

**DEECA**

## ***Residential Efficiency Scorecard Survey***

***June 2024***

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## Introduction

Metropolis Research was commissioned by DEECA to conduct this sixth-round of primary research of participants in the *Residential Efficiency Scorecard* program to explore participant experience and views of the program.

The previous surveys were conducted in January, April, November 2018, and June, December 2023.

Specially the research explored the following:

- ***Understanding of the program*** – including how they heard about the program, reasons for participating, and expectations of the Assessment.
- ***Participation in the program*** – including length of the Assessment, cost, actions of the Assessor, agreement with statement about the Assessment process, satisfaction with aspects of the process, and most useful advice from the Assessor.
- ***Outcomes from the program*** – taken actions because of the Assessment, reasons for not taking actions, methods used and issues accessing finance, changes because of taking actions, likelihood of referring to the information from the assessment, and potential improvements to the Assessment.
- ***Respondent profile*** – including age, gender, housing structure, current dwelling type, and household income.

## Methodology and response rate

The survey was implemented as telephone interviews of approximately five minutes duration.

A total of 111 respondents were obtained from a list of 320 individuals who had participated in the *Residential Efficiency Scorecard* program.

Metropolis Research did not compile the list of potential respondents and makes no warranty as to the degree to which the list provided reflects the profile of the entire population of program participants.

Several attempts were made to contact individuals, to provide multiple opportunities for them to participate in the research.

Attempts were made to contact all of the 320 individuals, with 130 not answering the phone, 50 refusing the offer to participate, 11 asking for a call back at another time, 18 wrong or disconnected numbers, and 111 completed the survey.

This provides a response rate of 69% of those invited to participate. This is a very positive response rate reflecting the strong level of engagement in the Scorecard program by participants.



## Summary of findings

The following outlines the summary of the findings from this sixth-round survey of participants of the Scorecard program.

### ***Sample:***

The majority of respondents were middle-aged adults (aged 35 to 64 years), but included a good mix of families, couples, and some single person households.

The sample included mostly those living in separate detached houses, and 40% earned \$150,000 or year or more.

This respondent profile with relatively fewer younger adults, group households, those living in apartments, and lower income individuals may reflect the differing levels of interest by various groups in the community in assessing the energy efficiency of their homes.

### ***Summary of key findings:***

The results to the survey in June 2024 continue to report excellent satisfaction with aspects of the program, as well as in the process, and the quality of the assessment.

These results continue to show significant improvements from the 2018 results.

There was also an improvement in assessors showing / wearing identification, asking respondents to sign a privacy statement, and advising of any conflicts of interest.

A majority (53%) of respondents had already taken actions as a result of the assessment, with a further 9% intending to act within three months. The actions most often taken included most often insulation improvements, upgrading or servicing of appliances, and draught sealing.

The actions taken in response to the assessment resulted in many reporting reductions in energy use and energy costs, and an increase in the comfort level of the homes of those undertaking the improvements.

### ***Understanding of the program:***

- ***Finding out about the program*** - respondents found out about the program via a variety of sources, including from friends and colleagues (15%), internet / google (15%), Council website (13%) and Facebook (9%).



- **Reasons for participating in the program** - the most common reasons for participating this survey were curiosity about the efficiency rating of their home (65%), to reduce energy bills (36% down from 64%), to improve the comfort level of their home (17% down from 46%), planning renovations / property upgrades (13% down from 43%), and to reduce energy consumption / greenhouse gas emissions of the home (11% down from 54%).

### **The Assessment:**

- **Cost of the assessment** – half (50% up from 29%) had the assessment free or discounted either as a promotion (44% up from 11%) or free from another program (6% down from 18%), whilst approximately one-third (36% down from 43%) paid \$200 or more for the assessment.
- **Expectations of the assessment** – participant expectations remained focused on tips for improving efficiency (48% up from 35%), an idea of how the home performs / what its rating is (18%), to identify problems / solutions (12%), and to get information / knowledge more broadly (7% down from 32%).
- **Length of the assessment** – the average time taken for the assessment remains high, with 51% taking two hours or more, whilst 16% (up from 5%) took less than one hour.
- **Procedural actions of the assessor** – there was an increase in the proportion who reported that the assessor had shown / worn identification (84% up from 78%), asked the participant to sign a privacy statement (88% up from 85%), and advised of any conflict of interest (63% up from 56%).
- **Scorecard certificate** – almost all (96% down from 100%) respondents reported that they had received a copy of the certificate after the assessment, with just three reporting that they didn't receive a certificate.
- **Behaviour of the assessor** – respondents reported extremely strong levels of agreement with 13 of the 14 statements about the conduct of the assessor, including their professionalism, respect for the physical property, knowledge of and explanation of the process, the energy rating, and potential actions to improve the energy rating. Average agreement that the respondent had been provided with additional materials for improvements was somewhat lower at a still strong agreement of 7.7 out of 10, with 18% disagreeing.
- **Potential improvements to the assessment** – the 34 comments outlining potential improvements focused on providing a list of reputable companies that could help with home improvements and providing a prioritised list of actions to take.
- **Most useful advice** – the 110 comments covered a wide range of issues, with the most common relating to suggestions to improve or increase insulation, in both the floor and ceiling, draft sealing and ways to use money more wisely in achieving energy efficiency.
- **Satisfaction with aspects of the assessment** – satisfaction with how the assessment was conducted (9.8 out of 10), how well the assessment / program met expectations (9.1), the usefulness of information on the certificate / assessment (9.0), and overall satisfaction with the assessment (9.0) all remain categorised as “excellent”, with just three percent dissatisfied overall with the Scorecard program.



- **Satisfaction with the energy rating of the home** – satisfaction with the energy rating of the home increased to 8.3 out of 10, which was an “excellent” up from a “very good” level of satisfaction, with seven percent (down from 9%) dissatisfied.
- **Reasons for satisfaction with the home’s energy efficiency rating** – the 55 comments received focused on the general perception that the rating was accurate or fair, or that the rating had been better than expected.

#### ***On-forwarding of details to potential suppliers:***

- **On-forwarding of details to potential suppliers** – 14% (down from 21%) agreed to the assessor providing their details to potential suppliers, eight percent reported receiving calls from potential suppliers, and of the nine respondents who asked suppliers to stop calling, four reported that they did stop and three reported that they did not stop.

#### ***Assessment outcomes:***

- **Taken actions as a result of the assessment** – a little more than half (53%) of respondents reported that they had already acted in response to the assessment, with nine percent intending to act within three months, and 29% potentially intending to act in the future.
- **Actions taken / intend to take** – the most common actions already undertaken included sealing gaps / door jams / block vents (45%), upgrading or servicing appliances (41%), insulation (31%), and solar panels (22%). The most common actions planned within three months included sealing gaps / door jams (50%), insulation (30%), upgrading / servicing appliances (20%), and window tinting / double glazing (20%).
- **Notable change as a result of the actions taken** – a significant proportion of those who had acted reported a reduction in the amount of electricity / gas used (41%), a notable increase in the comfort level of their home (41%), and a reduction in their energy bill (35%). Five percent reported an increase in their ability to manage a medical condition.
- **Likelihood of referring to information from assessment in the future** – two-thirds (69%) reported that they were very (38%) or somewhat (31%) likely to refer to the information on the assessment in the future to help with upgrades or actions.



## Understanding of the program

### Method of hearing about the program

Respondents were asked:

*“How did you hear about the Scorecard Program?”*

Consistent with the results recorded over the five previous surveys, the most common method of hearing about the Scorecard program was from friends or colleagues (15% down from 20%), the internet / website / google (15% down from 18%), and a council website (12% down from 13%).

Other common methods include the Facebook (9%), and email (9%).

It is noted, however, that government website declined as a method of hearing about the program this survey, down from an average of 11% to five percent this survey.

#### Ways of hearing about the Residential Efficiency Scorecard Program

##### DEECA - 2024 Residential Efficiency Scorecard Survey

*(Number and percent of total respondents)*

<i>Response</i>	<i>June 2024</i>		<i>December</i>	<i>June</i>	<i>November</i>	<i>April</i>	<i>January</i>
	<i>Number</i>	<i>Percent</i>	<i>2023</i>	<i>2023</i>	<i>2018</i>	<i>2018</i>	<i>2018</i>
Friends / colleague	17	15%	20%	28%	14%	16%	8%
Internet / website / google <sup>3</sup>	17	15%	18%	12%	8%	3%	n.a.
Council website <sup>2</sup>	13	12%	13%	14%	7%	6%	8%
Facebook	10	9%	6%	5%	4%	8%	3%
Email	10	9%	1%	3%	3%	13%	3%
Government website <sup>1</sup>	6	5%	11%	14%	12%	8%	8%
Newsletter	4	4%	17%	6%	13%	8%	11%
Community group	2	2%	4%	2%	n.a.	n.a.	n.a.
Offer or phone call from a business	1	1%	4%	0%	n.a.	n.a.	n.a.
LinkedIn	0	0%	0%	0%	n.a.	n.a.	n.a.
YouTube	0	0%	0%	0%	n.a.	n.a.	n.a.
Other	26	23%	12%	16%	10%	7%	16%
<b>Total responses</b>	<b>106</b>		<b>100</b>	<b>107</b>	<b>105</b>	<b>86</b>	<b>34</b>
<i>Respondents identifying at least one way of hearing about the program</i>	<i>105</i>		<i>94</i>	<i>102</i>	<i>101</i>	<i>85</i>	<i>34</i>
	<i>(95%)</i>		<i>(100%)</i>	<i>(94%)</i>	<i>(98%)</i>	<i>(96%)</i>	<i>(92%)</i>

*(1) previously named as "Victorian Energy Saver Website"*

*(2) previously named as "Council"*

*(3) extract from "other"*



## Reasons for doing the Assessment

Respondents were asked:

*“What are all the reasons you decided to have an energy rating for your home?”*

The most common reasons why respondents decided to have an energy rating undertaken for their home were that they were curious about efficiency rating (65%), to reduce energy bills (36%), to improve the comfort level of the home (17%), planning renovations / property upgrades (13%) and to reduce energy consumption / greenhouse gas emissions of the home (11%).

Metropolis Research notes that whilst most of these reasons have been commonly identified over the course of the five surveys, some variation from survey to survey has been observed.

There was a decline this survey, in the proportion of respondents who were undertaking the assessment due to planning renovations / property upgrades, which had increased in each of the last three surveys from 11% back in April 2018 to 43% in December 2023. The June 2024 result of 13% was consistent with 2018 results and down substantially on the results recorded in 2023.

### Reasons for doing the energy efficiency rating assessment for your home

#### DEECA - 2024 Residential Efficiency Scorecard Survey

*(Number and percent of total respondents)*

<i>Response</i>	<i>June 2024</i>	<i>December</i>	<i>June</i>	<i>November</i>	<i>April</i>	<i>January</i>	
	<i>Number</i>	<i>Percent</i>	<i>2023</i>	<i>2023</i>	<i>2018</i>	<i>2018</i>	<i>2018</i>
Curious about efficiency rating	72	65%	63%	59%	54%	66%	73%
To reduce energy bills	40	36%	64%	69%	70%	78%	38%
To improve the comfort level of the home	19	17%	46%	42%	50%	56%	19%
Planning renovations / property upgrades	14	13%	43%	27%	19%	11%	0%
To reduce energy consumption / greenhouse gas emissions of the home	12	11%	54%	66%	62%	71%	27%
It was free or almost free and they offered other products for free as well	6	5%	11%	17%	n.a.	n.a.	n.a.
Changing to an all-electric home	2	2%	24%	9%	n.a.	n.a.	n.a.
Planning to sell the property	1	1%	2%	0%	0%	2%	3%
Planning to rent the property for my own use	0	0%	5%	11%	n.a.	n.a.	n.a.
Planning to rent the property out	0	0%	0%	2%	n.a.	n.a.	n.a.
To help manage a medical condition or disability	0	0%	1%	1%	n.a.	n.a.	n.a.
Other	14	13%	0%	8%	5%	3%	5%
<b>Total responses</b>	<b>180</b>		<b>294</b>	<b>339</b>	<b>256</b>	<b>256</b>	<b>61</b>
<i>Respondents identifying at least one reason of doing the assessment</i>	<i>111</i>		<i>93</i>	<i>106</i>	<i>103</i>	<i>88</i>	<i>37</i>
	<i>(100%)</i>		<i>(99%)</i>	<i>(97%)</i>	<i>(100%)</i>	<i>(99%)</i>	<i>(100%)</i>

## Expectations of the Assessment

Respondents were asked:

*“What were your expectations from having an assessment, what did you hope to achieve?”*

Respondents were again in June 2024 asked, as an open-response question, to nominate what they expected from having an assessment.

These open-ended responses have been broadly categorised, as outlined in the following table.

It is noted that respondents could nominate up to three expectations each, with the percentages in the following table reflecting the proportion of the total sample (111 respondents) who nominated each type of expectation.

The most common expectation remains tips on improving efficiency (50%), ideas on how their house performs / what their rating was (19%) and to identify problems and solutions (13%).

Metropolis Research notes that these categories do overlap somewhat, and that some variation from survey to survey is observed, although the key finding remains that respondents generally expected to find information that would help them improve the efficiency of their home.

**Expectations of the assessment**  
**DEECA - 2024 Residential Efficiency Scorecard Survey**  
 (Number and percent of total respondents)

Response	June 2024		December	June	November	April	January
	Number	Percent	2023	2023	2018	2018	2018
Tips on improving efficiency	55	50%	35%	50%	33%	34%	46%
An idea of how my house performs / what rating it has	21	19%	12%	25%	28%	26%	16%
Identify problems / solutions	14	13%	13%	14%	4%	0%	0%
To get information / knowledge	8	7%	32%	17%	6%	0%	0%
Reducing energy bills / energy usage	8	7%	5%	5%	19%	38%	32%
How to keep it cooler / warmer	4	4%	4%	3%	8%	15%	16%
Protecting the environment	1	1%	6%	6%	1%	9%	5%
Other	3	3%	0%	0%	0%	0%	0%
<b>Total responses</b>	<b>114</b>		<b>101</b>	<b>136</b>	<b>113</b>	<b>109</b>	<b>44</b>

The following table outlines the verbatim comments received from respondents outlining the expectations they had of the assessment.



**Expectations of the assessment**  
**DEECA - 2024 Residential Efficiency Scorecard Survey**  
*(Number of total responses)*

<i>Response</i>	<i>Number</i>
<i>Tips on improving efficiency</i>	
Prioritised list of things to do to / areas to improve / measures and actions to improve the energy efficiency of house	33
Prioritisation of things to fix / improve, in a cost-effective way	5
Advice / plan to improve the environment of our home to make it more comfortable	2
How to improve thermal efficiency	2
Report with recommendations for energy efficiency	2
A benchmark to improve upon	1
Assistance in identifying weak energy efficiency spots in my house	1
Get ideas about energy efficiency and how to convert to more sustainable options	1
Prioritise upgrades and stage them over a period	1
Priority list and contacts for the providers	1
Some ideas as to what our options for is improving energy rating	1
To get an outcome and understand where things are lacking efficiency	1
To see if we could do anything to save energy	1
To see what is or isn't efficient in my home	1
Turn an old draughty house into an efficient, green house	1
Understand how to update things	1
<b>Total</b>	<b>55</b>
<i>An idea of how my house performs / what rating it has</i>	
Find out how efficient our house was	9
Rating for home	3
To know how good the house performs, how to upgrade it	2
A report on what was good or bad	1
Just checking everything	1
Learn my home's energy rating and get free advice in how to improve it	1
Quantitative metrics on how the house performs	1
Seeing if I'd made good choices with upgrades	1
State of the insulation	1
Wanted an energy rating and wanted suggestions to improve	1
<b>Total</b>	<b>21</b>
<i>Identify problems / solutions</i>	
Get a report and identify opportunities to improve the house	3
Get recommendations on what to do for the home	2
Advice on how to go forward	1
Confirmation of known problems, help identifying others	1
Have a plan of things we could improve on over time	1
Highlight where house works well and where it doesn't work well	1
Identify what equipment and appliances could be more efficient	1
See what short falls the house has	1

Something I could ask the landlord to do	1
To see if there were any particular aspects that we could fix	1
Where the inefficiencies were	1
<b>Total</b>	<b>14</b>
<i>Reducing energy bills / energy usage</i>	
Lower energy / electricity bills	3
Enables me to save money	1
How to have heating that is affordable	1
I hoped to get a prioritised list of jobs and cost-effective ways of upgrading	1
To see what would save power more	1
Wanted to know how to not lose money on energy efficiency	1
<b>Total</b>	<b>8</b>
<i>To get information / knowledge</i>	
An understanding of the efficiency of the program	1
Just to find out my own understanding of energy efficiency	1
To find out about insulation and solar	1
Understanding where the power is going	1
Advice on companies to contact	1
Could access programs which help with funding	1
Understand if we would want to buy the home, how much we would have to invest	1
Wanted to know where was best to invest in upgrades	1
<b>Total</b>	<b>8</b>
<i>How to keep it cooler / warmer</i>	
Hoping for practical advice on how to keep home cooler / warmer depending on season	1
Recommendations to make my home warmer, cooler and efficient and cheaper	1
See if there were ways to improve heating and cooling	1
Tips and advice on keeping my house more comfortable	1
<b>Total</b>	<b>4</b>
<i>Protecting the environment</i>	
Caring more for the environment	1
<b>Total</b>	<b>1</b>
<i>Other</i>	
A report to refer back to	1
Didn't have any	1
To get a grant from the Council	1
<b>Total</b>	<b>3</b>
<b>Total</b>	<b>114</b>



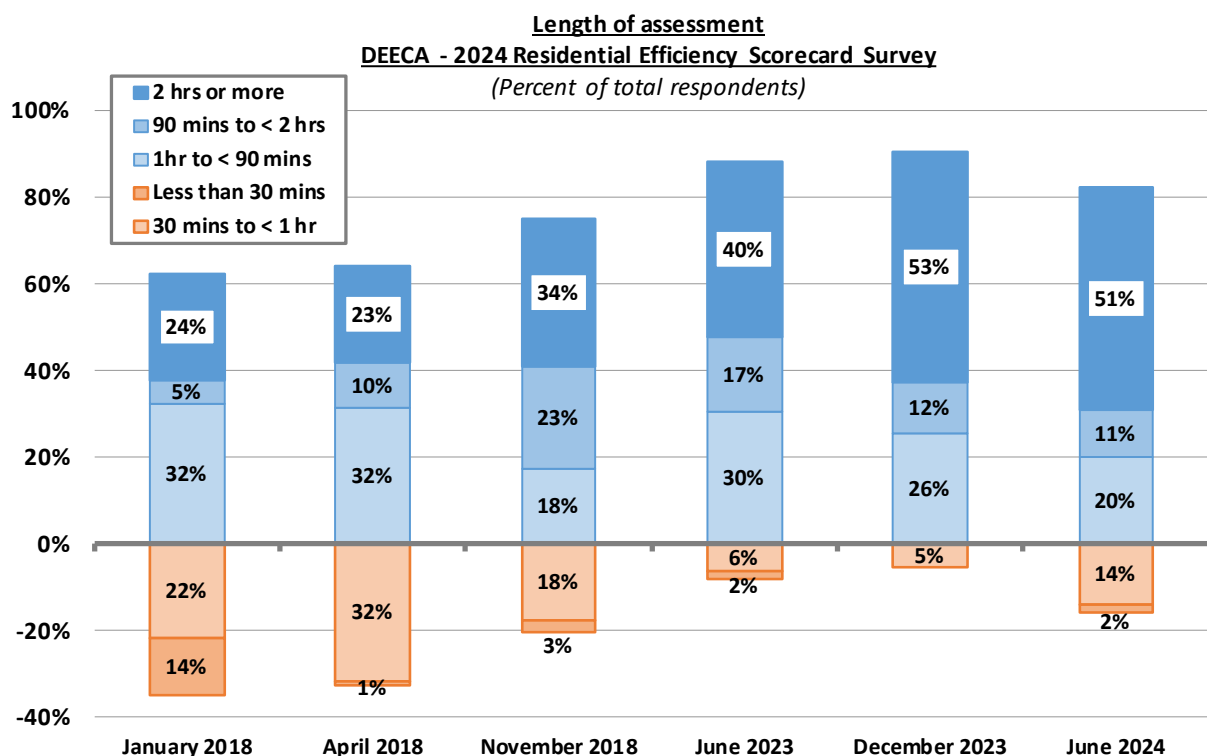
## The Assessment

### Length of the Assessment

Respondents were asked:

*“Approximately how long did the assessment take with the assessor in your home?”*

The length of time the assessment took in the respondents’ home decreased slightly this survey, with more than half (51% down from 53%) taking two hours or more to complete. The proportion of respondents who reported that the assessment took less than one hour increased slightly, up from five percent in December 2023 to 16% this survey.



**Length of the assessment**  
**DEECA - 2024 Residential Efficiency Scorecard Survey**  
(Number and percent of total respondents)

Response	June 2024		December 2023	June 2023	November 2018	April 2018	January 2018
	Number	Percent					
Less than 30 minutes	2	2%	0%	2%	3%	1%	14%
30 mins to less than one hour	15	14%	5%	6%	17%	31%	22%
One hour to less than 90 minutes	22	20%	26%	30%	17%	31%	32%
90 mins to less than two hours	12	11%	12%	17%	23%	10%	5%
Two hours or more	57	51%	53%	40%	34%	22%	24%
Can't recall	3	3%	4%	4%	5%	3%	3%
<b>Total</b>	<b>111</b>	<b>100%</b>	<b>94</b>	<b>109</b>	<b>103</b>	<b>89</b>	<b>37</b>

## Cost of the Assessment

Respondents were asked:

*“How much did your assessment cost you?”*

The proportion of respondents who reported that the assessment was free or discounted as part of a promotion increased notably in June 2024 to 44%, from the 11% recorded in the December 2023 survey.

By contrast, there was a decrease in the proportion of respondents who reported that the assessment was free or discounted as part of a different program, down from 18% in December 2023, to six percent in June 2024. This remains significantly lower than the results recorded back in 2018.

Approximately one-third (30%) of respondents reported that their assessment cost more than \$300.

Metropolis Research draws particular attention to the fact that these results have proved quite variable over time, with the proportion of free or discounted assessments variety from a low of zero percent in April 2018 to a high of 44% this survey.

**Cost of the assessment**  
**DEECA - 2024 Residential Efficiency Scorecard Survey**  
 (Number and percent of total respondents)

Response	June 2024		December 2023	June 2023	November 2018	April 2018	January 2018
	Number	Percent					
The assessment was free / discounted as part of a promotion of other products / services	49	44%	11%	32%	14%	0%	11%
The assessment was free/discounted from a different	7	6%	18%	9%	59%	96%	86%
\$1 to \$100	0	0%	2%	2%	1%	0%	0%
\$101 to \$200	2	2%	11%	2%	3%	0%	0%
\$201 to \$300	7	6%	11%	8%	8%	0%	3%
\$301 to \$400	17	15%	19%	11%	6%	0%	0%
\$401 to \$500	17	15%	13%	19%	2%	0%	0%
\$501 or more	0	0%	0%	0%	0%	0%	0%
Prefer not to say / can't recall	12	11%	16%	17%	8%	4%	0%
<b>Total</b>	<b>111</b>	<b>100%</b>	<b>94</b>	<b>109</b>	<b>103</b>	<b>89</b>	<b>37</b>



## Actions of the assessor when conducting the Assessment

Respondents were asked:

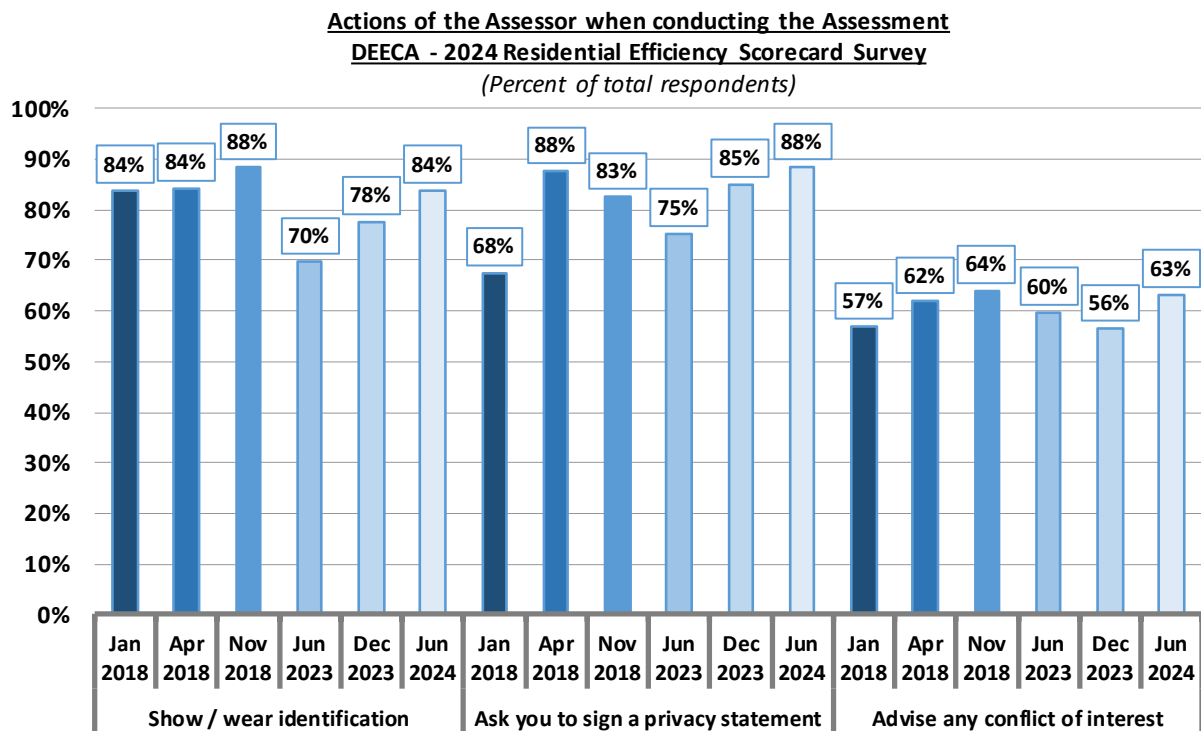
*“Did the assessor do each of the following when conducting your assessment?”*

Respondents were again in June 2024, asked if the assessor conducting their assessment had shown or worn identification, asked them to sign a privacy statement, or advised any conflict of interest.

There was an improvement in the proportion of respondents who reported that their assessor had shown or worn identification (84% up from 78%), although it remains slightly below the high point of 88% reported back in November 2018.

The proportion of respondents who reported that they were asked to sign a privacy statement increased somewhat (88% up from 85%). This result was marginally above the long-term average over the six surveys of 81%.

Consistent with the results recorded in previous surveys, a little less than two-thirds (63% up from 56%) of respondents reported that they were advised of any conflicts of interest. The long-term average result for this question over the six surveys was 60%.



**Actions of the assessor when conducting your assessment**  
**DEECA - 2024 Residential Efficiency Scorecard Survey**  
 (Number and percent of total respondents)

Response	Survey	Yes	No	Can't say	Total
Show you or wear a photo identification	January 2018	84%	0%	16%	<b>37</b>
	April 2018	84%	5%	11%	<b>89</b>
	November 2018	88%	3%	9%	<b>103</b>
	June 2023	70%	4%	27%	<b>109</b>
	December 2023	78%	4%	18%	<b>94</b>
	June 2024	84%	4%	13%	<b>111</b>
Ask you to sign a privacy statement and leave you with a copy	January 2018	68%	0%	32%	<b>37</b>
	April 2018	88%	3%	9%	<b>89</b>
	November 2018	83%	1%	17%	<b>103</b>
	June 2023	75%	0%	25%	<b>109</b>
	December 2023	85%	0%	15%	<b>94</b>
	June 2024	88%	1%	11%	<b>111</b>
Advise you of any conflicts of interest that they may have	January 2018	57%	22%	22%	<b>37</b>
	April 2018	62%	18%	20%	<b>89</b>
	November 2018	64%	11%	25%	<b>103</b>
	June 2023	60%	16%	25%	<b>109</b>
	December 2023	56%	22%	21%	<b>94</b>
	June 2024	63%	20%	17%	<b>111</b>

### Receive a copy of Scorecard certificate

Respondents were asked:

*“Did you receive a copy of your Scorecard assessment certificate following the assessment?”*

Of the 111 respondents who completed the survey, 107 (96%) reported that they received a copy of the Scorecard assessment certificate following the assessment.

**Receive a copy of Scorecard assessment certificate after the assessment**  
**DEECA - 2024 Residential Efficiency Scorecard Survey**  
 (Number and percent of total respondents)

Response	June 2024		December 2023	June 2023
	Number	Percent		
Yes	107	96%	100%	98%
No	3	3%	0%	1%
Don't recall	1	1%	0%	1%
<b>Total</b>	<b>111</b>	<b>100%</b>	<b>94</b>	<b>109</b>



# Feedback on the Assessment

## Agreement with selected statements about the Assessment process

Respondents were asked:

*“On a scale of 1 (strongly disagree) to 5 (strongly agree), can you please rate your agreement with the following statements?”*

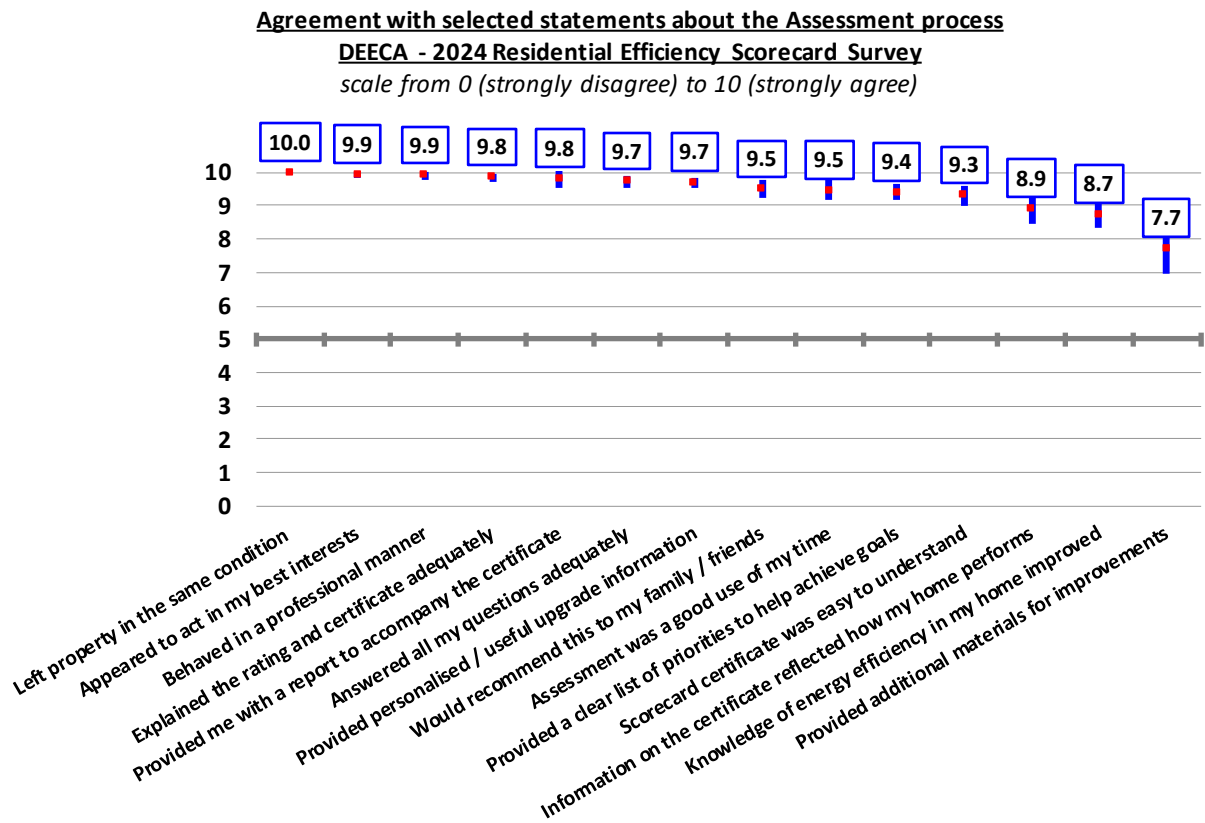
Respondents were again in June 2024, asked to rate their level of agreement with each of 14 statements about the assessment process.

Of these 14 statements, 10 were included in the 2018 surveys.

On average, respondents reported extremely strong levels of average agreement with 13 of the 14 statements, with scores of 8.7 or more out of 10.

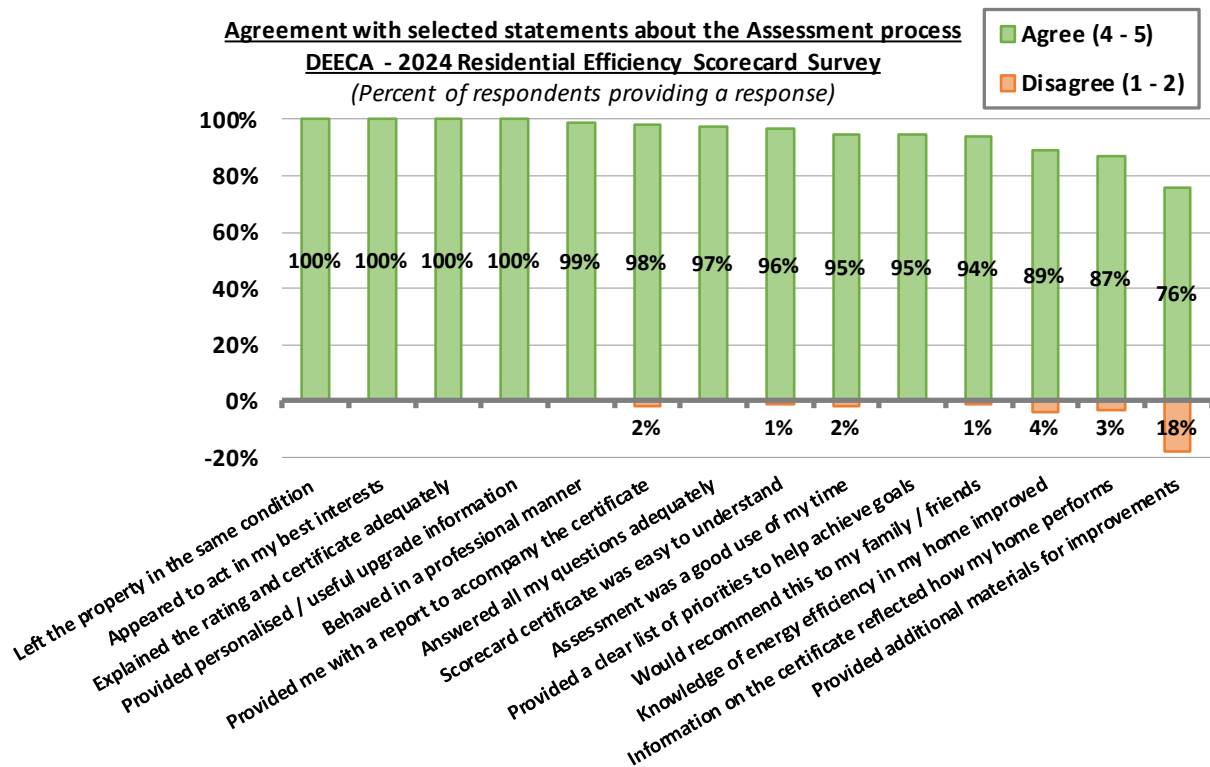
The average agreement that the assessor provided additional material for improvements was somewhat lower than the other statements, with a score of 7.7 out of 10, or a strong level.

These results reflect high and stable levels of satisfaction with the performance of the assessment process, with the average agreement with these statements increasing from an average of 9.0 over the course of the three 2018 surveys to an average of 9.4 in June 2024.



The following graph provides a breakdown of these results into the proportion of respondents who “agreed” with each statement (i.e., rated agreement at four or five) and those who “disagreed” (i.e., rated agreement at one or two).

These results reflect the extremely strong average agreement and show that almost all of the respondents agreed with each statement, with just 18% “disagreeing” that the assessor provided additional materials for improvement.



**Agreement with selected statements about the Assessment process****DEECA - 2024 Residential Efficiency Scorecard Survey***(Number and index score 0 - 10)*

Aspect	Number	June 2024			December 2023	June 2023	November 2018	April 2018	January 2018
		Lower	Mean	Upper					
Left the property in the same condition as when they arrived	111	9.9	<b>10.0</b>	10.0	9.9	9.9	n.a.	n.a.	n.a.
Appeared to act in my best interests	111	9.8	<b>9.9</b>	10.0	9.9	9.9	9.3	9.7	9.7
Behaved in a professional and courteous manner	111	9.8	<b>9.9</b>	10.0	9.9	9.9	9.7	9.9	9.7
Explained the home's Scorecard rating and certificate adequately	110	9.7	<b>9.8</b>	10.0	9.8	9.7	9.0	9.6	9.5
Provided me with a report to accompany the certificate	111	9.5	<b>9.8</b>	10.1	9.9	9.8	n.a.	n.a.	n.a.
Answered all my questions adequately	111	9.5	<b>9.7</b>	9.9	9.8	9.7	9.0	9.6	9.7
Provided personalised and useful information during the assessment	111	9.5	<b>9.7</b>	9.8	9.8	9.7	8.9	9.5	9.3
Would recommend this to my family / friends	111	9.2	<b>9.5</b>	9.8	9.8	9.5	8.8	9.1	8.9
Assessment was a good use of my time	111	9.2	<b>9.5</b>	9.7	9.9	9.5	8.8	9.0	9.1
Provided me with a clear list of priorities to help me achieve my goals	109	9.1	<b>9.4</b>	9.7	9.7	9.4	n.a.	n.a.	n.a.
Scorecard certificate was easy to understand	110	9.0	<b>9.3</b>	9.6	9.6	9.5	9.0	9.2	9.4
Information on the certificate accurately reflected how my home performs throughout the year	102	8.5	<b>8.9</b>	9.3	9.5	9.3	n.a.	n.a.	n.a.
Knowledge of energy efficiency in my home improved	111	8.4	<b>8.7</b>	9.1	9.4	9.3	8.2	8.3	8.0
Provided additional materials and/or pamphlets for energy efficiency improvements	96	6.9	<b>7.7</b>	8.5	8.3	8.8	7.5	7.5	6.2



## Improvements to the Assessment

Respondents were asked:

*“How could the assessment have been better for you?”*

A total of 34 comments were received from respondents as to how they felt that the assessment could have been better for them, as outlined in the following table. Whilst a range of individual responses were provided, the most common related to providing a list of reputable suppliers and companies and to provide a prioritised list of actions to take.

**How the assessment could have been better**  
**DEECA - 2024 Residential Efficiency Scorecard Survey**  
 (Number of total responses)

Response	Number
Providing a list of reputable and respectful suppliers and companies	3
A bigger list of options for what you can do	1
A clear priority list	1
Better if I was given an ordered list of priorities, I received random things to fix	1
Cheaper	1
Could have been quicker	1
Energy efficiency videos, a resource to return to	1
Expanded to focus on other things than insulation and heating, seemed limited	1
Focus on prioritisation and effective use of money	1
Getting back to me about my aircon	1
Haphazard booking in process	1
Help with expenses making changes	1
If I had a higher energy rating in correlation to my financial status	1
If it outlined a reasonable program of costs. There are lots of suggestions but no cost expectations of them	1
Information of local services that could do these things, like heat pumps	1
It doesn't cover humidity management. The assessor wasn't equipped to talk about it. It would be useful if it was part of the assessment	1
More focused on separate detached houses	1
Offer larger rebates	1
Rather than a scorecard, show how much each would save in terms of energy and money	1
Scorecard was a bit confusing	1
Some results of the assessments were generalised so not unique to my situation	1
Some things could have been more detailed	1
The assessor could have given better information	1
The assessor did not discuss humidity	1
The assessor wasn't aware of issues that could come up with implementation advice	1
The energy usage was lower than normal which was a bit inaccurate	1
The report should be more interactive online	1
The tool needs to be restructured to reduce points that can be scored where there is no insulation or where the temperature of the house cannot be controlled. Appliances that aren't fixed to the wall, like portable heaters should be part of the tool	1
There wasn't enough clear and unbiased information about hot water	1
They could've modelled the trajectory of the sun	1
Wasn't spoken to about draught proofing	1
What subsidies are available	1
<b>Total</b>	<b>34</b>

## Most useful advice from the Assessor

Respondents were asked:

*“What was the most useful advice you received from the assessor / certificate?”*

A total of 110 responses were received from the 111 respondents outlining the most useful advice they received from the assessment.

Whilst a range of individual responses were provided, the most common areas of advice that respondents felt were most useful related to suggestions to improve or increase insulation, both in the floor and ceiling, draft sealing and ways to use money more wisely in achieving energy efficiency.

### **Most useful advice received from the assessor / certificate**

#### **DEECA - 2024 Residential Efficiency Scorecard Survey**

*(Number of total responses)*

<i>Response</i>	<i>Number</i>
Insulation in general, improve / increase	8
Improve the roof / floor insulation	4
Improving and stopping / closing drafts	4
Ceiling insulation and ventilation	3
Ways to use my money more wisely	3
A list of steps to take to improve the energy efficiency / scorecard rating	2
Accurate advice but not affordable for me	2
All of the advice	2
Insulating walls	2
My home is well insulated and is energy efficient	2
Prioritised list of jobs	2
Put in solar	2
Ways to save energy	2
About window films	1
Advice about drafts	1
Air conditioning	1
Airflow in the upstairs area of my home	1
Benefits of passive cooling improvements	1
Blocking up holes / gaps	1
Can't recall	1
Change from gas to electric	1
Cooling mechanisms	1
Cost effective ways to insulate	1
Different elements that add up to better efficiency, not necessarily big things	1
Discovery of missing insulation from the use of thermal camera	1
Don't use heater	1
Explanation of heat mapping	1
Explanation of how thermal currents work around windows	1
Finding out exact gaps in efficiency were	1



Get hot water system taken off peak and put on solar	1
Getting an overall prioritised plan, having follow up contact	1
He told me two items needed fixing and gave me a supplier who could help make upgrades	1
His general knowledge	1
Honeycomb blinds	1
Hot water information	1
How much performance would improve with solar panels	1
How to integrate changes	1
How to minimise the movement of cold air	1
I could seal up brick vents	1
I didn't have insulation, when I thought I did	1
Improving the efficiency	1
Information about ceiling information	1
Information about efficacy of water heater and insulation	1
Information about the types of glass you can out in your windows	1
Information specifically about scorecard vs quality of life	1
Insulation and where to put it	1
Insulation in the ceiling has patched down and isn't as efficient as it was	1
Insulation was not as good as I thought, shown through a heat map	1
List of things I could do	1
Modelling if I do enhancements	1
Modern tech has improved so much, e.g. insulation	1
More aware of curtains, bills	1
North facing windows and heat pump	1
Our rating would improve by removing ducted heating system	1
Pelmets for windows	1
Price comparisons	1
Prioritisation of actions, summarised in report, a wealth of information was received	1
Providers for solar	1
Recommendations for heaters	1
Reminder to use the air con on reverse setting	1
Room for improvement in terms of efficiency	1
Sealing interior doors	1
Size of the solar system	1
Some changes we needed to make weren't the most expensive that we thought it would be	1
Specific products, priorities	1
The contacts for the work	1
The potential for retiring gas heating and installing a split system cooling and heating	1
The priority in which we should proceed in making our home more sustainable	1
The rating	1
The score pointed out areas that weren't that good	1
The things that I have done are done well	1
The things that would make the biggest difference	1
Things that we'd need to eventually upgrade	1
Tips	1
To focus on heat loss through windows during winter and consider secondary glazing	1
To forget about double glazing, save money	1
To get solar and to be picky with replacement hot water service	1
Under floor insulation, options in different price ranges	1
Understanding ways to improve thermal comfort throughout the house	1
Water heating	1



Wattage of heaters and heating devices, how many kw hours they use	1
Where the heat was being lost	1
Window coverings	1
Window efficiency, insulation	1
Windows, sealing and curtains	1
<b>Total</b>	<b>110</b>

## Satisfaction with aspects of the Assessment

Respondents were asked:

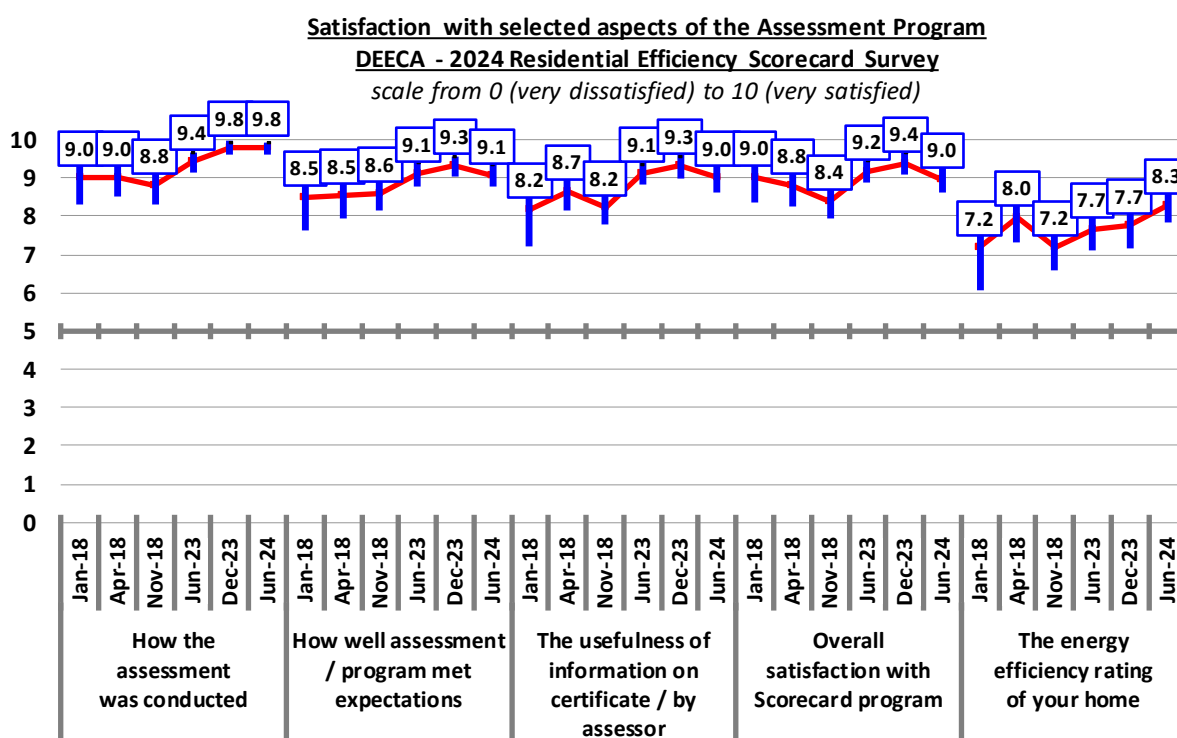
*“On a scale of 1 (very dissatisfied) to 5 (very satisfied), how satisfied are you with the following?”*

Respondents were again in June 2024, asked to rate their satisfaction with four aspects of the assessment, as well as their overall satisfaction with the Scorecard program.

Satisfaction with the five aspects can best be categorised as “excellent”, with average satisfaction scores of more than eight out of 10.

Metropolis Research notes that average satisfaction scores of more than nine out of 10 are rare and reflect extremely positive results.

Metropolis Research notes that respondents’ satisfaction with the energy efficiency rating of their home increased somewhat this year, up six percent to 8.3 out of 10, which is an improvement from a “very good” to an “excellent” level of satisfaction, and the highest score recorded for this aspect over the life of the survey program.



The following graph provides a breakdown of these results into the proportion of respondents (providing a score) who were “satisfied” (i.e., rated satisfaction at four or five out of five) and those who were “dissatisfied” (i.e., rated satisfaction at one or two out of five).

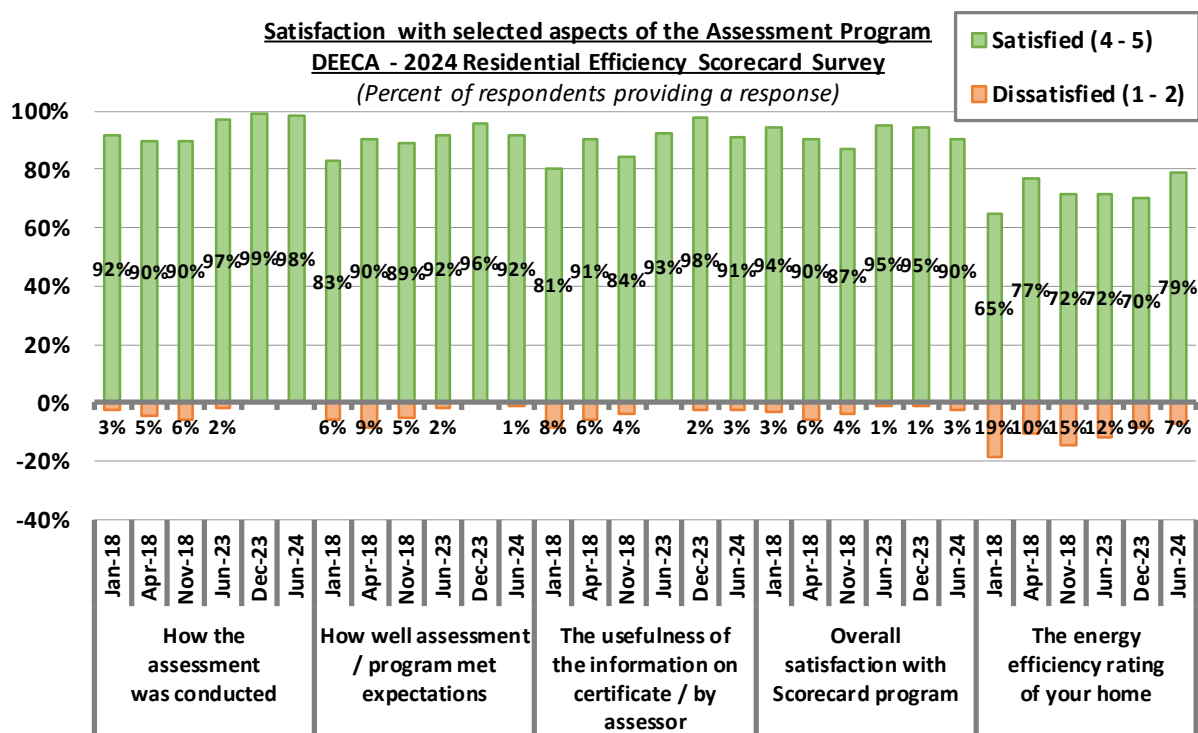
It is noted that more than nine in 10 respondents were satisfied with each of the four aspects relating to the assessment / scorecard, whilst 79% (up from 70%) were satisfied with the energy efficiency rating of their home.

Taken together, these results show an increase in satisfaction with the assessment / Scorecard program between 2018 and 2024.

It does also show that whilst satisfaction with the assessment / Scorecard program may have improved over time, the underlying level of satisfaction of respondents with the energy efficiency rating of their home has remained relatively stable, although it improved this survey.

This remains a logical result, as it implies that those who are choosing to have an efficiency assessment of their home will generally have some expectation that there will be aspects of their home that could / should be improved to increase the energy efficiency rating.

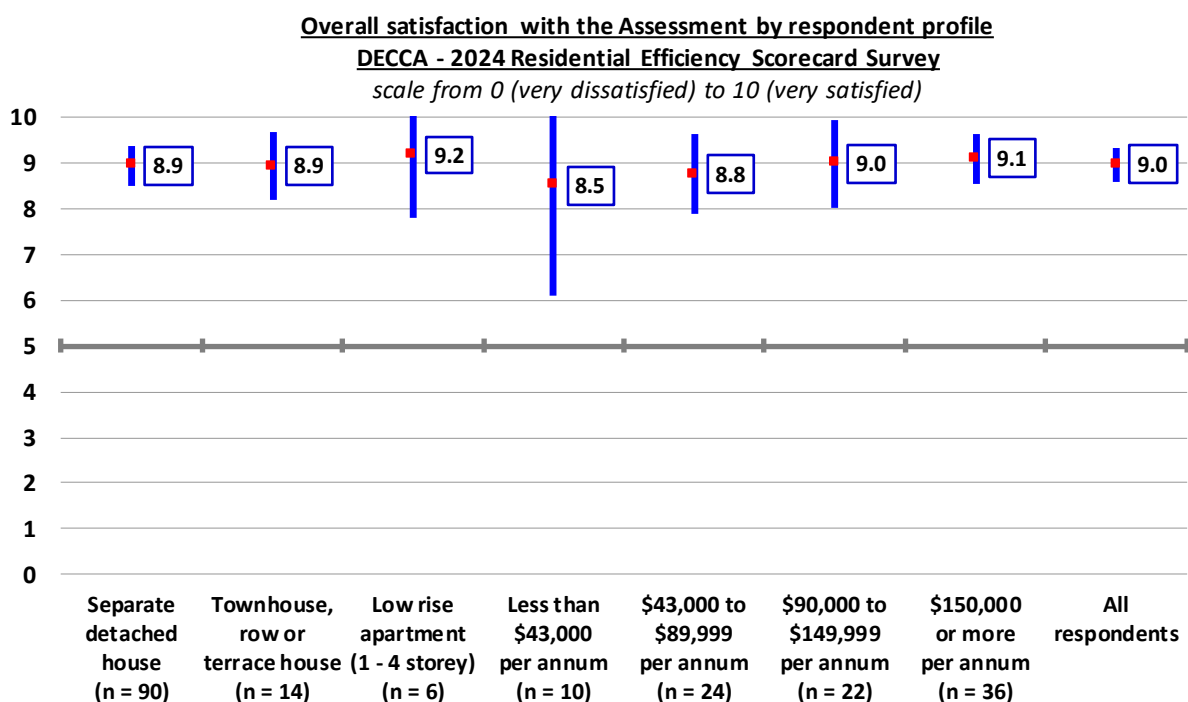
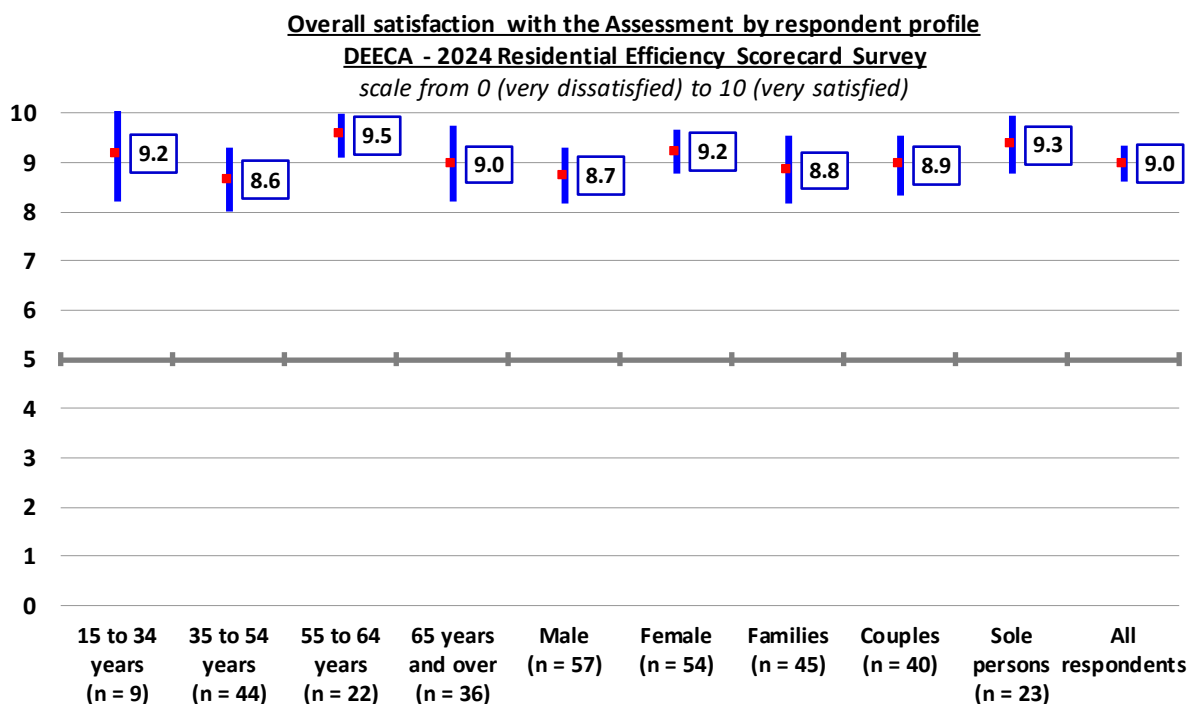
This is reflected in previous results which showed that many were undertaking the assessment in expectation of taking further actions resulting from the assessment to improve the energy efficiency of their home, and therefore increase its energy efficiency rating.



## Overall satisfaction by respondent profile

The following graphs provide a comparison of the overall satisfaction with the assessment / Scorecard program by respondent profile, including age structure, gender, household type, dwelling type, and household income.

Given the small sample size of 111 respondents, there was no statistically significant variation observed in these results this survey.



## Reasons for dissatisfaction with aspects

The following tables outline the responses received from respondents as to why they were dissatisfied with aspects of the assessment / Scorecard program.

### Reasons for dissatisfaction with how the assessment was conducted

#### DEECA - 2024 Residential Efficiency Scorecard Survey

(Number of responses)

Reason	Number
n.a.	n.a.

### Reasons for dissatisfaction with usefulness of information provided on the certificate / by the assessor

#### DEECA - 2024 Residential Efficiency Scorecard Survey

(Number of responses)

Reason	Number
I haven't received anything	1
Too expensive	1
<b>Total</b>	<b>2</b>

### Reasons for dissatisfaction with how well the assessment / program met your expectations

#### DEECA - 2024 Residential Efficiency Scorecard Survey

(Number of responses)

Reason	Number
Advice is too expensive	1
<b>Total</b>	<b>1</b>

### Reasons for dissatisfaction with overall satisfaction with the Scorecard program

#### DEECA - 2024 Residential Efficiency Scorecard Survey

(Number of responses)

Reason	Number
I haven't received anything	1
The cost of the advice is not practical	1
The money is better invested in the changes people need, the process is expensive	1
The scorecard does not reflect how the internal temperature of the house changes during different seasons	1
<b>Total</b>	<b>4</b>



**Reasons for dissatisfaction with the energy efficiency rating of your home****DEECA - 2024 Residential Efficiency Scorecard Survey***(Number of responses)*

<i>Reason</i>	<i>Number</i>
It's accurate but not helpful	1
It seemed slightly inaccurate	1
It should not have been given 5 stars as it lacks many things	1
<b>Total</b>	<b>3</b>

**Reasons for satisfaction with home energy efficiency rating**

The following table outlines the reasons why respondents were satisfied with the energy efficiency rating of their home.

A range of responses were provided, with many comments relating to the general perception that the energy efficiency rating was accurate, and that the assessment was better than expected.

**Reasons for satisfaction with the energy efficiency rating of your home****DEECA - 2024 Residential Efficiency Scorecard Survey***(Number of responses)*

<i>Reason</i>	<i>Number</i>
Accurate	15
It was better than expected	7
Pretty fair / realistic rating	5
I got a 10	2
There were suggestions to improve	2
Accurate, based on how house is built and appliances	1
I found out I have 100 percent rating	1
I know how to improve it	1
I know that the building has issues	1
I think it was fair, our house is old, so the low rating is expected	1
I thought I'd been doing it already, didn't need much advise	1
I trusted the assessor	1
I was expecting a low score, and I got a low score	1
I was really happy with it being that high	1
It didn't address my key issue like my pool. The assessor indicated my air conditioning is not efficient and said would get back to me with a more efficient product, but didn't get back to me	1
It increased and I compared to other people's houses	1
It made sense	1
It was a good review and told me where I could improve in a prioritised list	1



It was a pleasant surprise	1
It was a thorough review of the aspects of the house	1
It was alright	1
It was what I expected	1
It's efficient	1
It's less cost now	1
My home is well insulated, windows are double glazed, my appliances are efficient, his advice was to replace things I cannot afford	1
The systematic process	1
We got a good scorecard on it and would be good to have when we try to sell the place	1
We had all that was required to keep us cool	1
We received a high score	1
<b>Total</b>	<b>55</b>



## On-forwarding of details to potential suppliers

### *Agree to the Assessor providing name to suppliers*

Respondents were asked:

*“Did you agree to the assessor providing your name to suppliers who could help you make changes in your home?”*

A total of 16 respondents (14%) reported that they agreed to their assessor providing their details to suppliers to make changes to their homes. This result was a decrease from the 21% recorded in December 2023.

#### Agree to the assessor providing name to suppliers to make changes in the home

##### DEECA - 2024 Residential Efficiency Scorecard Survey

*(Number and percent of total respondents)*

Response	June 2024		December	June
	Number	Percent	2023	2023
Yes	16	14%	21%	18%
No	57	51%	47%	41%
Don't recall	38	34%	32%	40%
<b>Total</b>	<b>111</b>	<b>100%</b>	<b>94</b>	<b>109</b>

### *Receive calls or emails from suppliers*

Respondents were asked:

*“Did you receive calls or emails from suppliers offering products or services to improve your home?”*

Eight percent of respondents reported that they received calls or emails from suppliers offering products or services to improve their home. Of the 16 respondents who agreed to the assessor passing on their details to suppliers, nine (56%) reported that they had received calls from suppliers.



**Receive calls or emails from suppliers offering products or services****DEECA - 2024 Residential Efficiency Scorecard Survey***(Number and percent of total respondents)*

Response	June 2024		December 2023		June 2023		Provided details	
	Number	Percent					Number	Percent
Yes	9	8%	14%	7%	5	31%		
No	99	89%	69%	82%	11	69%		
Don't recall	3	3%	17%	11%	0	0%		
<b>Total</b>	<b>111</b>	<b>100%</b>	<b>94</b>	<b>109</b>	<b>16</b>	<b>100%</b>		

***Ask to stop receiving calls or emails from suppliers***

Respondents who received calls or emails from suppliers were asked:

*“Did the calls or emails stop if you asked them to stop?”*

Of the nine respondents who received calls from suppliers, three reported that the calls or emails did not stop after they asked them to stop.

**The calls or emails stop if asked to stop****DEECA - 2024 Residential Efficiency Scorecard Survey***(Number and percent of total respondents who received calls or emails)*

Response	June 2024		December 2023		June 2023	
	Number	Percent				
Yes	4	44%	46%	50%		
No	3	33%	8%	25%		
Don't recall	0	0%	8%	25%		
I did not ask for them to stop	2	22%	38%	0%		
<b>Total</b>	<b>9</b>	<b>100%</b>	<b>13</b>	<b>8</b>		



## Assessment outcomes

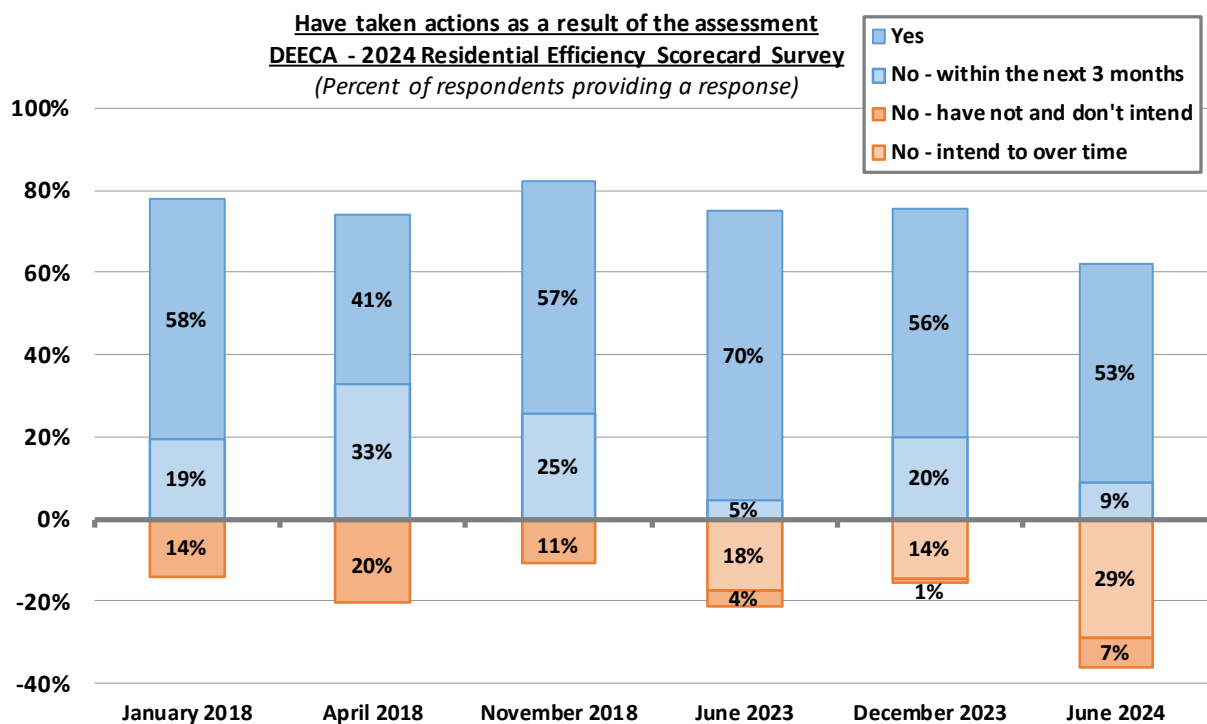
### *Taken action as a result of the Assessment*

Respondents were asked:

*“Have you taken any actions as a result of the assessment? This could include changes to the way you use features in your home or upgrades.”*

Consistent with the results from previous surveys, the overwhelming majority of respondents reported that they either have (53%) or intend within three months (9%) to act as a result of the assessment.

Over the course of the six surveys, an average of 20% of respondents reported that they have no immediate (or short-term) intention to act as a result of the assessment.



**Have taken actions as a result of the assessment**  
**DEECA - 2024 Residential Efficiency Scorecard Survey**  
*(Number and percent of respondents providing a response)*

Response	June 2024		December	June	November	April	January
	Number	Percent	2023	2023	2018	2018	2018
Yes	58	53%	56%	70%	57%	41%	58%
No - but intend to within the next 3 months	10	9%	20%	5%	25%	33%	19%
No - but intend to over time	32	29%	14%	18%	n.a.	n.a.	n.a.
No - there were no actions to take	1	1%	9%	4%	7%	6%	8%
No - I have not and don't intend to take any actions	8	7%	1%	4%	11%	20%	14%
Not stated	2		4	1	1	1	1
<b>Total</b>	<b>111</b>	<b>100%</b>	<b>94</b>	<b>109</b>	<b>103</b>	<b>89</b>	<b>37</b>

### ***Reasons for not taking any actions***

Respondents who didn't take any actions were asked:

*"If you don't intend to take any actions as a result of the assessment, what are the reasons?"*

There were six respondents who reported that they didn't intend to take any actions, with their reason outlined in the following table.

**Reasons for not taking any actions**  
**DEECA - 2024 Residential Efficiency Scorecard Survey**  
*(Number of total responses)*

Response	Number
I don't need to, nothing will improve my running costs	1
Not really my house	1
The recommendations were not practical	1
They haven't gotten back to me	1
Too expensive	1
We're selling it eventually	1
<b>Total</b>	<b>6</b>



## ***Actions taken or will take as a result of the Assessment***

Respondents who have taken or will take actions were asked:

*“What actions have you taken or intend to take as a result of the assessment?”*

The 109 respondents who reported that they had already undertaken or were planning on undertaking improvements in the future, outlined a total of 135 actions.

These have been broadly categorised, as outlined in the following table, split into those who had already undertaken action, were planning to undertake actions within three months, and were planning on acting in the future.

Consistent with the results recorded in previous surveys, the most common actions respondents had already or were planning to take were related to sealing gaps / door jams, insulation, and upgrading or servicing appliances.

Given the small sample size of each survey, there has been some variation from survey to survey in these results, although the overall pattern has remained quite stable.



**Actions taken / will take as a result of the assessment****DEECA - 2024 Residential Efficiency Scorecard Survey**

(Number and percent of total respondents)

Response	June 2024		December	June	November	April	January
	Number	Percent	2023	2023	2018	2018	2018
<b>Actions already taken (58 respondents)</b>							
Sealing gap/door jams/block vents	26	45%	30%	36%	26%	86%	19%
Upgrading / servicing appliances	24	41%	66%	47%	36%	19%	10%
Insulation	18	31%	66%	45%	17%	25%	29%
Solar panels	13	22%	20%	13%	5%	11%	10%
Blinds / curtains	10	17%	8%	14%	3%	17%	43%
Window tinting / double glazing	5	9%	16%	17%	5%	11%	19%
Energy efficient lights	4	7%	8%	8%	9%	17%	5%
Efficient showerheads	2	3%	4%	4%	n.a.	n.a.	n.a.
Extractions / fans	2	3%	4%	5%	5%	3%	14%
Outside shading	0	0%	0%	0%	2%	0%	5%
Other	14	24%	6%	28%	17%	19%	10%
<b>Plan to take within 3 months (10 respondents)</b>							
Sealing gap / door jams	5	50%	28%	0%	12%	45%	14%
Insulation	3	30%	50%	80%	42%	28%	57%
Upgrading / servicing appliances	2	20%	67%	40%	19%	21%	0%
Window tinting / double glazing	2	20%	22%	0%	4%	17%	29%
Blinds / curtains	1	10%	0%	20%	4%	10%	0%
Extractions / fans	1	10%	0%	0%	4%	3%	14%
Solar panels	0	0%	17%	0%	12%	7%	0%
Energy efficient lights	0	0%	11%	0%	4%	10%	0%
Other	3	30%	0%	20%	27%	17%	14%
<b>Plan to take over time (32 respondents)</b>							
Insulation	13	41%	46%	32%	n.a.	n.a.	n.a.
Upgrading / servicing appliances	12	38%	38%	26%	n.a.	n.a.	n.a.
Window tinting / double glazing	6	19%	15%	21%	n.a.	n.a.	n.a.
Sealing gap / door jams	5	16%	23%	16%	n.a.	n.a.	n.a.
Solar panels	4	13%	23%	16%	n.a.	n.a.	n.a.
Blinds / curtains	3	9%	0%	5%	n.a.	n.a.	n.a.
Energy efficient lights	2	6%	0%	5%	n.a.	n.a.	n.a.
Extractions / fans	1	3%	0%	0%	n.a.	n.a.	n.a.
Other	5	16%	15%	21%	n.a.	n.a.	n.a.
<b>Total responses</b>	<b>135</b>		<b>149</b>	<b>173</b>	<b>106</b>	<b>136</b>	<b>42</b>
<i>Respondents identifying at least one action taken / will take as a result of assessment</i>	<i>109</i> <i>(98%)</i>		<i>81</i> <i>(100%)</i>	<i>95</i> <i>(95%)</i>	<i>80</i> <i>(95%)</i>	<i>65</i> <i>(100%)</i>	<i>27</i> <i>(96%)</i>



## Noticeable changes as a result of the actions taken

Respondents who have taken actions were asked:

*“Has there been any noticeable changes to the following as a result of actions you have already taken after the assessment?”*

The 58 respondents who had acted as a result of the assessment were asked if there had been noticeable changes as a result of the actions undertaken after the assessment. Cognisant of the small sample size of just 58 respondents, there was some variation in these results observed, as follows:

- **Electricity / gas use** – two-fifths (41% up from an average of 24% in 2018 and 33% in 2023) of the 58 respondents who had taken actions reported a reduction in the amount of electricity and / or gas used, a minor decline from the high point of 45% in June 2023.
- **Energy bills** – Of the 58 respondents who had taken actions, 35% reported a reduction in their energy bill, down substantially on the high-point of 49% recorded in June 2023 but consistent with the 2023 average.
- **Comfort level of the home** – two-fifths (41% down from an average of 51% in 2023) reported an increased level of comfort in their home, down substantially from the 52% recorded average in 2023.
- **Manage medical condition** – Only 5% of the 58 respondents reported an increase in this variable in this survey.

### Noticeable changes as a result of the actions taken

#### DEECA - 2023 Residential Efficiency Scorecard Survey

(Number and percent of respondents who have taken actions)

Response	Amount of electricity and / or gas						Energy bill					
	Jan-18	Apr-18	Nov-18	Jun-23	Dec-23	Jun-24	Jan-18	Apr-18	Nov-18	Jun-23	Dec-23	Jun-24
Increased	5%	8%	2%	1%	8%	5%	14%	3%	5%	4%	2%	2%
No change	29%	25%	21%	28%	42%	24%	38%	31%	17%	20%	42%	24%
Decreased	29%	19%	24%	45%	20%	41%	10%	11%	21%	49%	22%	35%
Can't say	38%	47%	53%	26%	30%	29%	38%	56%	57%	28%	34%	40%
<b>Total</b>	<b>21</b>	<b>36</b>	<b>58</b>	<b>76</b>	<b>50</b>	<b>58</b>	<b>21</b>	<b>36</b>	<b>58</b>	<b>76</b>	<b>50</b>	<b>58</b>

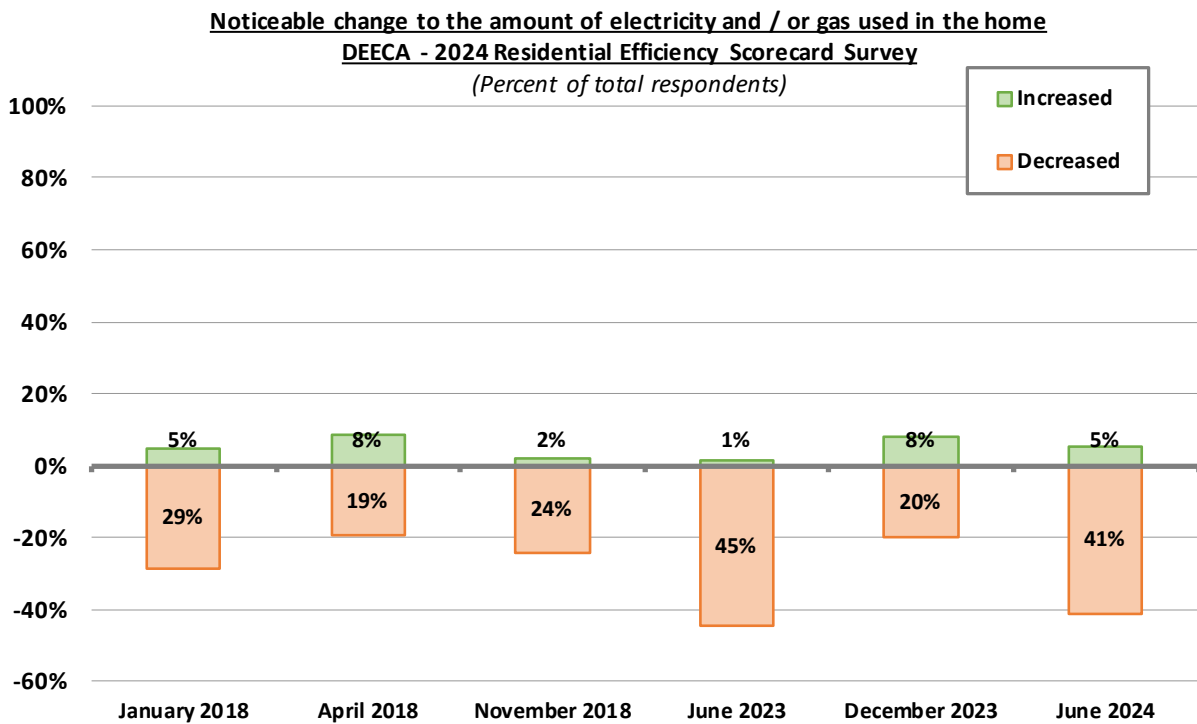
  

Response	Level of comfort						Ability to manage medical condition					
	Jan-18	Apr-18	Nov-18	Jun-23	Dec-23	Jun-24	Jan-18	Apr-18	Nov-18	Jun-23	Dec-23	Jun-24
Increased	52%	53%	48%	61%	42%	41%	n.a.	n.a.	n.a.	1%	0%	5%
No change	24%	33%	29%	20%	36%	36%	n.a.	n.a.	n.a.	15%	30%	29%
Decreased	0%	0%	0%	3%	2%	0%	n.a.	n.a.	n.a.	0%	0%	0%
Can't say	24%	14%	22%	17%	20%	22%	n.a.	n.a.	n.a.	84%	70%	66%
<b>Total</b>	<b>21</b>	<b>36</b>	<b>58</b>	<b>76</b>	<b>50</b>	<b>58</b>	<b>n.a.</b>	<b>n.a.</b>	<b>n.a.</b>	<b>76</b>	<b>50</b>	<b>58</b>

## The amount of electricity and / or gas used in the home

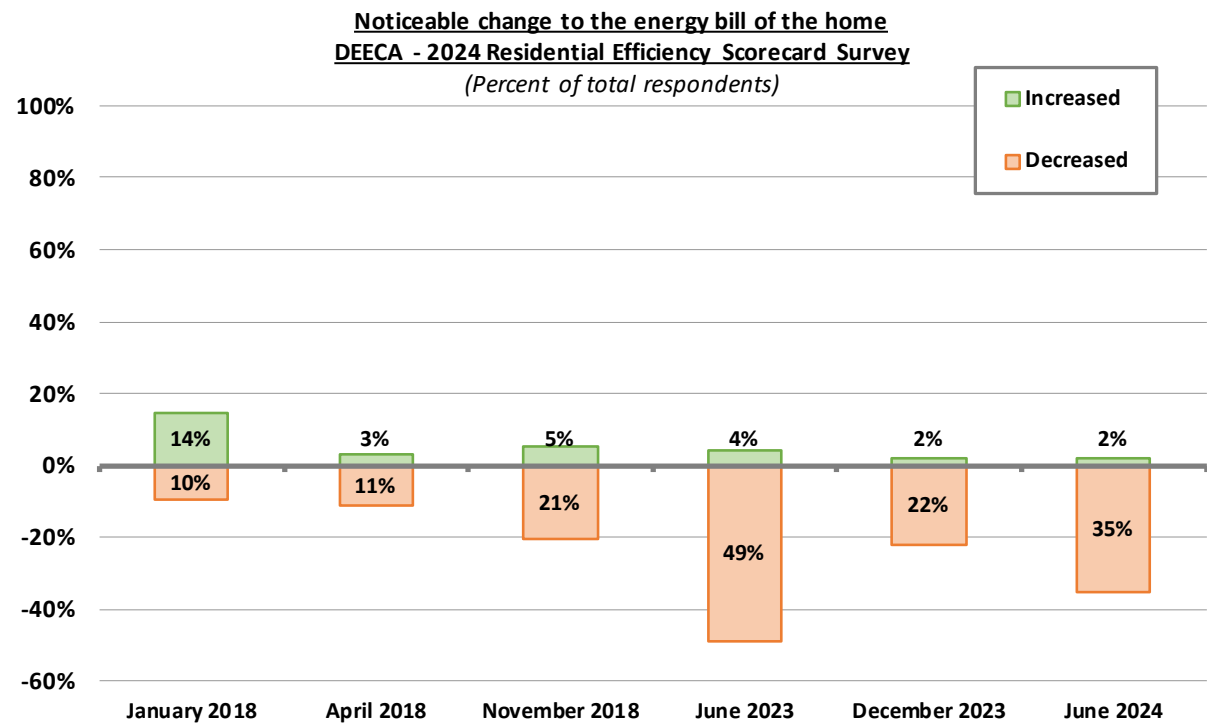
Over the course of the six surveys, an average of 30% of respondents who had acted reported that they had used less electricity or gas in their home since acting.

This result does appear to have improved over time, with 41% in June 2024 and 45% in June 2023 reporting a decrease in the amount of electricity or gas used in the home.



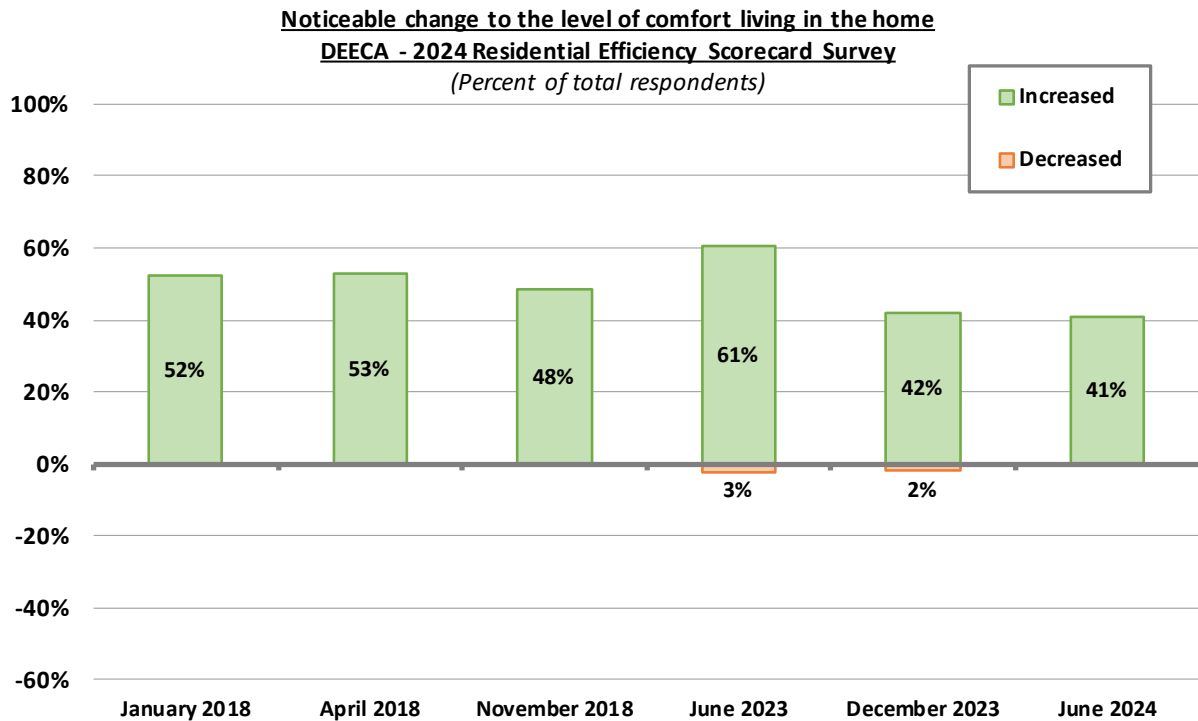
The energy bill of the home

Over the course of the six surveys, an average of 25% of respondents who had acted reported that their energy bill had decreased since acting, with the proportion reporting a decline significantly higher in 2023 and 2024 than in 2018.



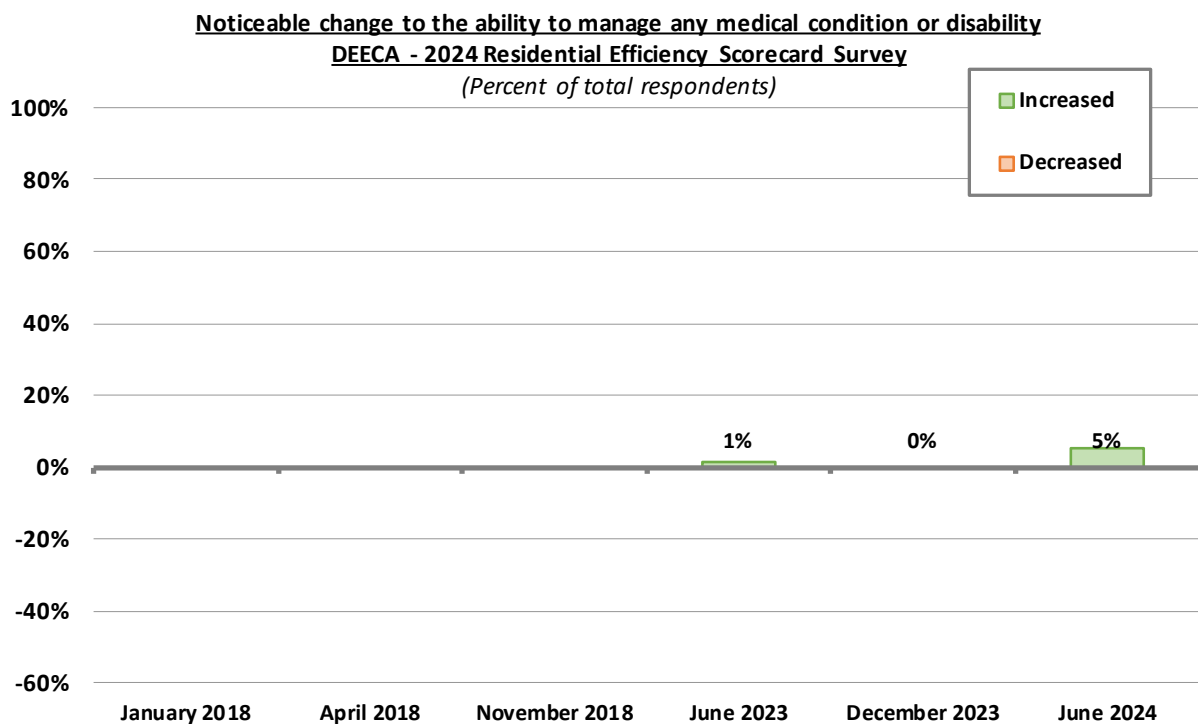
## The level of comfort living in the home

Over the course of the six surveys, an average of 50% of respondents who had acted reported that the level of comfort living in their home had increased since taking action.



## Ability to manage any medical condition / disability

Very few respondents had provided feedback in relation to managing medical conditions and / or disability.



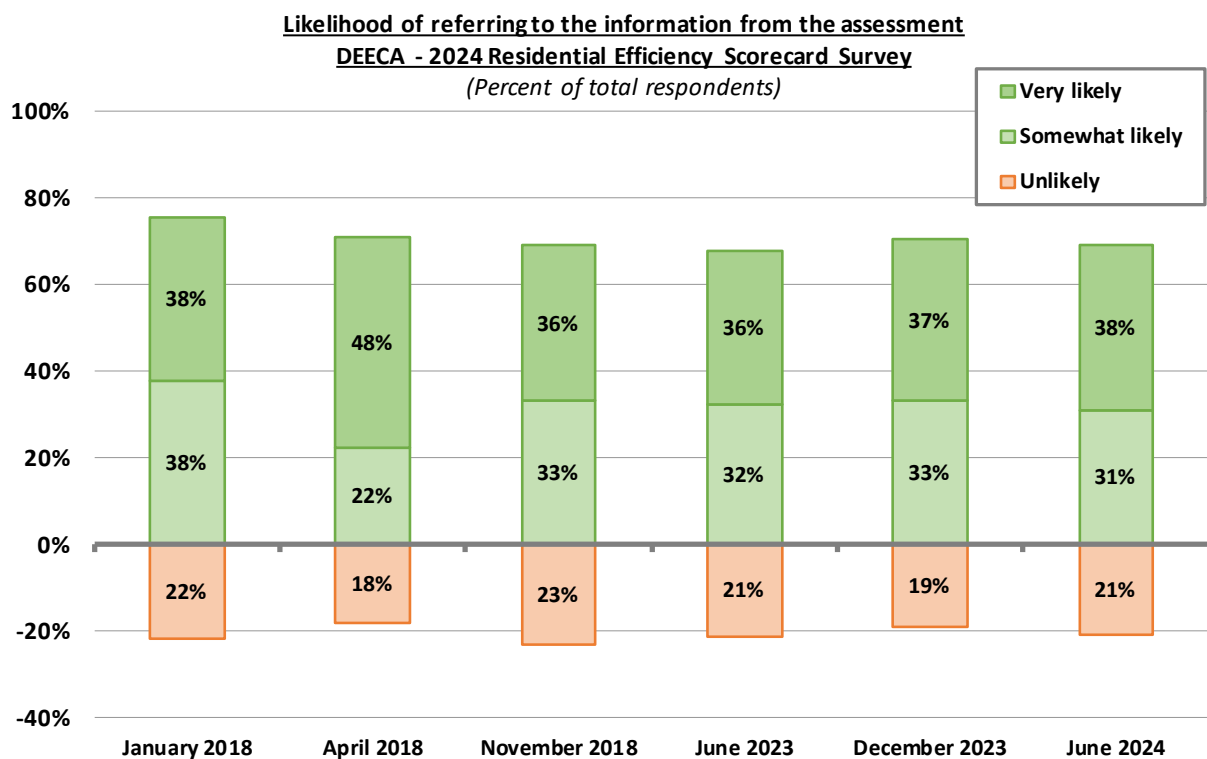
## Likelihood of referring to the information from the Assessment

Respondents were asked:

*“How likely are you to refer to the information from your assessment in future to help with upgrades or actions?”*

Consistent with the results recorded in previous years, a little more than one-third (38%) of respondents reported that they were very likely to refer to the information, approximately one-third (31%) were somewhat likely, and approximately one-fifth (21%) were unlikely.

Taking a long-term view, these results appear relatively consistent over time, with approximately one-fifth of respondents unlikely to refer to the information from the assessment.



**Likelihood of referring to the information from the assessment**  
**DEECA - 2024 Residential Efficiency Scorecard Survey**  
(Number and percent of total respondents)

Response	June 2024		December 2023	June 2023	November 2018	April 2018	January 2018
	Number	Percent					
Very likely	42	38%	37%	36%	36%	48%	38%
Somewhat likely	34	31%	33%	32%	33%	22%	38%
Unlikely	23	21%	19%	21%	23%	18%	22%
Can't say	12	11%	11%	11%	8%	11%	3%
<b>Total</b>	<b>111</b>	<b>100%</b>	<b>94</b>	<b>109</b>	<b>103</b>	<b>89</b>	<b>37</b>

## Respondent profile

The following section provides the demographic profile of the respondents surveyed for the DEECA – 2024 Residential Efficiency Scorecard Survey.

Metropolis Research notes that the sample size for this project has been relatively small over the course of the four surveys. This may result in some variation in the respondent profile from survey to survey.

Given that the demographic profile of the population of individuals who have had an assessment undertaken is not known, it is not possible to make any statement about how reflective the sample is of the underlying population of assessment participants, although it does make some statement about the profile of those in the Victorian community who choose to participate in the program.

### Age structure

The survey sample continues to include a diverse age structure, with 48% aged under 55 years and 52% aged 55 years and over.

It is noted, however, that the survey sample has consistently under-represented younger persons (aged 15 to 34 years), and generally somewhat over-represented middle-aged persons (aged 35 to 64 years).

Whilst this may reflect a lower participation in the survey, it may well be the case that middle-aged persons (most often in families) are more likely to undertake an assessment.

**Age structure**  
**DEECA - 2024 Residential Efficiency Scorecard Survey**  
(Number and percent of respondents providing a response)

Response	June 2024		December	June	November	April	January	Victoria
	Number	Percent	2023	2023	2018	2018	2018	2021
15 to 34 years	9	8%	14%	13%	5%	15%	5%	33%
35 to 54 years	44	40%	54%	47%	37%	34%	22%	33%
55 to 64 years	22	20%	10%	19%	25%	13%	14%	14%
65 years and over	36	32%	22%	21%	34%	39%	59%	20%
Prefer not to say	0		2	1	2	1	0	
<b>Total</b>	<b>111</b>	<b>100%</b>	<b>94</b>	<b>109</b>	<b>103</b>	<b>89</b>	<b>37</b>	<b>100%</b>



## Gender

The survey sample continues to include a meaningful gender split with a 51% / 49% split between male and female respondents, although there were no non-binary identifying respondents included in the sample in June 2024.

**Gender**  
**DEECA - 2024 Residential Efficiency Scorecard Survey**  
 (Number and percent of respondents providing a response)

Response	June 2024		December 2023	June 2023	November 2018	April 2018	January 2018
	Number	Percent					
Man / Male	57	51%	44%	45%	62%	25%	61%
Women / Female	54	49%	56%	55%	38%	74%	39%
Non-binary*	0	0%	0%	0%	0%	1%	0%
Prefer to self describe	0	0%	0%	0%	n.a.	n.a.	n.a.
Prefer not to say	0		0	1	4	0	6
<b>Total</b>	<b>111</b>	<b>100%</b>	<b>94</b>	<b>109</b>	<b>103</b>	<b>89</b>	<b>37</b>

(\*) Referred to as "other" in 2018

## Household structure

The survey over-represented families and couples and under-represented sole person and group households.

These variations from the *Census* results, whilst based on a small sample of just 95 respondents, may reflect a greater engagement with the Scorecard program by families compared to sole person and group households (who may also be more likely to be renters).

**Household structure**  
**DEECA - 2024 Residential Efficiency Scorecard Survey**  
 (Number and percent of respondents providing a response)

Structure	June 2024		December 2023	June 2023	Victoria 2021
	Number	Percent			
Families household	45	41%	65%	51%	43%
Couple only household	40	36%	24%	31%	27%
Sole person household	23	21%	10%	17%	26%
Group household	2	2%	1%	1%	4%
Not stated	1		0	0	
<b>Total</b>	<b>111</b>	<b>100%</b>	<b>94</b>	<b>109</b>	<b>100%</b>

## Current dwelling type

In June 2024, 81% of respondents reported that they lived in separate detached houses, a result somewhat higher than the 2021 *Census* Victorian average of 73%.

The sample continues to under-represent people living in apartments, particularly high-rise apartments, which is likely to reflect a lesser engagement with the Scorecard program of high-rise apartment dwellers.

**Current dwelling type**  
**DEECA - 2024 Residential Efficiency Scorecard Survey**  
 (Number and percent of respondents providing a response)

Type	June 2024		December 2023	June 2023	November 2018	April 2018	January 2018	Victoria 2021
	Number	Percent						
Separate detached house	90	81%	83%	75%	79%	83%	65%	73%
Townhouse, row or terrace house	14	13%	13%	17%	9%	10%	27%	14%
Low rise apartment (1 to 4 storey)	6	5%	2%	6%	9%	4%	3%	12%
High rise apartment (5 or more storey)	1	1%	0%	0%	1%	2%	3%	
Other	0	0%	1%	2%	1%	0%	3%	0%
Prefer not to say	0		4	0	7	0	0	
<b>Total</b>	<b>111</b>	<b>100%</b>	<b>94</b>	<b>109</b>	<b>103</b>	<b>89</b>	<b>37</b>	<b>100%</b>

## Gross annual income

Over the course of the survey program, the proportion of respondents with an income of less than \$43,000 has declined, from 45% in January 2018 to 11% in June 2024, whilst the proportion of respondents with an income of \$150,000 or more has increased from just three percent to 39%.

**Gross annual income**  
**DEECA - 2024 Residential Efficiency Scorecard Survey**  
 (Number and percent of respondents providing a response)

Income	June 2024		December 2023	June 2023	November 2018	April 2018	January 2018
	Number	Percent					
Less than \$43,000 per annum*	10	11%	11%	6%	21%	33%	45%
\$43,000 to \$89,999 per annum*	24	26%	19%	14%	35%	46%	42%
\$90,000 to \$149,999 per annum	22	24%	11%	20%	11%	9%	10%
\$150,000 or more per annum	36	39%	58%	61%	33%	12%	3%
Prefer not to say	19		41	38	31	32	6
<b>Total</b>	<b>111</b>	<b>100%</b>	<b>94</b>	<b>109</b>	<b>103</b>	<b>89</b>	<b>37</b>

(\*) previously \$43,000 was \$30,000



## General comments

Respondents were asked:

*“Do you have any other comments to make about the assessment or the certificate?”*

The following table outlines the general open-ended comments received from respondents. A range of responses were provided, with many comments relating to the perception that the Scorecard program is a worthwhile program.

**General comments**  
**DEECA - 2024 Residential Efficiency Scorecard Survey**  
 (Number of total responses)

Response	Number
It's a fantastic / good / worthwhile / valuable program	11
This survey is too long	2
Appreciate that the councils have programs like this	1
Certificate didn't reference the swimming pool	1
Gained info and taken action so it was worthwhile for me	1
I had questions about water use and Alex included that into our planning which was really helpful	1
I had quotes of more than \$25k to replace windows which demonstrates how some of the services are exploited by opportunistic companies.	1
I have recommended it to everyone I know	1
I haven't received my certificate yet	1
I'd like to see the program improved so the landlord is forced to make changes in the home	1
If more people are doing the assessment, the production costs of the work should decrease, and savings should be passed onto consumers	1
Include more solar resources, like the impact of solar on tile roofs. More specific info on solar	1
It would be great to see the program completely funded	1
It's a practical tool and provided us with useful guidance. I would recommend it	1
It's a waste of government money	1
It's really fantastic and our assessor was incredibly helpful	1
My whole family had the assessment done and are very happy with it	1
Rebate is good	1
Saved me from investments that wouldn't have been as effective	1
Support the scorecard program merging with the NHERS program / system	1
Surprised at how far behind NSW is and how hard it was to find someone	1
The assessor was lovely and aware of all the flaws in the program. He was very patient with me during the assessment	1
The certificate was pretty basic	1
There should be legislated standards of energy efficiency for homeowners and even landlords to renters: property should not be sold or rented if it is below a certain standard of efficiency (look at the UK model for an example of this)	1
Unrealistic in terms of cost	1
Unsure whether the changes entitled you to a score upgrade	1
Was told that the certificate only lasts a couple of months, which doesn't make sense. It should last longer or else it's not efficient	1

**Total**

**38**



## Appendix One: Survey form



# DECCA - 2023 Energy Efficiency Scorecard Survey

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## Introduction

Hi, my name is \_\_\_\_\_, I am from Metropolis Research calling in relation to the Residential Efficiency Scorecard program on behalf of the Victorian Government which manages the program on behalf of all Australian governments.

The reason for my call is that I believe your household recently undertook a Scorecard assessment. This would have been through an assessor visiting your home and determining an energy star rating.

### **1) Can I confirm I am speaking to [insert householders name]?**

☐ Yes (continue)

☐ No (ask to speak to householder listed, if this is not possible end call)

### **2) Were you present at the time of the assessment?**

☐ Yes (continue)

☐ No (end call)

### **3) I'd like to ask a few quick follow-up questions regarding the assessment, is this OK?**

☐ Yes (continue)

☐ No (end call)

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## Scorecard program

### 4) How did you hear about the Scorecard program?

*(please select as many as possible)*

- ☐ Friends / colleague
- ☐ Government website (which government?): \_\_\_\_\_
- ☐ Council website (which Council?): \_\_\_\_\_
- ☐ Email (from whom?): \_\_\_\_\_
- ☐ Facebook (which page?): \_\_\_\_\_
- ☐ LinkedIn
- ☐ YouTube
- ☐ Newsletter (which newsletter?): \_\_\_\_\_
- ☐ Offer or phone call from a business (which business?): \_\_\_\_\_
- ☐ Community group (which community group?): \_\_\_\_\_
- ☐ Other (please specify): \_\_\_\_\_

### 5) What are all the reasons you decided to have an energy rating for your home?

*(please select as many as appropriate)*

- ☐ Planning renovations / property upgrades
- ☐ Planning to rent the property for my own use
- ☐ Planning to rent the property out
- ☐ Planning to sell the property
- ☐ Changing to an all-electric home
- ☐ To reduce energy consumption/greenhouse gas emissions of the property
- ☐ To improve the comfort level of the home
- ☐ Curious about efficiency rating
- ☐ To reduce energy bills
- ☐ It was free or almost free and they offered other products for free as well
- ☐ To help manage a medical condition or disability
- ☐ Other (please specify): \_\_\_\_\_

**6) Approximately how long did the assessment take with the assessor in your home?**

- ☐ Less than 30 minutes
- ☐ 30 mins to less than an hour
- ☐ One hour to less than 90 minutes
- ☐ 90 minutes to less than two hours
- ☐ Two hours or more
- ☐ Can't recall
- ☐ The assessor did not come into my home

**7) How much did the assessment cost you?**

- ☐ The assessment was free/discounted as part of a promotion of other products or services (including Victorian Energy Upgrades)
- ☐ The assessment was free/discounted from a different program
- ☐ \$1 to \$100
- ☐ \$101 to \$200
- ☐ \$201 to \$300
- ☐ \$301 to \$400
- ☐ \$401 or more
- ☐ Prefer not to say
- ☐ Can't recall

**8) What were your expectations from having an assessment, what did you hope to achieve?**

	Hope to achieve
Response One:	
Response Two:	
Response Three:	

**9) Did the assessor do each of the following when conducting your assessment?**

	Response		
	Yes	No	Don't recall
Show you or wear photo identification	1	2	9
Ask you to sign a privacy statement and leave you with a copy	1	2	9
Advise you of any conflict of interest they may have	1	2	9

**10) Did you receive a copy of your Scorecard assessment certificate following the assessment?**

☐ Yes

☐ No

☐ Don't recall

---

**11) On a scale of 1 (strongly disagree) to 5 (strongly agree), can you please rate your agreement with the following statements?**

	Strongly Disagree		Neutral		Strongly Agree	Can't say
1. The assessor behaved in a professional and courteous manner	1	2	3	4	5	9
2. The assessor left the property in the same condition as when they arrived	1	2	3	4	5	9

3. The assessor appeared to act in my best interests	1	2	3	4	5	9
4. The assessor explained the home's Scorecard rating and certificate adequately	1	2	3	4	5	9
5. The assessor provided personalised and useful information to me during the assessment	1	2	3	4	5	9
6. The assessor provided me with a clear list of priorities to help me achieve my goals	1	2	3	4	5	9
7. The assessor provided me with a report to accompany the certificate	1	2	3	4	5	9
8. The assessor provided additional materials and/or pamphlets for energy efficiency improvements for my home	1	2	3	4	5	9
9. The information on the certificate accurately reflected how my home performs throughout the year	1	2	3	4	5	9
10. The Scorecard certificate was easy to understand	1	2	3	4	5	9
11. The assessor answered all my questions adequately	1	2	3	4	5	9
12. The assessment was a good use of my time	1	2	3	4	5	9
13. My knowledge of energy efficiency in my home has improved	1	2	3	4	5	9
14. I would recommend this service to my family and/or friends	1	2	3	4	5	9

**12) What was the most useful advice you received from the assessor / certificate?**

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**13) Did you agree to the assessor providing your name to suppliers who could help you make changes in your home?**

- ☐ Yes
- ☐ No
- ☐ Don't recall

**14) Did you receive calls or emails from suppliers offering products or services to improve your home?**

- ☐ Yes
- ☐ No
- ☐ Don't recall

**15) Did the calls or emails stop if you asked them to stop?**

- ☐ Yes
- ☐ No
- ☐ Don't recall
- ☐ I did not ask for them to stop

---

**16) On a scale of 1 (very dissatisfied) to 5 (very satisfied), how satisfied were you with the following?**

	Satisfaction with selected statements					Reason for dissatisfaction
	1	2	3	4	5	
1. How the assessment was conducted						
3. The usefulness of information provided on the certificate/by the assessor						
4. How well the assessment met your expectations						
5. Overall satisfaction with the Scorecard program						
2. The energy efficiency rating of your home						

**17) What are all the reasons why you are you satisfied with the energy efficiency rating of your home?**

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**18) Have you taken any actions as a result of the assessment? This could include changes to the way you use features in your home or upgrades.**

( ) Yes (Go to question 19, next question 21, then question 24)

( ) No – but intend to within the next 3 months (Go to question 20, then question 24)

( ) No – but intend to over time (Go to question 20, then question 24)

( ) No – there were no actions to take (Go to question 23, then question 24)

( ) No – I have not and do not intend to take any actions (Go to question 22, then question 24)

**19) What actions have you taken as a result of the assessment?**

	Action
One:	
Two:	
Three:	
Four:	
Five:	

**20) What actions do you intend to take as a result of the assessment?**

	Action
One:	
Two:	
Three:	
Four:	
Five:	

**21) Has there been any noticeable change to the following as a result of actions you have already taken after the assessment?**

	Response			
	Increased	No change	Decreased	Can't say
1. The amount of electricity and /or gas used the home	1	2	3	9
2. The energy bill of the home	1	2	3	9
3. The level of comfort living in the home	1	2	3	9
4. Ability to manage any medical condition/disability (if appropriate)	1	2	3	9

**22) If you don't intend to take any actions as a result of the assessment, what are the reasons?**

	Reasons
One:	
Two:	
Three:	

**23) How likely are you to refer to the information from your assessment in future to help with upgrades or actions?**

- ☐ Very likely
- ☐ Somewhat likely
- ☐ Unlikely
- ☐ Can't say

**24) How could the assessment have been better for you?**

	Improvement
One:	
Two:	
Three:	

## **Respondent profile**

**25) With which gender do you identify?**

☐ Man / Male

☐ Woman / Female

☐ Non-binary

☐ Prefer to self-describe: \_\_\_\_\_

☐ Prefer not to say

**26) Please indicate which of the following age groups best describes you.**

☐ 15 to 34 years

☐ 35 to 54 years

☐ 55 to 64 years

☐ 65 years and over

☐ Prefer not to say

**27) Which circumstances best describe your household?**

☐ Group household

☐ Couple only household

☐ Families household

☐ Sole person household

**28) In what type of dwelling do you live?**

- ☐ Separate detached house
- ☐ Townhouse, row or terraced house
- ☐ Low rise apartment (1 - 4 storey)
- ☐ High rise apartment (5 or more storey)
- ☐ Other: \_\_\_\_\_
- ☐ Prefer not to say

**29) What is the gross annual income of the household?**

- ☐ Less than \$43,000
- ☐ \$43,000 to \$89,999
- ☐ \$90,000 to \$150,000
- ☐ \$150,001 or more
- ☐ Prefer not to say

**30) Do you have any other comments to make about the assessment or the certificate?**

	Comment
One:	
Two:	
Three:	

**Thank You!**

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