

Tackling Energy Hardship

An Industry Perspective



Miranda Struthers, Accessible Energy Advocate



Consumer Care Working Group

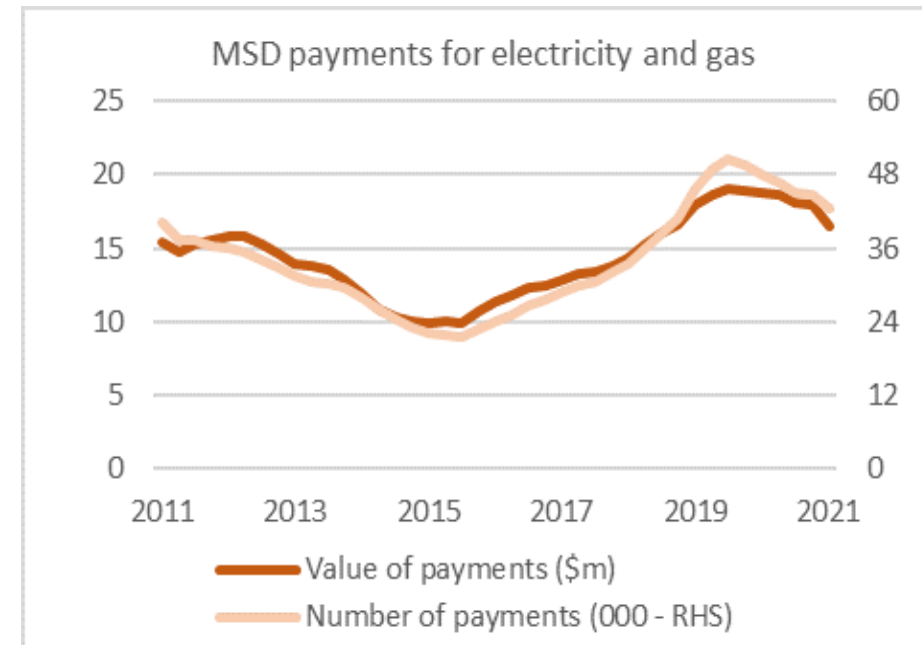
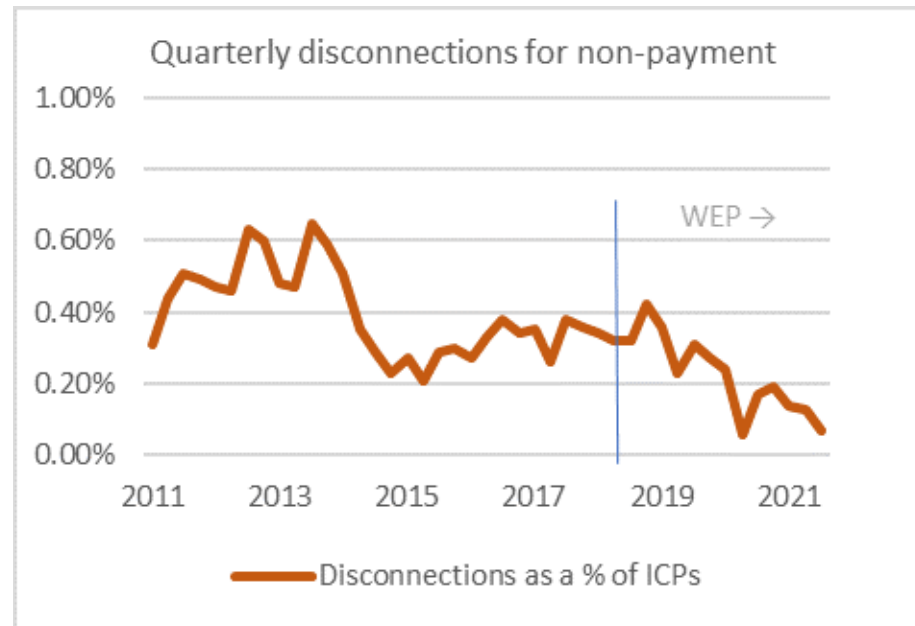


Representatives from electricity retailers, FinCap, Electricity Authority, MBIE, MSD, MoH

VISION STATEMENT

Keeping the power on: Retailers are supportive of domestic consumers' electricity (and gas) needs and deliver value by:

- i) Helping them stay connected and on top of their energy bills and debt**
- ii) Reducing risk from loss of electricity or gas supply (disconnections and outages)**



A free energy coaching service for whānau at risk of energy hardship

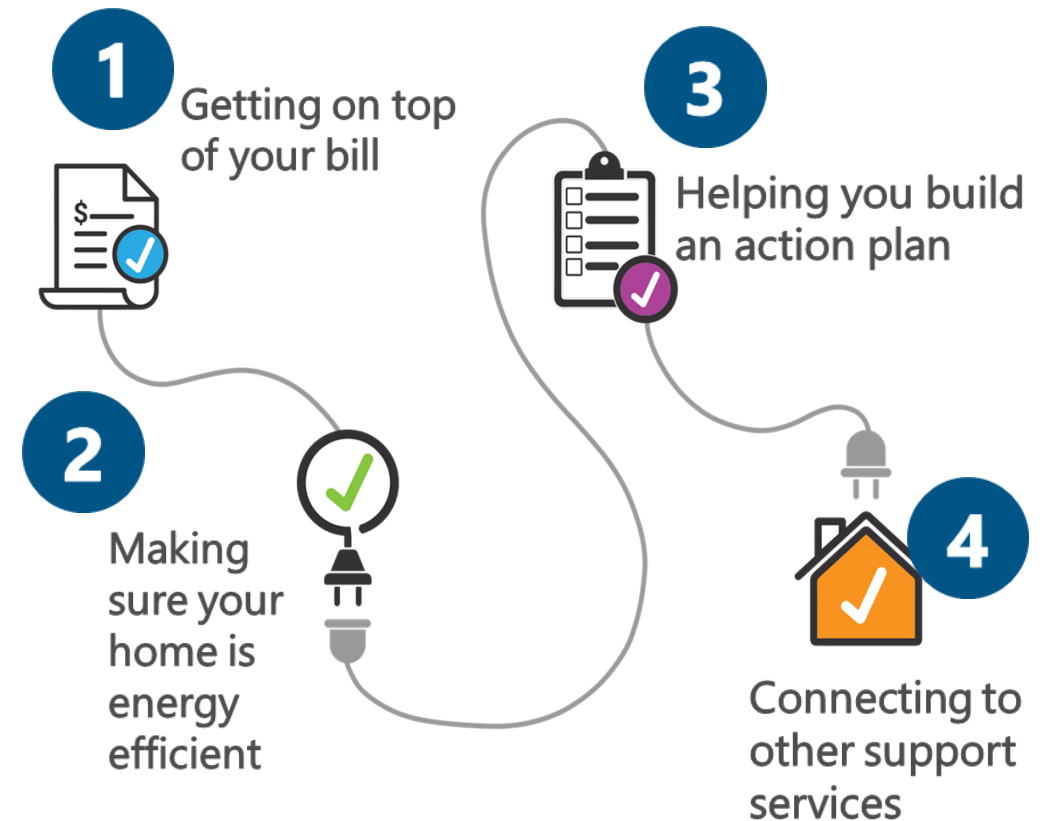
Over 1,500 whanau supported in 13 locations

From the independent evaluation (Sep 2021):

90% agree they have better understanding of energy use and efficiency

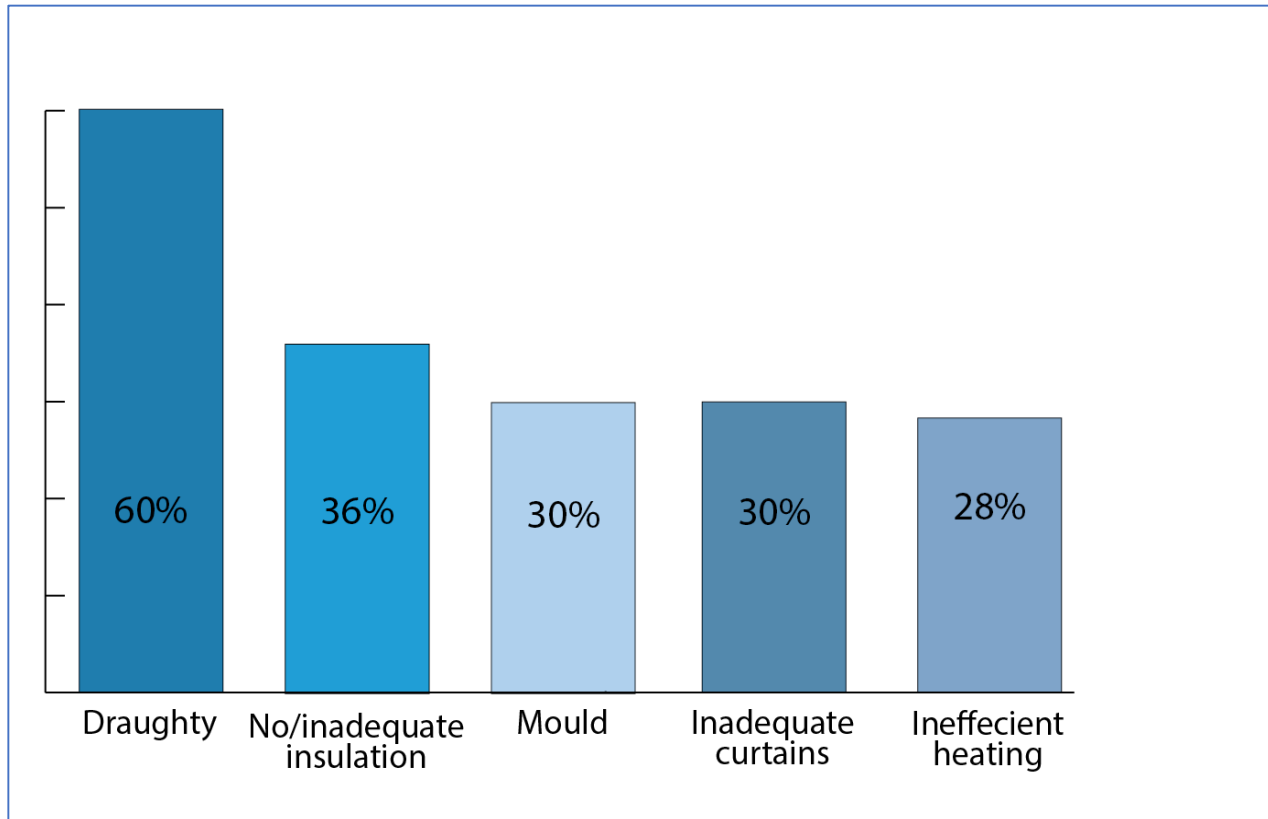
60% connected with further support services (budgeting, curtain banks, insulation providers)

85% completed recommended energy efficiency actions



Energy Hardship Drivers

Housing issues experienced by EnergyMate whānau



The neighbours can't see what's in your fridge but they can see when the lights go off and the power is disconnected.

It's expensive being poor, you can't afford to upgrade your appliances, your lightbulbs, you can't get online maybe, to learn about your options...

I'm only renting and you can only ask for so much being a renter...I've got to be in their good books.

Theory of Change Model



Independent evaluation by Dr Susanna Kelly– September 2021

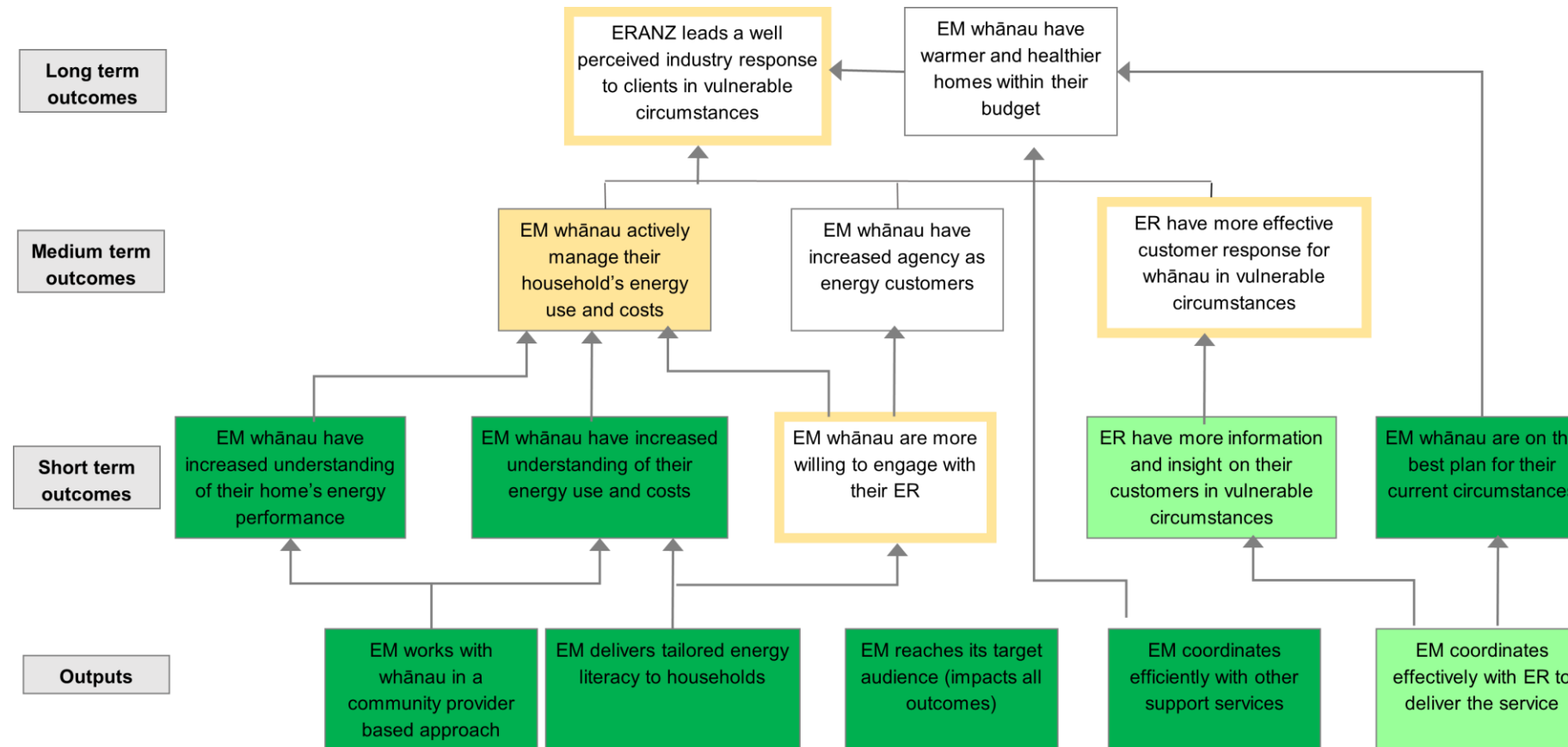


Figure 1. EnergyMate Outcomes Model showing strength of Phase 2 achievement building on Phase 1 (dark green= strongly achieved; light green= achieved; amber= steps towards achievement; amber outline= signs of progress).