

# Information session: Home Energy Rating Assessments

July 2023

*Residential Efficiency Scorecard and  
Essential Services Commission*



Residential  
Efficiency  
Scorecard  
**STAR RATING**

# Acknowledgement of Traditional Owners

I would like to begin by acknowledging the Traditional Custodians of the land I'm joining you from, the Wurundjeri Woi-Wurrung people, and pay my respects to their Elders past and present. I would like to extend that acknowledgement and respect to the Traditional Owners of the lands that we're all dialling in from today.



# Contents

1. HERA under VEU
2. How APs can be involved
3. Role of the Scorecard team
4. What is Scorecard?
5. Scorecard accreditation process and Quality Principles
6. Role of the Essential Services Commission
7. VEU code of conduct
8. HERA activity process
9. Compliance under VEU
10. VEU program fees
11. Frequently Asked Questions (FAQs)





# HERA activity under VEU



## What is happening?

- Victorian Energy Upgrades (VEU) has introduced a new activity called Home Energy Rating Assessment (HERA) to the program
- Currently, the Residential Efficiency Scorecard is the only tool able to deliver assessments.
- This activity officially commenced on 31 May 2023.



# How can Accredited Providers be involved?

## 1. Work with an accredited Scorecard Assessor:

- Accredited Providers (APs) can apply through the ESC to be approved to generate VEECs under the HERA activity.
- They then partner with accredited Scorecard Assessors who deliver the assessments.

OR

## 2. APs become an accredited Scorecard Assessor:

- Complete the Scorecard accreditation process.

OR

## 3. APs employ accredited Scorecard Assessors.



# The role of the national Scorecard team



The Scorecard team is responsible for:

- administration of the Scorecard program on behalf of all states, territories and Commonwealth governments
- Scorecard Assessor accreditation
- Scorecard Assessor training
- ongoing assessor technical helpdesk
- quality assurance, including auditing
- communications, marketing and engagement
- liaison with other programs.







What is the national Residential Efficiency Scorecard program?

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# The Residential Efficiency Scorecard is:

- a tool to rate the energy efficiency of Australian homes
- shows where the energy is being used in the home
- makes recommendations to reduce energy use
- rates how well the home will perform on very hot and cold days, and suggests how to improve performance
- is delivered by expert, accredited Scorecard Assessors who provide independent, targeted advice
- available across Australia
- funded by all states, territories and the Commonwealth and delivered on their behalf by the Victorian Government.





# The 6 Scorecard Quality Principles

- **All Scorecard assessors must follow the Scorecard Quality Principles in all elements of their work.**
- **Assessors are subject to ongoing audits, where their work is measured against these Principles.**
- **Applications to become an assessor are measured against Principles 1-4.**

**1. Excellent customer experience.** Assessors must demonstrate strong customer relationship and engagement approach and skills, delivering a positive experience for the consumer.

**2. Robust assessment approach.** Assessors must have a strong ability to identify home energy efficiency features in the field and accurate data entry skills, to ensure assessments accurately reflect home performance.

**3. Consumer-focused energy efficiency upgrades advice.** Assessors must have the skills to assess and present appropriate upgrades options, considering the needs of the household.

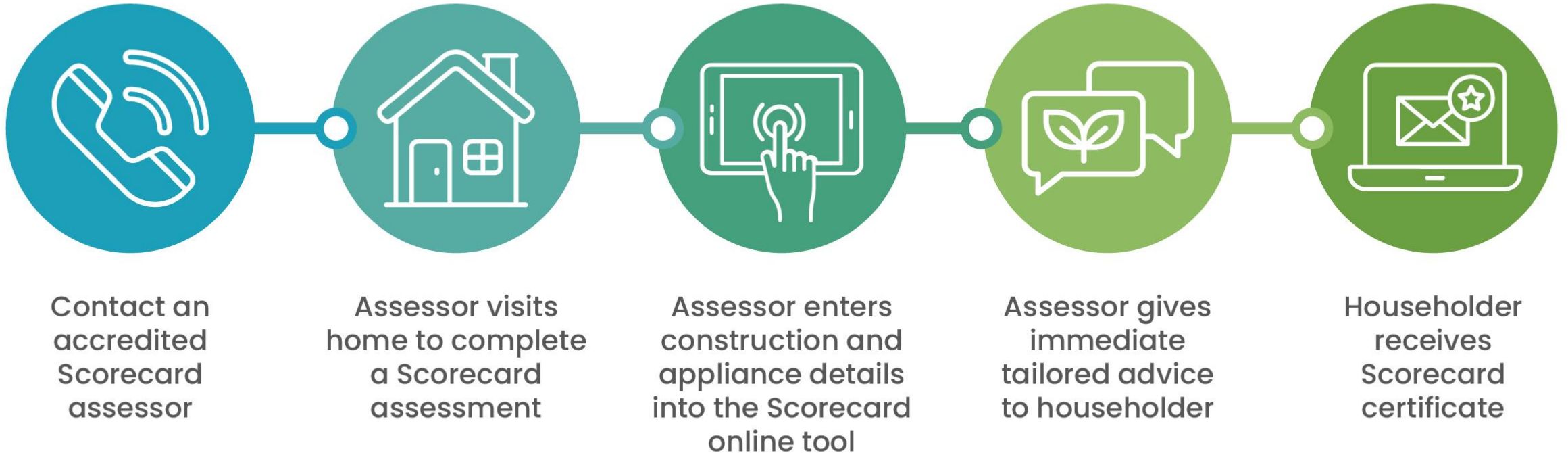
**4. Knowledge of safety and well-being.** Assessors must have the skills to protect themselves and others while working.

**5. Robust administrative process.** Assessors are given Scorecard training and other support services, and must comply with administrative requirements, including audits.

**6. Consultation and continuous improvement.** Assessors are invited to provide feedback to continuously improve the scheme.



# How does a Scorecard assessment work?



Discover how Scorecard can help: [www.homescorecard.gov.au](http://www.homescorecard.gov.au)

# A Scorecard assessment looks at a home's...

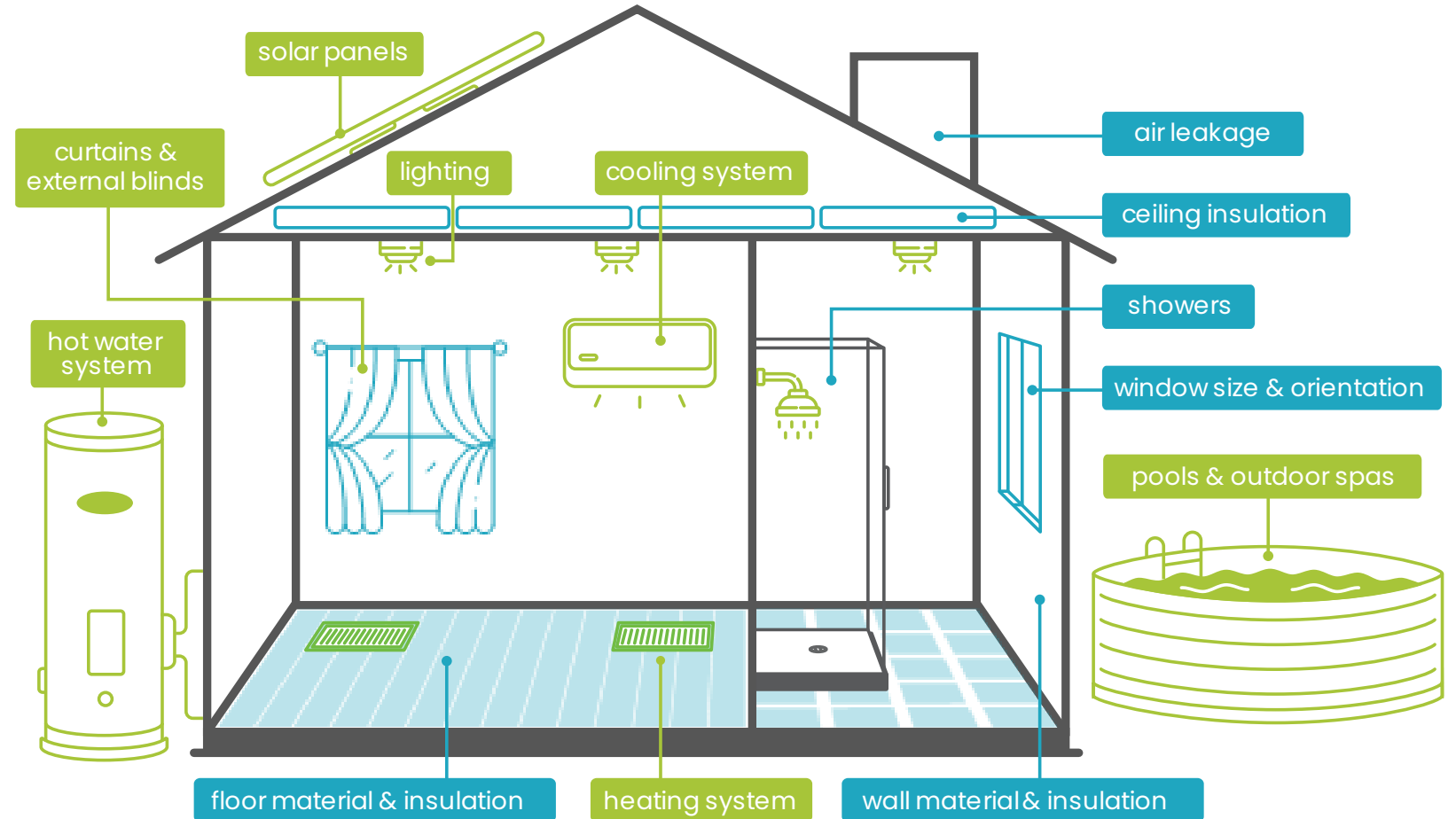
## Building shell:

- wall, floor and ceiling materials
- insulation
- windows and eaves
- gaps and cracks

## Fixed features:

- heating and cooling systems
- hot water systems
- lighting
- curtains and external blinds
- solar panels
- pools and outdoor spas

Non-fixed appliances like fridges and washing machines are not included.





# Our Certificate

## Residential Efficiency Scorecard

Address: Smith St, Albury, NSW, 2640  
 Assessment Date: 20/01/2023

House Area: 170m<sup>2</sup>  
 Heated Area: 105m<sup>2</sup>  
 Assessment Number: ARN974957  
 Assessor ID: RES2300417  
 Assessor Name: Sam Assessor  
 Cooled Area: 170m<sup>2</sup>

**Residential Efficiency Scorecard STAR RATING**

Your Home's Scorecard Rating: **Average** (3 stars)

A higher rating home has lower energy bills.

### Hot weather comfort rating

This rating indicates how easy it is to keep your home cool in hot weather - without using cooling. A higher rating means your home will stay cool.

Improvement Options:  
 Consider:  
 + Upgrading the insulation in your ceilings and walls.  
 + Installing windows with glass that has a low solar heat gain coefficient and a low U-value, such as single pane LOW-E.  
 + Changing your roof to a light colour.

### Cold weather comfort rating

This rating indicates how easy it is to keep your home warm in cold weather - without using heating. A higher rating means your home will stay warm.

Improvement Options:  
 Consider:  
 + Upgrading the insulation in your ceilings and walls.  
 + Installing double glazing windows.  
 + Installing weather-sealed windows.

### Energy production in your home

Solar PV generation:  
 0% of your home's fixed appliance energy cost is met from renewable energy.

Your home's star rating (3) vs Your home's star rating with improvements (4)

## Your appliances

### Appliance efficiency

The more bars your appliance has, the closer it is to the best possible appliance you can get.

Appliance	Contribution to your energy cost	Improvement options
Heating Natural gas space (flued)	24%	Consider: + Upgrading your space heater(s) to high efficiency gas or reverse cycle systems.
Cooling Ducted evaporative cooler	23%	+ No improvements needed
Lighting	13%	Consider: + Replacing any halogen downlights with LED
Hot Water Natural gas - storage	40%	Consider: + Upgrading your hot water system to a high efficiency gas, electric heat pump or solar system. + Replacing shower heads with 3 Star WELS rated heads.
Spas & Pools None	0%	

Notes:  
 + If your home has more than two systems (for heating, cooling or hot water), the two that have the most impact on the star rating are shown.  
 + The cost and feasibility of household upgrades is variable and should be discussed with your providers.  
 \* E = 36680MJ, G = 3602kg CO<sub>2</sub>e, NSE = 36680MJ, NSG = 3602kg CO<sub>2</sub>e

### Other valuable features of this house

This home has the features below which improve energy efficiency or comfort, but don't affect the Scorecard star rating.

The results presented within this certificate indicate the energy performance of your home. DELWP accepts no responsibility for mistakes, inaccuracies or misdescriptions in the information otherwise.

The Nationwide House Energy Rating Scheme (NATHERS) provides a standardised method of measuring the energy efficiency of Australian homes. Homes that have met the requirements for endorsement.

### Other ways to reduce your energy costs

There are changes you can make right now that will reduce your energy costs.

- Close your curtains during hot summer days
- Set your thermostat to 21 degrees in winter and 23 degrees in summer.

To find out more about Scorecard, visit [www.homescorecard.gov.au](http://www.homescorecard.gov.au), call 136 186 or email [scorecard@delwp.vic.gov.au](mailto:scorecard@delwp.vic.gov.au)



# Who does Scorecard help?

- **Those with high energy bills** caused by the home's construction or fixed appliances, Scorecard shows where savings can be made.
- **Those planning a renovation**, Scorecard can ensure the renovation will increase the home's energy efficiency.
- **Those who are selling or renting an energy-efficient home**, Scorecard clearly explains the home's features and benefits to buyers and tenants.
- **Those who are buying or renting a home**, a Scorecard assessment will provide an idea of the home's future energy costs.





# Why get a Scorecard assessment?



Discover how Scorecard can help: [www.homescorecard.gov.au](http://www.homescorecard.gov.au)



# Why choose an accredited Scorecard assessor



Discover how Scorecard can help: [www.homescorecard.gov.au](http://www.homescorecard.gov.au)



## What does a Scorecard assessor do?

- Scorecard Assessors are home energy efficiency experts who assess the comfort and energy costs of a home.
- They provide targeted improvement recommendations.
- Assessors might work directly with the householder, rental provider or with a builder, architect or real estate agent.
- Assessors can be self-employed or work for a larger company, within or outside the Victorian Energy Upgrades program.

# Benefits to being a Scorecard Assessor

- All Scorecard assessors can work across Australia, as it is a national accreditation.
- Choose your work hours, and be as flexible as you need.
- Support is available including: mentoring opportunities, ongoing access to our assessor helpdesk, marketing materials, and more.
- There is currently no cost for the Scorecard software training or exams (although this may change in the future).
- Home energy assessments is a growth industry.
- You can be sure your work is making a positive impact on people's lives, and the planet.







# How to become an accredited Scorecard Assessor

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# The Scorecard accreditation process

The Scorecard accreditation process is for people who already:

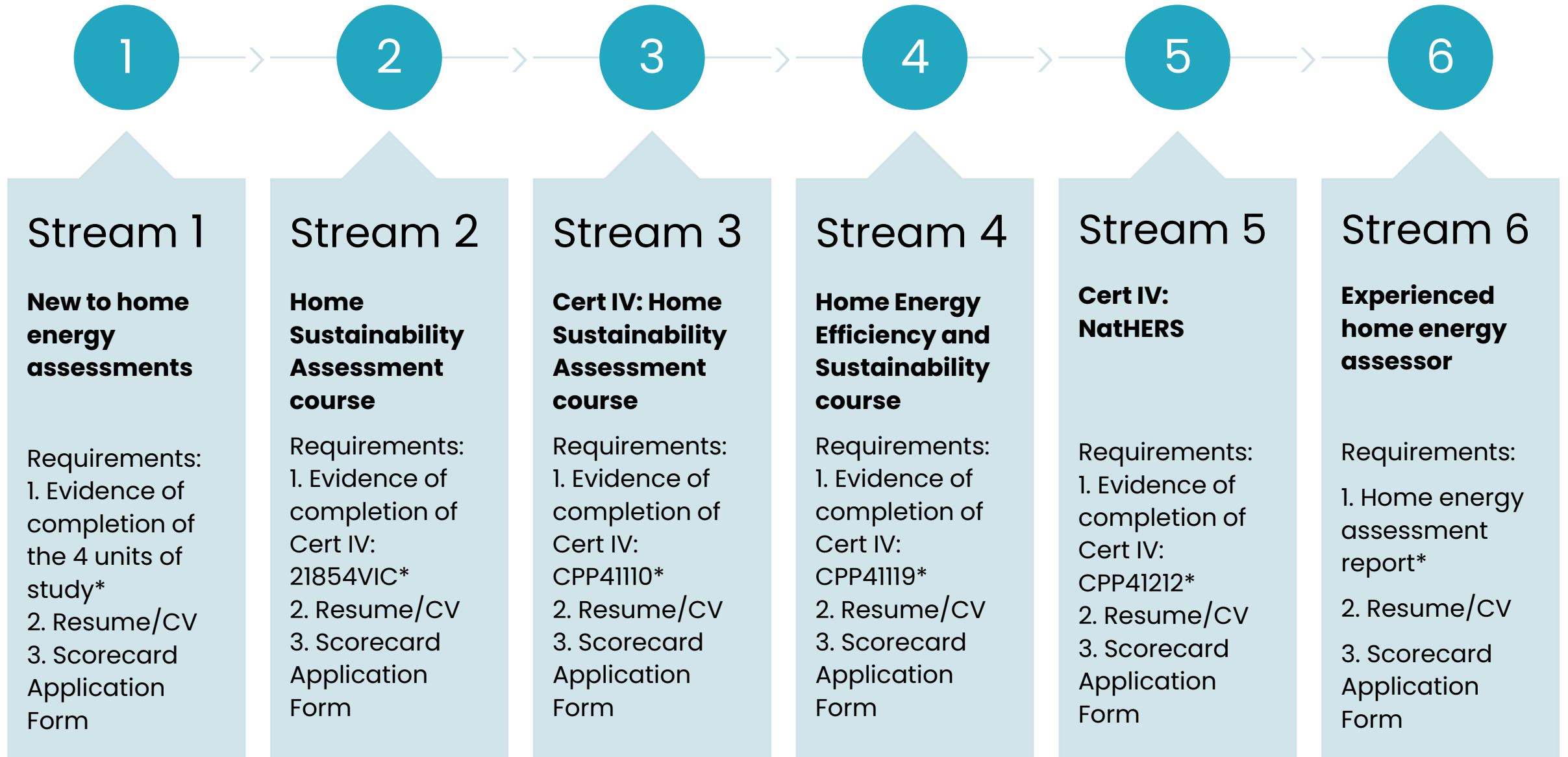
- have specific qualifications,
- or can demonstrate extensive experience in home energy assessments and advice.

There are the 6 Streams to enter the accreditation process, with the specific prerequisites detailed under each Stream.

The purpose of these Streams is to ensure that applicants have the required knowledge to complete the Scorecard tool training and examination process successfully.



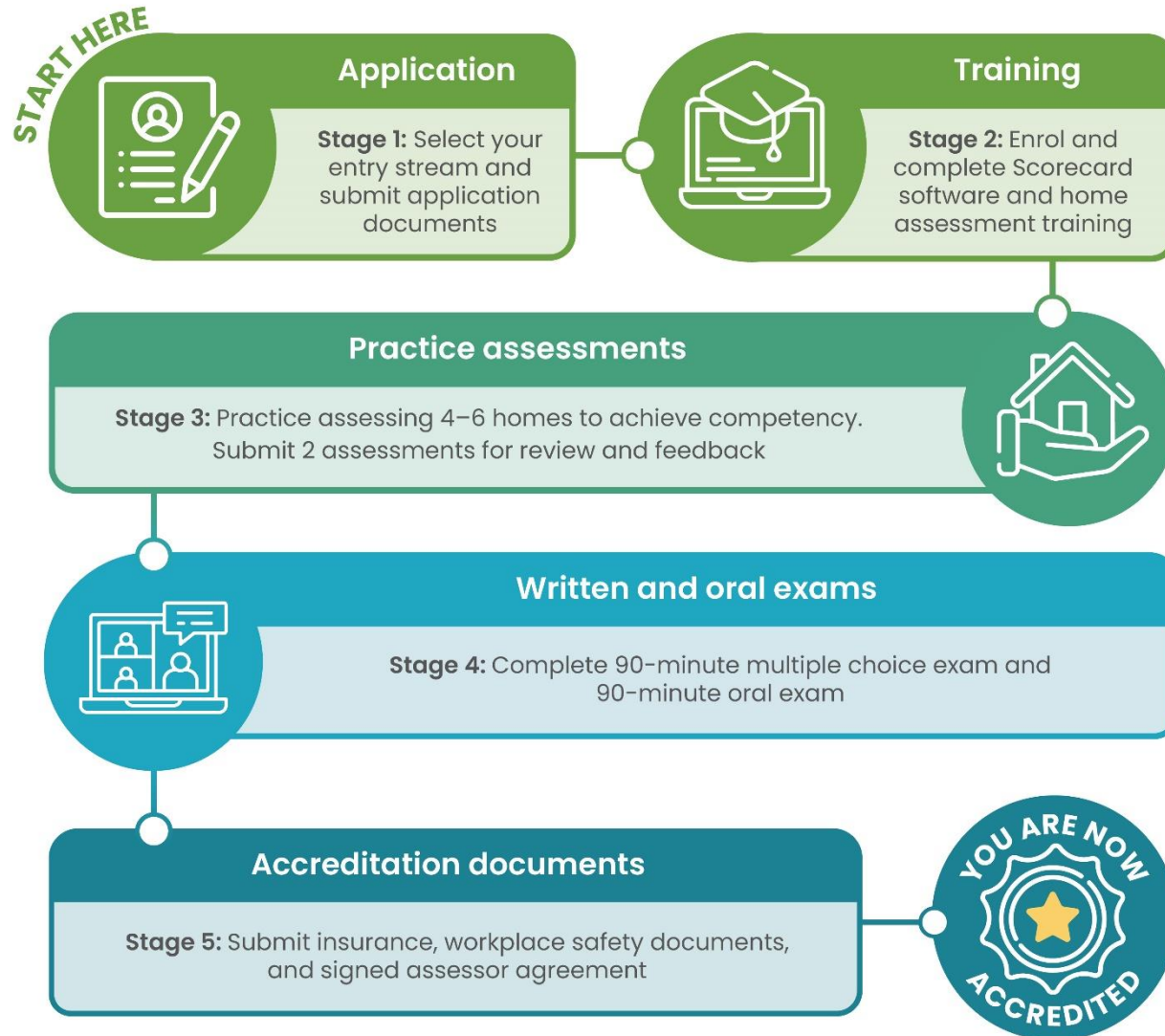
# The 6 entry streams



*\*Further details can be found on our website*



# How to become a Scorecard Assessor



Discover how Scorecard can help: [www.homescorecard.gov.au](http://www.homescorecard.gov.au)



## Costs to become a Scorecard assessor

- If needing to complete RTO qualifications, there are costs for this training, paid directly to the RTO.
- Scorecard application, tool training, accreditation:
  - No cost at this stage.
- Public liability and indemnity insurances are required to complete Stage 5 of the Scorecard accreditation process. This is paid to the insurer.
  - If the assessor is covered by a business or organisation's insurance policy, a letter from the insurer must be submitted naming the individual as covered under the policy and the activity: home energy assessments.
  - These insurances must stay active for a period of 6 years after the end of your Assessor Agreement.



# Expected behaviour of Scorecard Assessors



- 6 Scorecard Quality Principles
- Assessor Agreement
- Code of Conduct (Scorecard and VEU)
- Data entry and evidence rules





# Scorecard Code of Conduct

**Assessors must comply with this Code of Conduct.**

The Assessor shall:

- **not assist or allow any third party including an Intermediary to access or use the Scorecard Tool;**
- **not disclose the log-in details of the Assessor for the Scorecard Tool to any other person;**
- exercise due skill, care and diligence in the performance of their duties;
- perform all work in a competent manner and to a professional standard;
- comply with Assessor and Software Manuals and technical advice of the Department;
- work in a safe manner and comply with all applicable Occupational Health and Safety requirements;
- not engage in any rude, offensive or discriminatory behaviour;
- **not recommend a product if the Assessor knows or ought reasonably to know that the product is unsuitable for the customer.**



# Auditing of Scorecard Assessors

The Scorecard team utilises a range of Quality Assurance approaches, including but not limited to:

- bulk data audits,
- quarterly audits of assessors,
- customer surveys, and
- complaints process.





# HERA activity under VEU

- The assessment must be conducted by an accredited Scorecard Assessor under the Residential Efficiency Scorecard program.
- The assessment must be undertaken in compliance with requirements under both the Scorecard program and the VEU program (including both programs' Codes of Conduct)
- Number of VEECs varies depending on where the home is located.

Current VEEC creation per assessment			
From 31 May 2023 to 31 Jan 2024		From 1 Feb 2024	
Metro Vic	Regional Vic	Metro Vic	Regional Vic
2	3	2	2







- The Essential Services Commission regulates the program participants and administers the program in accordance with the program's Act, regulations, specifications and guidelines.
- The ESC's responsibilities include:
  - accrediting persons to be eligible to create VEECs under the program
  - assessing and validating creation of VEECs for registration
  - monitoring compliance with the program rules, including the Code of Conduct.
- Our key goal is to safeguard the integrity of the program by maintaining confidence in the energy efficiency benefits delivered to consumers, and delivering a balanced, transparent and efficient program for participants.



# Required behaviour of APs and Scorecard assessors involved in HERA:

## Code of Conduct

Every business and person involved in the delivery and promotion of upgrades to consumers under the VEU program is required to comply with the VEU code of conduct (code).

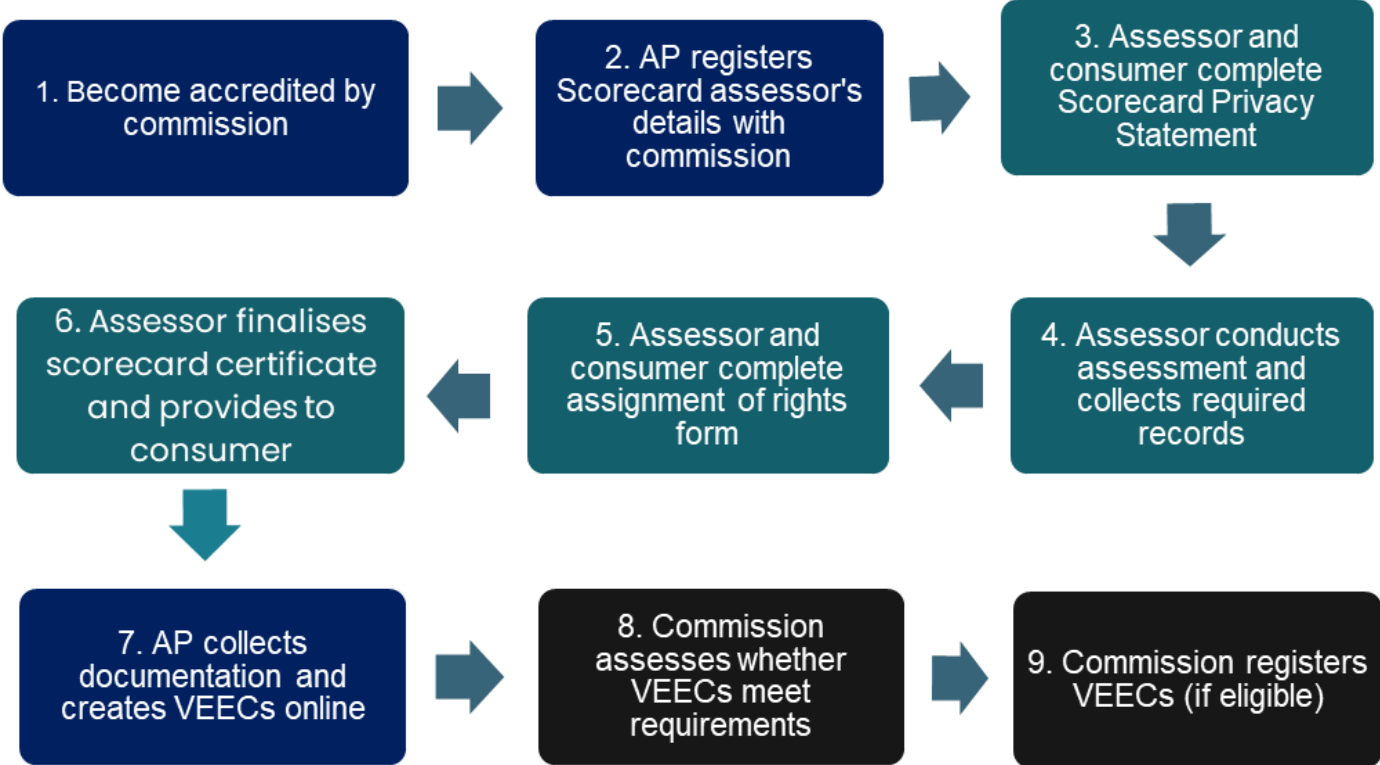
The code establishes a standard of behaviour for all parties delivering upgrades to consumers under the program. The code requires all parties to:

- act in a professional and ethical manner;
- protect consumers' interests and promote confidence in the VEU program;
- meet high standards of conduct in their dealings with consumers; and
- comply with:
  - the Victorian Energy Efficiency Target Act;
  - the Victorian Energy Efficiency Target Regulations;
  - the Victorian Energy Upgrades Specifications;
  - the code; and
  - the Australian Consumer Law (Victoria).

The VEU code is similar in nature to the Scorecard code.



# HERA activity process steps





# Compliance under VEU



- AP applicants will be need to satisfy the commission they are “fit and proper” person and “competent and capable” person as part of accreditation/variation of accreditation condition/annual re-accreditation process
- APs and scheme participants will need to comply with the VEU code of conduct
- AP will need to comply with the record-keeping requirements for the activity
- APs must have robust processes to verify activities have been undertaken in compliance with program rules (i.e. in compliance with scorecard assessors and software manuals)
- VEU team and Scorecard team will be cross-checking and sharing assessment and audit information to identify any anomalous/problematic certificate creation claims



# VEU program fees



- Current fees effective from 1 July 2023
  - \$3,000 fee to apply for accreditation (only if not already an AP)
  - Annual reaccreditation fee of \$1,000
  - \$1 for registration of each VEEC (same as pre 1 July 2023)
- Additional fees effective from 1 November 2023
  - \$13,814 fee for late lodgement of application for renewal of accreditation
  - \$2,000 fee for application to open a VEET scheme registry account
  - \$1,500 fee to apply to vary conditions of accreditation (e.g. applying to undertake a new activity)
  - \$2.33 for creation of each VEEC





# Frequently Asked Questions (FAQs)





## **1. I understand the scorecard is currently FREE as part of the Cert IV in Energy Assessment...what is the cost for just the Scorecard component and timeline to completion for both?**

The Scorecard is not included in the *Cert IV in Home Energy Efficiency and Sustainability* (course code CPP41119).

Minimum qualifications are required to be held by a person before they apply to become a Scorecard Assessor. These qualifications are delivered by Registered Training Organisations and fees are payable to those organisations.

The Scorecard training is delivered by the Scorecard team as part of the accreditation process and is currently free. Further information on entry streams and accreditation process, including pre-requisite qualifications is available here: [The Scorecard Assessor accreditation process](#).

## **2. If someone is in the process of completing CPP41119 Certificate IV in Home Energy Efficiency and Sustainability, can he or she become an assessor and what is the process?**

If the person has completed the following four units within the Cert IV course, they may apply for entry into the Scorecard program and complete the remaining units and Scorecard accreditation in parallel:

- CPPHES4005 – Assess household energy use and efficiency improvements
- CPPHES4007 – Assess thermal performance of existing residential buildings
- CPPCOM4001 – Manage own work, professional development and ethical behaviour
- CPPCOM4002 – Implement safe work practices in the property industry.

Applications are submitted through the Administration Portal and there are links to the Portal on the Scorecard website under each entry stream: [The Scorecard Assessor accreditation process](#).





### **3. With newcomers to the industry, given that some CERT IV courses are not available or have changed, what is the best way to get on board and which course should we aim for?**

You can apply through Stream 1 after completing the four units described, or you can complete *CPPHES41119 – Certificate IV in Home Energy Efficiency and Sustainability* including the unit *CPPHES4005 – Assess household energy use and efficiency improvements* and apply under Stream 4.

Completing the full Cert IV course will give you a broader education in the energy and sustainability fields and may open other professional opportunities for assessors such as NatHERS desktop assessments. However, completion of the four units is the minimum requirement for entry into the Scorecard program. A number of Registered Training Organisations are running both the four unit package and the full Cert IV course.

### **4. How often are you running the Scorecard tool training?**

Training currently runs monthly, and this can be scaled up or down depending upon demand.

### **5. If I am a Registered Green Building Practitioner with experience specialising solely in building high performance, sustainable homes for 10+ years, which stream is most suitable to apply for?**

Entry Stream 6 allows for applications to be submitted by people with a considerable amount of experience delivering assessments and high levels of skills and knowledge around energy and energy efficiency.

Applicants need to be able to demonstrate this in their application by completing the Application Form with examples of their experience and submitting a de-identified assessment report that has been provided to a customer. Further information is available here: [Scorecard entry stream 6](#).

### **6. How long does it take to complete the Scorecard accreditation?**

The shortest time an applicant has taken to complete the accreditation process is approximately 6.5 weeks. Generally, applicants take longer to move through the accreditation process as they are juggling work or family responsibilities as well.

There is a maximum time limit for applicants to become accredited of nine months once they have attended the first training webinar.



## **7. What is the allowable rates to charge when carrying out basic/average/large scorecard assessments?**

Assessors are accredited by government but do not work for government, so they are free to set their own price for assessments. Typically, full price assessments cost between \$250 to \$500 and the cost relates to the size and complexity of the dwelling as well as any other services provided by the assessor, such as blower door testing or an additional written report.

With the introduction of the HERA activity, a discount would be applied to the full price in line with the number of VEECs available per assessment.

In addition, some councils and state governments are offering discounts, rebates or free assessments as part of an upgrade or research program.

## **8. What kind of engagement is being carried out to inform the public about the need/benefit of having an assessment?**

The Scorecard Program has 3 social media channels to help get the word out as well as a quarterly newsletter and a website.

1. [Facebook](#)
2. [LinkedIn](#)
3. [YouTube](#)

As with any type of business, Assessors and APs can use their own marketing channels to help get the word out to the public. The Scorecard team has developed a range of materials and presentations that can be used to promote Scorecard assessments and their benefits.



**9. Are there any plans to add the following software into the HERA activity as some of them are owned and maintained by state and federal governments? AccuRate Sustainability. BERS Pro, FirstRate5, and Hero.**

Currently the NatHERS accredited software is designed to rate the deemed energy requirements to heat and cool a house over a year. These ratings are completed from plans and do not take into account the energy consumption of major fixed appliances in the home. They are only completed for new houses or significant renovations.

Scorecard has been designed to rate existing homes and takes into account major fixed appliances as well as the building shell. Data is collected on site by visually confirming each feature in the home. The rating takes into account the cost of each energy source to produce a cost efficiency rating.

Any other tool introduced into the HERA activity would need to provide the same type of rating as Scorecard to allow for consistent rating results and for households to be able to compare between similar homes.

**10. Will there be any limit placed on the number of Scorecard assessors accredited under the program?**

There are no limits in place at this stage. There are many projects and programs contemplating the use of Scorecard in the future, so we are planning for large scale growth across the whole of Australia whilst maintaining the high quality of services provided to householders.

**11. Can the APs collect assessment information for record keeping purposes or does all the information for the assessment have to be put in the software only?**

APs will need to keep customer records such as name, address and contact details and any other details required for the VEEC Assignment Form. A copy of the Scorecard Certificate must also be submitted with the VEEC claim.

Features of the house or potential upgrade information should only be stored in other forms by the AP if the customer has consented to their details being given to a third-party supplier (including the AP) for the purposes of offering energy efficient products or complementary services.

That consent needs to be documented and signed by the householder on both the Scorecard Privacy Statement and the VEEC Assignment Form.



## **12. Can more than one Scorecard assessment at the same property attract VEECs?**

Only one HERA can be used to claim VEECs per dwelling within a five year period unless the owner/occupant of that property has changed. If a householder has a second assessment done after completing upgrades, only one of the two assessments can attract VEECs.

## **13. Can we please get the link for the software that needs to be used for the Scorecard assessment, also the link for training software?**

Only applicants admitted into the Scorecard accreditation process are able to access the training software. Only accredited assessors are able to access the production software. Assessors are not allowed to share their login details with other parties, nor allow access to the tool of unaccredited persons.

## **14. Is it a conflict of interest to do weather sealing while doing an assessment?**

Throughout Scorecard's stakeholder consultation it was clear that one of the major barriers to completing upgrades was difficulty in finding trusted suppliers. For this reason Scorecard allows Accredited Assessors to supply other products and services as long as they are only declared to the householder prior to commencing the assessment.

The Privacy Statement that is explained to and signed by the customer contains a section where Assessors can list any products or services they provide and any financial benefit they might receive from another party for referrals or leads. The Assessor must explain these conflicts to the householder and to tell them they are not obliged to purchase any item from the Assessor or a third party.

If the householder consents to the Assessor installing weather sealing or any other product and it has been declared as a conflict of interest on the Privacy Statement, then the work can proceed.





## 15. Will HERA incentives be increased?

In its consultation on the HERA activity in early 2022, the department proposed that a Scorecard assessment would lead to a household reducing energy use by an average of 9%. The current activity awards a more conservative energy savings rate of 7.5% due to uncertainty around the 9% figure.

The department's rationale for this approach is outlined in the HERA response to consultation document on the Engage Victoria website: <https://engage.vic.gov.au/home-energy-rating-assessment>

After the activity has been established and as new data emerges on household energy savings following an assessment, the department will review the emissions savings awarded to this activity.

## 16. Are there limits on the number of assessments that an assessor can conduct in one day?

The HERA activity was designed to meet the objectives of the VEU program and ensure activity integrity while minimising barriers to uptake.

The ESC actively monitors activity compliance and conducts regular audits to ensure these standards are met and that all VEU program participants comply with activity requirements and the VEU Code of Conduct. Where any safety and consumer law issues are identified, the ESC will also refer these matters to the relevant authorities.

For Scorecard assessors, an established audit and compliance framework is already in place. Scorecard assessors are accredited by government, are regularly audited by the department and must comply with the Scorecard Code of Conduct and Scorecard Assessor Agreement requirements, which sets out a range of requirements that ensure the quality and integrity of assessments.

The Scorecard Code of Conduct requires assessors to exercise due skill, care and diligence in the performance of their duties and to perform all work in a competent manner and to a professional standard. Assessors who conduct assessments in a manner inconsistent with the Scorecard Code of Conduct may be sanctioned, suspended or have their Scorecard accreditation terminated. To meet the professional standards expected of assessors, completion of 2-3 assessments per day is typical. The number could be slightly higher if conducting assessments on smaller dwellings located close to each other.



## 17. Will accredited providers be able to engage in telemarketing or door knocking as lead generation for the HERA activity?

On 22 June 2023, the Minister for Energy and Resources Lily D'Ambrosio announced a ban on telemarketing and other high-risk forms of unsolicited marketing under the VEU program to protect consumers from high-pressure sales tactics and other inappropriate marketing. Under the ban, accredited providers will no longer be allowed to use cold-calling and other high-risk forms of unsolicited marketing to spruik products and services included in the program.

The ban forms part of a suite of reforms to further protect not just VEU customers but accredited providers and program participants. This is to ensure the VEU program continues to be one of the largest contributors to emissions reductions in Victoria.

The department has sought feedback from stakeholders on the design and implementation of this ban, so that consumers are protected as quickly and effectively as possible, while supporting industry to transition to other methods to market energy efficient products and services.

The consultation was open from 7 July to 24 July 2023. Stakeholder feedback will inform the design and implementation of the ban. A response to consultation will then be published on Engage Victoria here: <https://engage.vic.gov.au/marketing-under-the-victorian-energy-upgrades-program>.

The Scorecard program has its own Code of Conduct as well as program rules that govern assessor behaviour. Scorecard requires all accredited assessors to comply with all relevant legislation and regulations and will be working closely with the ESC to enforce both the Scorecard and ESC Codes of Conduct. When a Scorecard assessment is conducted, the assessor must provide the householder with the Scorecard Privacy Statement and inform them of what each part means. Included in the Privacy Statement is a section where the customer can choose whether or not to give consent to being contacted by third party suppliers who may offer upgrades or complementary services. Scorecard customers can only be contacted regarding other energy efficiency upgrades or services if they consent to receiving those communications.



# More information:

- [About the VEU program \(energy.vic.gov.au\)](http://energy.vic.gov.au)
- [VEU industry market update and work program \(energy.vic.gov.au\)](http://energy.vic.gov.au)
- Participation details ([ESC – VEU](#))
- [Scorecard website](#)
- [Scorecard accreditation process](#)
- [Scorecard and HERA](#)

