of $12 million to the fund.

A Business Advisory Board comprising leaders in the ACT renewables industry was established to undertake independent and objective analysis of grant proposals from ACT based organisations, awarding 14 direct grants. The two direct grants rounds delivered against the first pillar of the REIDS Framework, addressing an identified shortfall in private sector funding sources for early-stage entrepreneurs and start-up businesses. A number of highly successful projects have resulted from the funding from these REIF grants.

REIF Grants

REIF Direct Grants Round 1 – Opened: December 2016		Total Granted: $1.1m
Grant Recipient	**Project title**	**Grant Amount**
PV Lab Australia	A Potential Induced Degradation Test for Australia	$63,070
ITP Thermal	Advancing Solar Energy Storage with Ammonia	$95,000
IT Power (Australia)	Pathways to a Low-Carbon National Energy Market	$60,000
Reposit Power	Next Generation Reposit Box	$250,000
Solar and Storage Modelling	Short-Range Solar Farm Output Forecasting via Disruptive Integration of Sky Imager Technology	$287,000
Ecospectral	A Pilot Smart Green City	$110,000
BEAST Solutions	Biogas for Canberra	$235,000
REIF Direct Grants Round 2 – Opened: December 2019		Total Granted: $1.1 m
Grant Recipient	**Project Title**	**Grant Amount**
Evenergi	EVSIM Heavy Vehicle Performance Simulation Platform	$235,000
Evoenergy	Ginninderry Stage 1 Residential Battery Trial	$250,000
Flex-G	Driving Uptake of Electric Vehicles by Reducing Charging Time	$135,000
ITP Thermal	Large Scale Hydrogen Storage in Vertical Shafts	$130,000
IT Power (Australia)	Batter Storage Optimisation	$88,040
PV Lab Australia	The 'Acclab': An Accredited PV Module Test Laboratory of Australian National Significance	$219,830
Smart Blox	Solar Blox Pilot Program and Certification	$50,441

Online Platforms Optimising Renewable Technologies: Reposit Power, Solcast and Evenergi

With funding from the REIF, Reposit Power designed, prototyped, tested, iterated, verified and certified hardware technology to produce a sleek and productised "bolt on" system to domestic sustainable energy systems. The system analyses owner electricity usage patterns and weather predictions and optimises them with wholesale electricity market opportunities. The technology allows the company to manage one of the world's largest virtual power plants of aggregated smart battery storage.

Levering off funding from REIF Direct Grants, Solcast, a former resident business of the ACT Renewables Innovation Hub, secured commercial partnerships in conjunction with ARENA, to develop the most sophisticated global live and forecast solar irradiance data delivery system available. High resolution satellite imagery is used to detect and characterise cloud cover, and with industry-leading models, delivers a platform that allows grid operators to balance fluctuating solar plant output with their existing assets.

Evenergi has established itself as a leader in small electric vehicle (EV) performance and cost comparison. REIF funding will allow the company to develop software modelling electric heavy vehicle performance. Internally prototyped sensors and telemetry systems are installed on a number of heavy electric vehicles around Australia. Vehicle performance collected by the company informs mathematical models and algorithms. Project completion will see an extension module on their flagship "GridFleet" online vehicle platform.

Challenges

Ongoing Funding

While the REIF program provides some funding for projects, accessing significant ongoing funding can be challenging for renewables projects. Ideally, the networks formed within a tight knit industry will lead to collaboration on projects and accessing higher order funding from entities such as ARENA, the Clean Energy Finance Corporation and venture capital. Policy and program platforms promoting collaboration can strengthen opportunities.

6. Strategies to address limitations to collaboration and innovation between renewable energy stakeholders

The 2 Degrees Renewables Innovation Hub

The 2 Degrees Renewables Innovation Hub (Hub) was established in late 2016 with a physical presence in Moore St, close to the city CBD. The establishment of the Hub addressed the second pillar of the REIDS Framework. Providing affordable office facilities for local renewables entrepreneurs, the aim of the Hub was to provide a co-working nexus from which an organic ecosystem could develop. The Hub supported 30 businesses employing 80 people and became the go-to premises from which to hold sustainability related events, hosting over 150 events and 3000 attendees.

By mid-2019, several competing market offerings for co-working office accommodation had emerged in the Canberra market since the Hub was established in late 2016. On advice from the independent REIF Business Advisory Board, the Hub moved to an online platform in late 2019, with the Smart Energy Council (SEC) winning a competitive procurement process to manage the virtual hub. Responsibilities of the SEC include continued development of the Hub as a renewables ecosystem, growing the Hub's brand status, and developing the Hub to be a self-funded business.

The SEC has seen the opportunity through this platform to mentor export opportunities for businesses and provide almost direct connections to countries through Canberra's unique access to embassies in the ACT.

Challenges

While there are currently multiple active players in the ACT across research, start-ups and larger corporate sectors, further work is needed to build better interconnections among these players to facilitate wider collaboration. Innovation and collaboration across traditional and non-traditional realms of knowledge and practice are also required.

By building on the successes of the Hub in connecting the start-up community and other cluster players in Canberra such as SERREE and Energy Lab, there is an opportunity to continue to grow this innovation ecosystem to include the complete spectrum from knowledge through to delivery, thus encompassing academics, start-up ventures, small to mid-sized entities and large national and international firms.

7. The effectiveness of administration and funding of ACT Government policy and regulatory settings relating to renewable energy, climate action and emissions reduction

As discussed in the above sections of this submission, the ACT's renewable energy policies benefited from a significant early mover advantage from 2012 to 2015 while the national renewables industry was at a standstill due to national policy uncertainty. Accordingly, the ACT was able to attract and sustain the attention of the national renewables industry and in-bound foreign businesses.

The ACT has set world-leading emission reduction targets that are legislated under the *Climate Change and Greenhouse Gas Reduction Act 2010*. These targets were first introduced in October 2010 and were revised in 2016 to increase ambition. They were again revised in 2018 based on advice from the ACT Climate Change Council. The current target is to achieve net zero emissions by 2045. By adopting interim targets in 2025, 2030 and 2040, the ACT Government will be able to monitor progress and ensure we are on track to achieving net zero emissions.

There is significant and ongoing work on ACT Government policy and regulatory settings relating to renewable energy. Now that the *Sustainable Energy Policy 2011-2020* has finalised, there is a need for new strategic approaches to be developed to guide future development of the renewable energy ecosystem.

The implementation of key commitments in the PAGA will also set the regulatory framework and expectations for the ACT's renewable energy ecosystem, including but not limited to:

- Developing the Molonglo Commercial Centre as an all-electric commercial centre (no new connections to gas mains network, but allow transition gas arrangements such as tanks), in partnership with expert stakeholders, and using lessons from this project to assist the phase out of fossil-fuel gas in the ACT, and demonstrate national best practice.
- Legislating to prevent new gas mains network connections to future stages of greenfield residential development in the ACT in 2021-22. Future stages of Jacka and Whitlam will be all-electric.
- By 2021, implementing the ACT ICRC recommendations to make it simpler for ACT consumers to get better energy deals by requiring electricity retailers to provide customers with a reference bill for a typical consumer, and notifying customers if they have a plan that could reduce a customer's bills.

Through the 2020-21 budget, the ACT Government will invest $307 million over five years to take the next steps to transition the ACT to net zero emissions. The delivery of these initiatives will provide further opportunities to support renewable energy innovation in the ACT.

- $150 million fund for the Sustainable Household Scheme to offer zero-interest loans of up to $15,000 to help households with the upfront costs of investing in rooftop solar panels, household battery storage, ZEVs and ZEV charging infrastructure, and efficient electric appliances.
- $100 million over five years, including the 2020-21 financial year, to deliver a Big Canberra Battery of at least 250MW of new 'large-scale' battery storage distributed across the ACT.
- Waive registration fees on new ZEVs for the first two years of registration from May 2021 to encourage more Canberrans to purchase electric vehicles.
- $5 million Building Energy Efficiency Upgrade Fund to support community clubs to undertake energy efficiency upgrades through initiative like water and ventilation audits, partial grants for certain energy and water efficiency upgrades and no-interest loans for certain upgrades such as rooftop solar.
- $50 million Vulnerable Household Energy Support Initiative to improve building efficiency and sustainability for social and public housing, low income owner occupiers and low performing rental properties.
- Initial funding of $855,000 to support phasing out fossil fuel gas through continuing work on the ACT's sustainable energy policy actions and developing legislation to prevent new gas mains network connections to future stages of greenfield residential development in the ACT.
- Invest $915,000 over two years to establish an Office of the Coordinator General for Climate Action to coordinate government efforts and oversee major projects to keep our Climate Action commitments on track.

8. Opportunities and challenges in battery storage including neighbourhood-scale batteries and vehicle-to-grid technologies

The ACT has excellent knowledge to leverage for future battery storage developments, with two battery large scale installations from the Renewables Auction 5, a proposed battery for the Ginninderry suburban development and the ACT Government's commitment for to provide a further 250MW of battery storage. Additionally, the NextGen Energy Storage Program (discussed further below) is capturing significant battery operational data, providing the opportunity for detailed optimisation modelling.

Large neighbourhood scale batteries (NSB) also provide new opportunities for market participants such as industry investors, retailers and technology operators. They increase community confidence in delivering innovative trials and provide communities with limited storage options (tenants and multi-unit developments for instance) with access to 'virtual' storage. NSBs improve grid reliability and encourage ongoing research to inform policy and regulatory reforms.

NextGen Energy Storage Program

Funds contributed by successful bidders from renewable electricity reverse auction 4 in 2016 allowed the ACT Government to develop its NextGen Energy Storage program. $25 million of funding was contributed primarily against the industry development assessment criterion by two winning bids. The $25 million program is supporting the roll out of up to 36MW of smart battery

storage, allowing businesses and households to access emerging battery storage technologies and capture excess rooftop solar production.

Aimed at supporting up to 5,000 systems in ACT homes and businesses via Clean Energy Council (CEC) accredited, and ACT Government vetted, solar and battery installers, around 1630 systems have been installed under the program to date. Over 700 of these smart systems have combined to enable one of the world's first and largest 'virtual power plants' to help manage peak electricity demand, improve grid security and potentially avoid excessive investment in electricity infrastructure.

As part of the program, real-time (5-minute interval) data is captured from each battery system installed under the scheme for a continuous period of 5 years following the installation of all the battery systems. This data is then used nationally for research, regulatory planning and industry development purposes. The data is located at https://www.energydata.act.gov.au/.

Realising Electric Vehicle-to-Grid Services

The ACT is hosting the Realising Electric Vehicle-to-Grid Services (REVS) project, one of the largest electric vehicle (EV) vehicle-to-grid (V2G) trials in the world.

The REVS project includes the deployment of 51 Nissan LEAF EVs across the ACT to test V2G services. The EVs form part of the ACT Government fleet and when plugged in provide Frequency Control Ancillary Services (FCAS) to the National Electricity Market (NEM).

In the PAGA, the ACT Government has committed to research and pilot further V2G and Vehicle2Home projects to improve energy efficiency and grid reliability.

Big Canberra Battery

The Big Canberra Battery will provide 250 MW of power to the ACT with the aim to reduce pressure on the grid, reduce electricity prices in the ACT as more households move to renewable energy and EVs, and generate new revenue opportunities for the ACT.

A market sounding commenced in April 2021 for industry to contribute ideas and innovative solutions for how the Big Canberra Battery could be built in the ACT.

The market sounding process is a pre-procurement process to inform the design and development of a preferred procurement process that delivers a value for money outcome for the Territory.

The procurement may deliver several batteries with a variety of capacities through one or many organisations. This may include a small number of large-scale batteries (50 MW+), as well as a larger number of smaller, 'precinct-scale' batteries. Batteries could be connected to the ACT's transmission or distribution network, located at government sites such as bus depots or co-located with large-scale renewable generation in the ACT.

The Australian National University (ANU) Battery Storage and Grid Integration Program (BSGIP)

Recognising the future role and importance of energy storage in an energy system dominated by variable renewable electricity generation sources, the ACT Government worked with the ANU to establish a nation-leading research group based in Canberra. This objective was well-aligned with the ACT's comparative advantage in research and education, and the ACT Government's established leadership position on renewable energy.

BSGIP was established in 2018 through a grant of funding from the REIF and the ANU, with the REIF's contribution comprising $5 million out of a total of $8 million. Dr Lachlan Blackhall was appointed as the inaugural Director of the program and ANU entrepreneurial fellow, reflecting Dr Blackhall's experience as former Chief Technology Officer and co-founder of Reposit Power.

BSGIP is now comprised of 34 researchers, staff and post-degree level students and has rapidly established itself as a nationally and internationally recognised centre of excellence in battery storage research and grid integration, having developed project partnerships with every electricity distribution network operator in Australia and leveraged its foundation funding several times over.

BSGIP was established to deliver against four objectives - leadership, research, commercialisation, and outreach/engagement.

BGSIP Highlights

BGSIP is currently pursuing several large projects which include:

- Battery chemistry lab: The research focuses on benchmarking of battery materials against established industry standards, assisting in the development of the battery materials industry in Australia.
- Realising Electric Vehicle-to-Grid Services (REVS): The project focuses on understanding the vehicle-to-grid (V2G) services from economic, technical, and social implications, identifying opportunities and challenges to support the scaling of the V2G services.
- Community scale storage: Community and suburb scale batteries are an emerging class that complements household and utility-scale batteries. BSGIP performed an analysis of community scale storage from a technical, regulatory, economic, and social perspective to identify a range of ownership and operation models.
- Evolve: Australia's electricity system faces major challenges to integrate intermittent 'distributed energy resources' (such as household solar and batteries) in the electricity network. The project aims to develop smart software for the orchestration of 21st century electricity systems while maintaining reliability of the network.
- VOICES: The project focuses on social research into customer's experience with technologies such as solar, batteries and electric vehicles (EV's) to ensure consumer protection frameworks remain fit-for-purpose.

Challenges

National Regulation

National markets and regulations are yet to catch up with battery technology - network tariffs can only be updated every five years and many of the services batteries provide cannot currently be monetised. Competition from other governments (NSW's Renewable Energy Zones, for example) is expected to compete with ACT batteries for share of national market revenues. Large neighbourhood scale batteries have only been installed in limited numbers, leading to many challenges for the ACT: higher capital costs, revenue uncertainties (including battery focused tariff trials) and appropriate siting within grid systems requiring complex stakeholder liaison to meet community expectations.

9. Conclusion

The ACT Government is committed to retaining its status as an internationally recognised centre for renewables research and innovation. Significant progress has been made to date, and there are both opportunities and challenges to further promoting renewables innovation in the ACT.

The ACT Government welcomes the Inquiry and looks forward to the Inquiry's views on how the ACT's current renewables leadership status can not only be maintained, but enhanced.

ACT Government

CMTEDD
Chief Minister, Treasury and Economic Directorate

April 2021

Andrew Barr MLA
Chief Minister
Treasurer
Minister for Climate Action
Minister for Economic Development
Minister for Tourism

Member for Kurrajong

Dr Marisa Paterson MLA
Chair
Standing Committee on Environment,
Climate Change and Biodiversity
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Our ref: CMTEDD2021/1861

Dear Dr ~~Paterson~~ Marisa MLA

Thank you for the opportunity for the ACT Government to make a submission to the Standing Committee on Environment, Climate Change and Biodiversity's Inquiry into Renewable Energy Innovation in the ACT (Inquiry).

Canberra is an internationally recognised centre for renewables research and innovation and continues to deliver world-leading renewable energy policies and programs. The ACT Government has achieved and will maintain our commitment to 100% renewable electricity in 2020 and beyond. We are also recognised for our world-leading emissions reduction targets, and have already achieved our legislated greenhouse gas emissions reduction target of 40% below 1990 levels by 2020, driven largely by our investment in renewable electricity.

Nevertheless, there are challenges to promoting renewable energy innovation in the ACT, including competition from other jurisdictions with larger budgets to attract renewable energy companies, ensuring consistent and ongoing funding for renewable energy projects, promoting collaboration between entities across the renewable energy ecosystem, and slow progress in the national regulatory environment.

In the 10th Legislative Assembly, the ACT Government will continue to take action to phase out fossil fuel gas by 2045 at the latest, support energy grid stability and support vulnerable households. We will also act to significantly expand the number of zero emissions vehicles in the ACT. Implementing these commitments will have implications for the ACT's ongoing transition to renewable energy, and present new opportunities for renewable energy innovation.

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The ACT Government welcomes the Inquiry as an important opportunity to further explore these issues.

Yours sincerely

Andrew Barr MLA
Chief Minister

Shane Rattenbury MLA
Minister for Water, Energy and
Emissions Reduction

LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

STANDING COMMITTEE ON ENVIRONMENT, CLIMATE CHANGE AND BIODIVERSITY
Dr Marisa Paterson MLA (Chair), Mr Andrew Braddock MLA (Deputy Chair),
Ms Leanne Castley MLA

Terms of Reference

Inquiry into Renewable Energy Innovation in the ACT

The Standing Committee on Environment, Climate Change and Biodiversity will inquire into and report on matters relating to renewable energy innovation in the Australian Capital Territory, with particular reference to:

a) opportunities and challenges to boost renewable energy research, technology development and new zero emissions industries in the ACT;

b) opportunities and challenges to establish the ACT as a national hub for renewable energy technologies and industries including zero emissions vehicles;

c) opportunities and challenges to innovatively finance and/or manage renewable energy in the ACT;

d) strategies to address limitations to collaboration and innovation between renewable energy stakeholders;

e) the effectiveness of administration and funding of Australian Capital Territory Government policy and regulatory settings relating to renewable energy, climate action and emissions reduction;

f) opportunities and challenges in battery storage including neighbourhood-scale batteries and vehicle-to-grid technologies; and

g) any other relevant matters.