

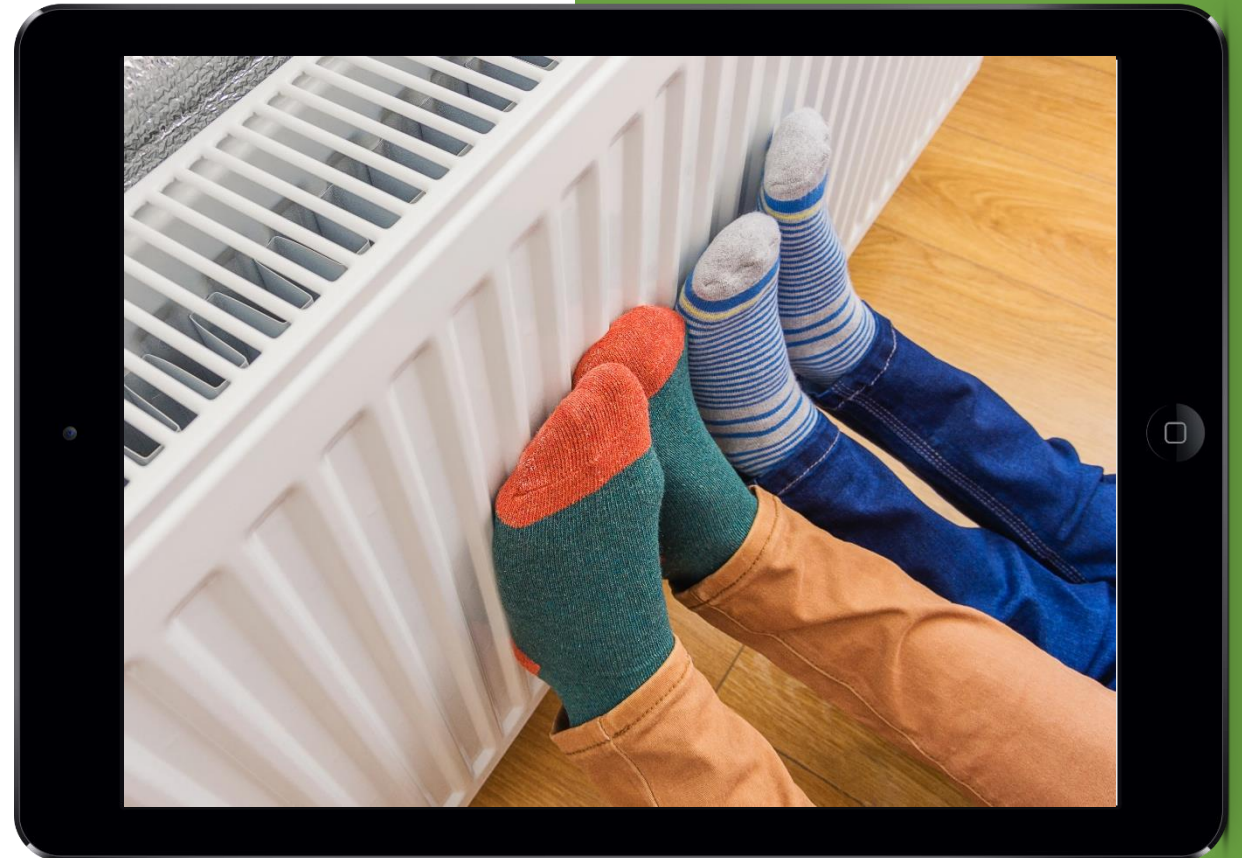
# What is the Residential Efficiency Scorecard?



Residential  
Efficiency  
Scorecard  
STAR RATING

# Introduction

01. Scorecard Overview
02. Scorecard data
03. Potential for local governments
04. Q and A





It empowers households to improve the energy performance of their home and reduce their energy costs



Scorecard assessments will enable householders to make informed decisions about how to improve and upgrade their home



Endorsed by NatHERS, voluntary use



Available Australia-wide



# What is Scorecard?

The Residential Efficiency Scorecard has been developed to provide accurate and objective house energy rating information, with a focus on existing homes



# Why was Scorecard developed?

Low Carbon Living Cooperative Research Centre (CRC) found:

- There was a market gap for reputable, robust tool delivered by accredited assessors
- Approximately 50% of households will pay for this information

Current situation:

- Household energy bills are high
- Existing homes often perform poorly – cost, comfort, carbon emissions
- Householders are confused about what to do and who to ask





# Benefits of Scorecard

- Repeatable, objective assessment data
- Save money on energy bills
- Help householders to understand what drives energy costs
- Improve home comfort and healthy living conditions
- Improve value of renovations
- Support energy efficiency sector
- Reduce greenhouse gas emissions
- Understand quality of housing stock
- Assist with electrification

New

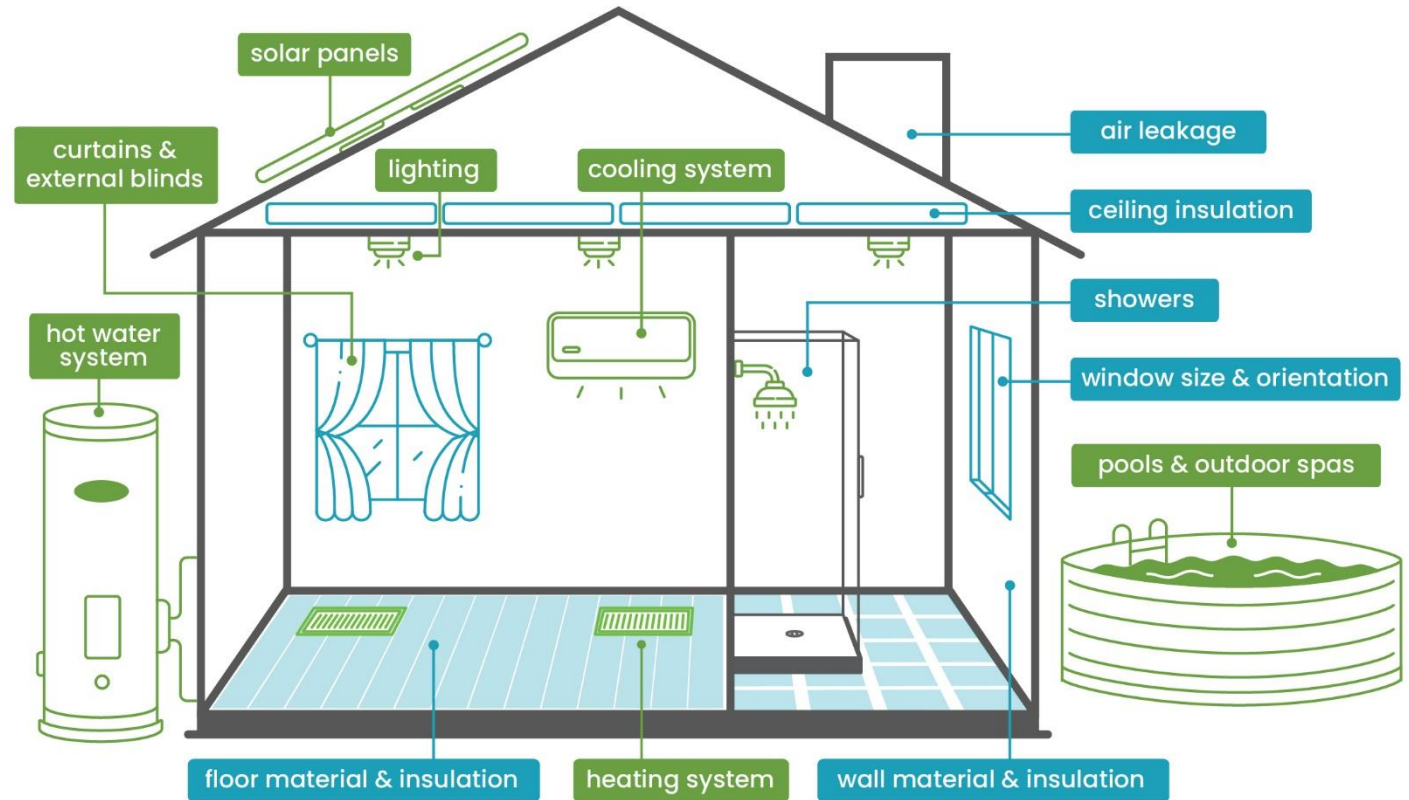
# A Scorecard assessment looks at a home's...

## Building shell:

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

## Fixed features:

- heating and cooling systems
- hot water systems
- lighting
- internal and external window coverings
- solar PV
- pools and outdoor spas



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

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

# Design Elements

01.

Repeatable ratings and accurate assessment

Supported by complex and well justified algorithms, tool easy to use in the field, assessor accreditation

02.

Star rating – represents average cost of energy for that home

- People love stars and want them to represent cost
- People love to compare with neighbours, between homes, after home upgrades



# Design Elements

**03.** Home features + hot and cold weather sub-ratings  
Rates comfort in hot and cold spells with no operational heater/cooler

**04.** Tailored upgrade options from tool & assessor

- Tool provides options
- Assessor considers circumstances

**05.** Formal certificate  
Star rating sticker for the home





# How Scorecard Calculates:

- Uses costs of each energy source
- Energy costs are calculated using a state average cost for each type of fuel
- Star rating is assigned to a house on the basis of the **total annual running cost**



# Star Ratings

- ☆ 3 – low efficiency (average house)
- ☆ 5 – medium efficiency
- ☆ 9 – nett \$0 running cost (estimated)
- ☆ 10 – nett positive running cost

## Residential Efficiency Scorecard



Address	House Area	Heated Area	Cooled Area
Smith St, Albury, NSW, 2640	170m <sup>2</sup>	105m <sup>2</sup>	170m <sup>2</sup>
Assessment Date	Assessment Number	Assessor ID	Assessor Name
20/01/2023	ARN974957	RES2300417	Sam Assessor

Your Home's Scorecard Rating

A higher rating home has lower energy bills

Average



3



# 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:  
+ 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 LowE.  
+ 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:  
+ Upgrading the insulation in your ceilings and walls.  
+ Installing double glazing windows.  
+ Installing weather sealed windows.

### Energy production in your home

Consider PV generation:  
+ Consider appliance standby power.  
+ Consider home's star rating with PV generation.

## Your appliances

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

Appliance Category	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 downlights.
Hot Water: Natural gas - storage type	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	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>2e</sub>, NSE = 36680MJ, NSG = 3602kg CO<sub>2e</sub>

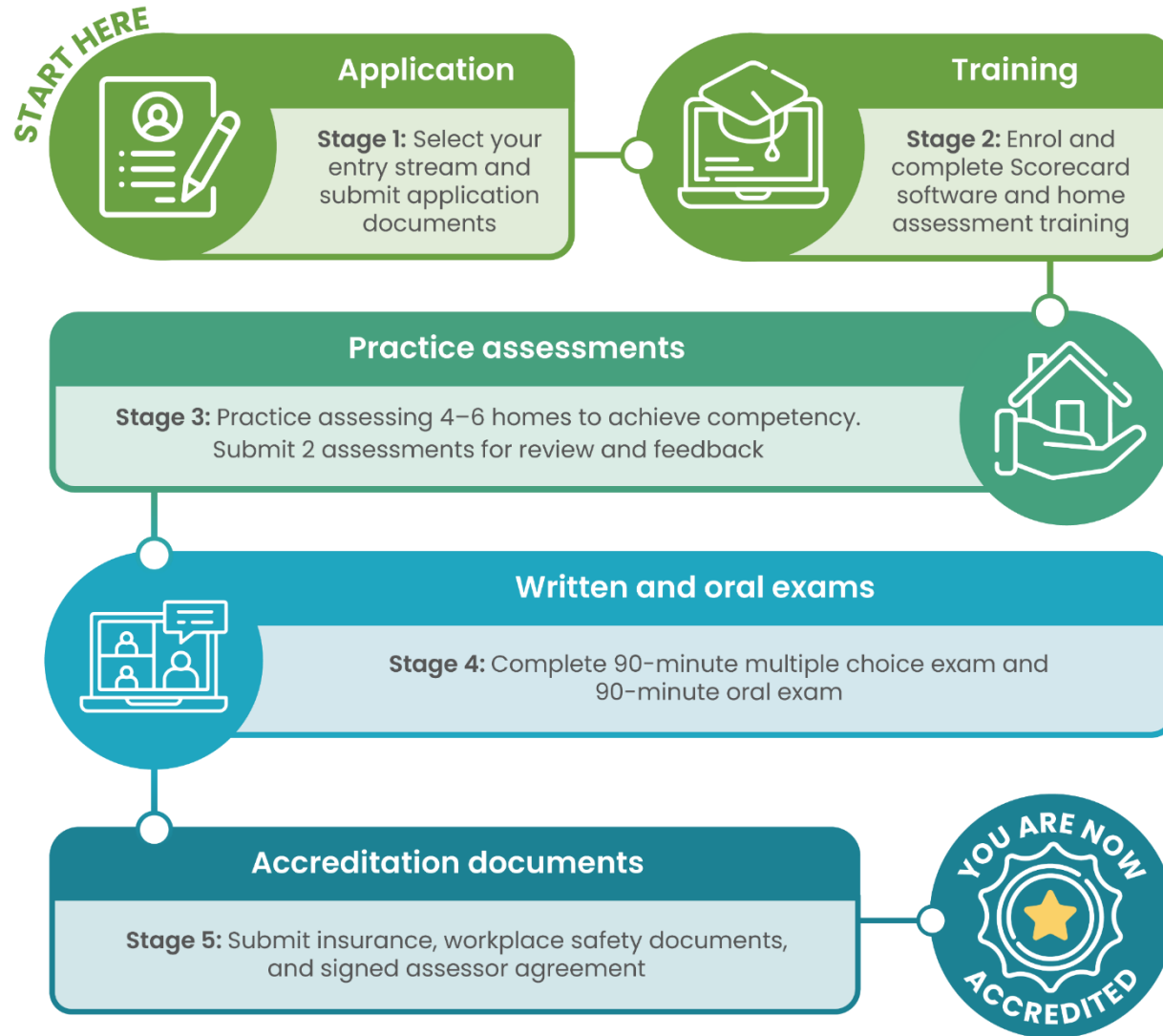
### Other valuable features of this house

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

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 25 degrees in summer.  
To find out more about Scorecard call 136 186



# How to become a Scorecard Assessor



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



# Scorecard Quality Principles

Program has 6 quality principles:

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 upgrade 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.

# Quality Assurance

- Basic level of qualification to enter program
- Comprehensive training for experienced assessors, plus exams
- Management of conflicts of interest
- Audit regime
  - evidence requirements
  - penalties for non compliance
- Customer surveys



# Assessor Integrity

- ✓ Presentation
- ✓ Professionalism
- ✓ Confidential Information
- ✓ Data must be true and accurate
- ✓ Code of Conduct
- ✓ Privacy (Agreement)
- ✓ Conflict of Interest



# Quality Processes



Scorecard Quality Assurance Panel – experienced assessors and Department members

- Conduct exam interview
- Give support to accredited assessors & applicants
- Audit assessments
- Compliance
- Complaint investigation

All assessors are audited in some form by the Department





# What now for Scorecard

- Delivered across Victoria from 2016 and across Australia from 2021:
  - 114 accredited assessors across Australia
  - Current tool release covers all climate zones in Australia
- Victorian Energy Upgrades
- Lower cost home loans:
  - Bank Australia
  - Gateway Bank



# What now for Scorecard

- Supporting upgrades through funded and unfunded programs:
  - Energy Savvy Upgrades
  - Healthy Homes
  - Environmental Upgrade Agreements
- Real estate sales/leases
- Builders/developers to advertise designs
- Disclosure and minimum rental standards



## 01. **Banyule Council – Better Score**

Fully funded Scorecard assessment.  
\$1,000 rebate for upgrades recommended on the certificate.

## 02. **Randwick Council – Sustainability rebates**

\$150 rebate for a Scorecard assessment.  
Various product rebates for energy and water efficiency

## 03. **Moonee Valley Council – Sustainability rebates**

Fully funded Scorecard assessment.  
Small rebate for upgrades for concession card holders

## 04. **Singleton Council – Sustainability Street**

90% subsidised Scorecard assessment.  
For owner-occupiers and landlords

## 05. **Adelaide City Council – Sustainability incentives**

50% subsidised Scorecard assessment.  
Various rebates for energy, water and waste efficiency

# Local government programs

Scorecard can support Environmental Upgrade Finance (EUF) loans by ensuring upgrades for energy efficiency and resilience are well targeted and can give pre- and post- upgrade energy and GHG information

MAKING A DIFFERENCE

OFFICIAL



# Council opportunities

## What type of project could you be involved in?

- Awareness raising activities (website, newsletters, information sessions)
- Funded for low-income households
- Unfunded for those that can afford to assess and upgrade themselves
- Advocating for Environmental Upgrade Finance
- Energy focus (Energy Savvy Upgrades)
- Climate adaptation or resilience focus (Energy Savvy Upgrades)
- Health focus (Healthy Homes)

How could you use Scorecard data for reporting?

- Energy
- Greenhouse gas emissions
- Resilience in extreme weather – correlate to health outcomes
- Building stock

# Council opportunities

## Build the assessor pool:

We want more assessors -

- In all jurisdictions, especially regional areas
- Diverse background, women, cultural

Support local businesses that can offer local advice and connections to other local businesses for upgrades





# Residential Efficiency Scorecard **STAR RATING**

Thank you for your attendance.

Contact email: [scorecard@delwp.vic.gov.au](mailto:scorecard@delwp.vic.gov.au)

[www.homescorecard.gov.au](http://www.homescorecard.gov.au)

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