



**DEECA**

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

***June 2025***

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## Introduction

Metropolis Research was commissioned by DEECA to conduct this seventh-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, June, December 2023, and June 2024.

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 100 respondents were obtained from a list of 2,298 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.

A total of 420 participants did not answer the phone, 114 refusing the offer to participate, 29 asking for a call back at another time, 17 wrong or disconnected numbers, and 100 completed the survey. Of the 100 participants, 57 were standard assessments, and 43 were VEU.

This provides a response rate of 46% of those invited to participate. This is a strong 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 seventh-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 single person households.

The sample included mostly those living in separate detached houses, and 49% 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 2025 continue to report excellent satisfaction with aspects of the program, as well as in the process, and the quality of the assessment.

It is noted, however, that satisfaction with the various aspects of the assessment all declined somewhat this year compared to last year, although satisfaction remained “excellent”.

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

There was an increase (66% up from 53%) of respondents had already taken actions as a result of the assessment, with a further eight percent intending to act within three months. The actions most often taken included upgrading or servicing of appliances, insulation improvements, and installing solar panels.

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 government website (21%), friends and colleagues (14%), Council website (13%), Facebook (13%), community group (12%), and internet / google (12%).



- **Reasons for participating in the program** - the most common reasons for participating were to reduce energy consumption / greenhouse gas emissions of the home (82% up from 11%), to reduce energy bills (81% up from 36%), to improve the comfort level of their home (75% up from 17%), curiosity about the efficiency rating of their home (64%), changing to an all-electric home (44% up from 2%), and planning renovations / property upgrades (42% up from 13%). These results have proved quite variable from survey to survey.

### **The Assessment:**

- **Expectations of the assessment** – participant expectations remained focused on tips for improving efficiency (39% down from 50%), to get information / knowledge more broadly (20% up from 7%), and an idea of how the home performs / what its rating is (18%).
- **Length of the assessment** – approximately one-third (32%) took two hours or more for the assessment, and 20% (up from 11%) took one hour to 90 minutes.
- **Cost of the assessment** – half (52% up from 50%) had the assessment free or discounted either as a promotion (40%) or free from another program (12%), whilst approximately one-fifth (24% down from 30%) paid \$400 or more for the assessment.
- **Procedural actions of the assessor** – there was a decrease in the proportion who reported that the assessor had shown / worn identification (75% down from 84%), asked the participant to sign a privacy statement (70% down from 88%), and advised of any conflict of interest (53% down from 59%). VEU assessments recorded higher results than standard assessments.
- **Scorecard certificate** – the overwhelming majority (88% down from 96%) respondents reported that they had received a copy of the certificate after the assessment, with seven reporting that they didn't receive a certificate. There was no difference in this result between VEU and standard assessments.
- **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 7.5 out of 10, with 14% disagreeing.
- **Potential improvements to the assessment** – the 68 comments outlining potential improvements raised various improvements, with some focused on cost, some on potential suppliers for products, and some improvements to how the assessment functions.
- **Most useful advice** – the 98 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 (9.3 out of 10 down from 9.8), how well the assessment / program met expectations (8.6 down from 9.1), the usefulness of information on the certificate / assessment (9.3 down from 9.0), and overall satisfaction with the assessment (8.5 down from 9.0) all remained categorised as “excellent” despite declining somewhat this year. A total of six percent dissatisfied overall with the Scorecard program. Standard assessments recorded somewhat higher average satisfaction scores than VEU assessments (8.7 compared to 8.2).
- **Satisfaction with the energy rating of the home** – satisfaction with the energy rating of the home declined sharply this survey, down from 8.3 to 7.6 out of 10, which was a “very good”, down from an “excellent” level of satisfaction, with 12% (up from 7%) dissatisfied.
- **Reasons for satisfaction with the home’s energy efficiency rating** – the 57 comments received focused on the general perception that the rating accurate or fair.
- **Reasons for dissatisfaction with the home’s energy efficiency rating** – the 17 comments received focused on the general perception that the rating was lower than the participant expected.

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

- **On-forwarding of details to potential suppliers** – 32% (up from 14%) agreed to the assessor providing their details to potential suppliers. Of these 32 respondents, four reported receiving calls from potential suppliers.

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

- **Taken actions as a result of the assessment** – two-thirds (66% up from 53%) of respondents reported that they had already acted in response to the assessment, with eight percent intending to act within three months, and 15% (down from 29%) potentially intending to act in the future.
- **Actions already taken** – the most common actions already undertaken included upgrading or servicing appliances (44%), insulation (43%), and sealing gaps / door jams / block vents (29%).
- **Actions planned to take within three months** - the most common actions planned within three months included upgrading / servicing appliances (38%), insulation (25%), and solar panels (25%).
- **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 (27%, a notable increase in the comfort level of their home (51%), and a reduction in their energy bill (24%). Five percent reported an increase in their ability to manage a medical condition.
- **Likelihood of referring to information from assessment in the future** – a total of 81% (up from 69%) reported that they were very (58% up from 38%) or somewhat (23% down from 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?”*

There was a substantial increase this survey, in the proportion of respondent who heard about the program via a government website, up from a long-term average of around 10% to 21% this survey.

There was a broad range of methods by which respondents heard about the program this survey, including from friends and colleagues (14%), a council website (13%), Facebook (13% up from 9%), a community group (12% up from 2%), and via the internet (12%).

These results clearly suggest that the program is being effectively communicated to the community via a multitude of methods.

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

##### DEECA - 2025 Residential Efficiency Scorecard Survey

*(Number and percent of total respondents)*

| Response                                                                     | June 2025   |         | June 2024    | December 2023 | June 2023    | November 2018 | April 2018  | January 2018 |
|------------------------------------------------------------------------------|-------------|---------|--------------|---------------|--------------|---------------|-------------|--------------|
|                                                                              | Number      | Percent |              |               |              |               |             |              |
| Government website <sup>1</sup>                                              | 21          | 21%     | 5%           | 11%           | 14%          | 12%           | 8%          | 8%           |
| Friends / colleague                                                          | 14          | 14%     | 15%          | 20%           | 28%          | 14%           | 16%         | 8%           |
| Council website <sup>2</sup>                                                 | 13          | 13%     | 12%          | 13%           | 14%          | 7%            | 6%          | 8%           |
| Facebook                                                                     | 13          | 13%     | 9%           | 6%            | 5%           | 4%            | 8%          | 3%           |
| Community group                                                              | 12          | 12%     | 2%           | 4%            | 2%           | n.a.          | n.a.        | n.a.         |
| Internet / website / google <sup>3</sup>                                     | 12          | 12%     | 15%          | 18%           | 12%          | 8%            | 3%          | n.a.         |
| Newsletter                                                                   | 6           | 6%      | 4%           | 17%           | 6%           | 13%           | 8%          | 11%          |
| Email                                                                        | 5           | 5%      | 9%           | 1%            | 3%           | 3%            | 13%         | 3%           |
| LinkedIn                                                                     | 1           | 1%      | 0%           | 0%            | 0%           | n.a.          | n.a.        | n.a.         |
| Offer or phone call from business                                            | 1           | 1%      | 1%           | 4%            | 0%           | n.a.          | n.a.        | n.a.         |
| YouTube                                                                      | 0           | 0%      | 0%           | 0%            | 0%           | n.a.          | n.a.        | n.a.         |
| Other                                                                        | 22          | 22%     | 23%          | 12%           | 16%          | 10%           | 7%          | 16%          |
| <b>Total responses</b>                                                       | <b>120</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> | 98<br>(98%) |         | 105<br>(95%) | 94<br>(100%)  | 102<br>(94%) | 101<br>(98%)  | 85<br>(96%) | 34<br>(92%)  |

(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 reason why respondents decided to have an energy rating undertaken for their home recorded this survey was to reduce energy consumption / greenhouse gas emissions of the home, with 82% (up from 11%) nominating this reason this survey.

Other reasons that increased notably this survey included to reduce energy bills (81% up from 36%), to improve the comfort level of the home (75% up from 17%), changing to an all-electric home (44% up from 2%), planning renovations / property upgrades (42% up from 13%), and it was free or almost free and they offered other products for free as well (33% up from 5%).

Metropolis Research notes that these results have changed somewhat from survey to survey, however, the key reasons remain focused on reducing energy consumption and bills, curious about the efficiency rating, and to improve the comfort level of the home.

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

#### DEECA - 2025 Residential Efficiency Scorecard Survey

(Number and percent of total respondents)

| Response                                                                    | June 2025<br>Number         | June 2025<br>Percent | June 2024                   | December 2023             | June 2023                  | November 2018               | April 2018                | January 2018               |
|-----------------------------------------------------------------------------|-----------------------------|----------------------|-----------------------------|---------------------------|----------------------------|-----------------------------|---------------------------|----------------------------|
| To reduce energy consumption / greenhouse gas emissions of the home         | 82                          | 82%                  | 11%                         | 54%                       | 66%                        | 62%                         | 71%                       | 27%                        |
| To reduce energy bills                                                      | 81                          | 81%                  | 36%                         | 64%                       | 69%                        | 70%                         | 78%                       | 38%                        |
| To improve the comfort level of the home                                    | 75                          | 75%                  | 17%                         | 46%                       | 42%                        | 50%                         | 56%                       | 19%                        |
| Curious about efficiency rating                                             | 64                          | 64%                  | 65%                         | 63%                       | 59%                        | 54%                         | 66%                       | 73%                        |
| Changing to an all-electric home                                            | 44                          | 44%                  | 2%                          | 24%                       | 9%                         | n.a.                        | n.a.                      | n.a.                       |
| Planning renovations / property upgrades                                    | 42                          | 42%                  | 13%                         | 43%                       | 27%                        | 19%                         | 11%                       | 0%                         |
| It was free or almost free and they offered other products for free as well | 33                          | 33%                  | 5%                          | 11%                       | 17%                        | n.a.                        | n.a.                      | n.a.                       |
| Planning to rent the property for my own use                                | 7                           | 7%                   | 0%                          | 5%                        | 11%                        | n.a.                        | n.a.                      | n.a.                       |
| To help manage a medical condition or disability                            | 4                           | 4%                   | 0%                          | 1%                        | 1%                         | n.a.                        | n.a.                      | n.a.                       |
| Planning to rent the property out                                           | 3                           | 3%                   | 0%                          | 0%                        | 2%                         | n.a.                        | n.a.                      | n.a.                       |
| Planning to sell the property                                               | 3                           | 3%                   | 1%                          | 2%                        | 0%                         | 0%                          | 2%                        | 3%                         |
| Other                                                                       | 8                           | 8%                   | 13%                         | 0%                        | 8%                         | 5%                          | 3%                        | 5%                         |
| <b>Total responses</b>                                                      | <b>446</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>100</i><br><i>(100%)</i> |                      | <i>111</i><br><i>(100%)</i> | <i>93</i><br><i>(99%)</i> | <i>106</i><br><i>(97%)</i> | <i>103</i><br><i>(100%)</i> | <i>88</i><br><i>(99%)</i> | <i>37</i><br><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 2025 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 (100 respondents) who nominated each type of expectation.

The most common expectation remains tips on improving efficiency (39% down from 50%), to get information / knowledge (20% up from 7%), and an idea on how their house performs / what their rating was (18%).

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 - 2025 Residential Efficiency Scorecard Survey**  
 (Number and percent of total respondents)

| Response                                              | June 2025<br>Number | June 2025<br>Percent | June 2024  | December 2023 | June 2023  | November 2018 | April 2018 | January 2018 |
|-------------------------------------------------------|---------------------|----------------------|------------|---------------|------------|---------------|------------|--------------|
| Tips on improving efficiency                          | 39                  | 39%                  | 50%        | 35%           | 50%        | 33%           | 34%        | 46%          |
| To get information / knowledge                        | 20                  | 20%                  | 7%         | 32%           | 17%        | 6%            | 0%         | 0%           |
| An idea of how my house performs / what rating it has | 18                  | 18%                  | 19%        | 12%           | 25%        | 28%           | 26%        | 16%          |
| Reducing energy bills / energy usage                  | 11                  | 11%                  | 7%         | 5%            | 5%         | 19%           | 38%        | 32%          |
| How to keep it cooler / warmer                        | 10                  | 10%                  | 4%         | 4%            | 3%         | 8%            | 15%        | 16%          |
| Identify problems / solutions                         | 9                   | 9%                   | 13%        | 13%           | 14%        | 4%            | 0%         | 0%           |
| Protecting the environment                            | 3                   | 3%                   | 1%         | 6%            | 6%         | 1%            | 9%         | 5%           |
| Other                                                 | 10                  | 10%                  | 3%         | 0%            | 0%         | 0%            | 0%         | 0%           |
| <b>Total responses</b>                                | <b>120</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 - 2025 Residential Efficiency Scorecard Survey***(Number of total responses)*

| <i>Response</i>                                                                                                                     | <i>Number</i> |
|-------------------------------------------------------------------------------------------------------------------------------------|---------------|
| <i>Tips on improving efficiency</i>                                                                                                 |               |
| To improve energy efficiency                                                                                                        | 15            |
| Practical hints / insights / actions / priorities to improve efficiency and insulation of home                                      | 9             |
| Information about how to improve thermal efficiency                                                                                 | 2             |
| Wanted to achieve a plan for upgrades and improvements                                                                              | 2             |
| A detailed report that would give ideas on how to improve my facility                                                               | 1             |
| For draft and insulation improvements                                                                                               | 1             |
| Gain an understanding of effective methods to improve my home efficiency                                                            | 1             |
| Get a plan to achieve efficiency                                                                                                    | 1             |
| I just wanted to know what I could do to become more energy efficient and live more comfortably                                     | 1             |
| I wanted advice to how to improve the rating                                                                                        | 1             |
| I wanted to know how my new home can be improved to be more energy efficient in the long term. I want the actionable priority order | 1             |
| Improve energy efficiency and consumption                                                                                           | 1             |
| Improve energy efficiency and make sure renovations were done properly                                                              | 1             |
| Recommendation for equipment replacement                                                                                            | 1             |
| To get better advice on appliances and insulation                                                                                   | 1             |
| <b>Total</b>                                                                                                                        | <b>39</b>     |
| <i>To get information / knowledge</i>                                                                                               |               |
| Lots of advice and what to do / what ways are beneficial                                                                            | 3             |
| Find out what we needed to do to improve the home                                                                                   | 2             |
| A way to move forward with improving the house                                                                                      | 1             |
| Find out what is the important thing to focus on                                                                                    | 1             |
| Getting a written report and having an easy list of what I can do                                                                   | 1             |
| Getting comparisons between different options                                                                                       | 1             |
| I am a building designer, so I wanted to know for my own work as well                                                               | 1             |
| I needed the baseline for documentation                                                                                             | 1             |
| I was hoping to achieve understanding why my house was not energy efficient                                                         | 1             |
| Series of concrete recommendations with a list of priorities with cost and impact.                                                  | 1             |
| Suggestions to what changes or actions to make                                                                                      | 1             |
| To prioritize how to approach either renovation or improve energy                                                                   | 1             |
| Understanding of the potentials to improve our property like insulation                                                             | 1             |
| Want to get a good idea of ways to renovate the house                                                                               | 1             |
| Wanted a snapshot of where the weaknesses, where to improve                                                                         | 1             |
| Wanted to find out how the house was built                                                                                          | 1             |
| Wanted to know for the future                                                                                                       | 1             |
| <b>Total</b>                                                                                                                        | <b>20</b>     |



| <i>An idea of how my house performs / what rating it has</i>                                                                          |           |
|---------------------------------------------------------------------------------------------------------------------------------------|-----------|
| Get energy ratings                                                                                                                    | 7         |
| How to check the rating and modify stuff                                                                                              | 1         |
| I built the house 10 years ago and wanted to know if our house had a good efficiency score                                            | 1         |
| Insight into efficiency of home                                                                                                       | 1         |
| It was my first property, and I wanted to know how efficient our house was but unfortunately, I did not get any report back from them | 1         |
| Just want to know what's my efficiency and what I can improve                                                                         | 1         |
| See how to get to 6 stars                                                                                                             | 1         |
| To get a baseline score before we renovate our house                                                                                  | 1         |
| To get a personalised summary of the strengths and weaknesses in terms of energy efficiency of my house                               | 1         |
| To understand my home better                                                                                                          | 1         |
| Wanted to get some bushfire rating                                                                                                    | 1         |
| Wanted to see what the changes efficiency products installed, star ratings                                                            | 1         |
| <b>Total</b>                                                                                                                          | <b>18</b> |

| <i>Reducing energy bills / energy usage</i>                        |           |
|--------------------------------------------------------------------|-----------|
| Cheaper power bills                                                | 3         |
| I wanted to identify ways in which I can save money                | 2         |
| Ways to reduce energy consumption                                  | 2         |
| Getting makes to maintain energy as much as possible               | 1         |
| Just to know where the gas is and if we can do anything about them | 1         |
| To be able to have quick fixes to save efficiency in the bill      | 1         |
| To see where I was at, reduce bills since I'm on limited income    | 1         |
| <b>Total</b>                                                       | <b>11</b> |

| <i>How to keep it cooler / warmer</i>                                                     |           |
|-------------------------------------------------------------------------------------------|-----------|
| Assessment of things we could do to make the house less cold / warmer                     | 3         |
| To see if there were things I could do to make the house more comfortable                 | 2         |
| Improve on being able to maintain heat or cooling                                         | 1         |
| Mostly we wanted to know how we could improve the heat loss                               | 1         |
| Our household is an older build and wanted to see what can be done to improve the comfort | 1         |
| To keep the house warm more efficiently                                                   | 1         |
| Knowing where to spend the money to improve comfort and save energy                       | 1         |
| <b>Total</b>                                                                              | <b>10</b> |

| <i>Identify problems / solutions</i>                                  |   |
|-----------------------------------------------------------------------|---|
| A better understanding of where the insulation gaps are               | 1 |
| Advise on how to mitigate the issues related                          | 1 |
| Getting accredited expert to give advice on window treatment          | 1 |
| Getting ideas and confirming suspicion on what we had to do           | 1 |
| Getting professional assessment of the issues, options and priorities | 1 |
| Having a recommendation of the changes I could make                   | 1 |



|                                                                                                                                                                                                                                |            |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| To find out what reason in order to improve                                                                                                                                                                                    | 1          |
| To know what things needed fixing like insulation                                                                                                                                                                              | 1          |
| To make some more obvious improvements to the house and to know what they are                                                                                                                                                  | 1          |
| <b>Total</b>                                                                                                                                                                                                                   | <b>9</b>   |
| <hr/> <i>Protecting the environment</i> <hr/>                                                                                                                                                                                  |            |
| How to improve in sustainability perspective                                                                                                                                                                                   | 1          |
| Save the environment                                                                                                                                                                                                           | 1          |
| To have a smaller footprint on the planet as we are not sustainably living                                                                                                                                                     | 1          |
| <b>Total</b>                                                                                                                                                                                                                   | <b>3</b>   |
| <hr/> <i>Other</i> <hr/>                                                                                                                                                                                                       |            |
| Find somewhere I can improve and apply a green home loan in the future                                                                                                                                                         | 1          |
| Government would give us assistance                                                                                                                                                                                            | 1          |
| Hoping to achieve electrifying of the home                                                                                                                                                                                     | 1          |
| Move to a total electric home but solar powers are too expensive                                                                                                                                                               | 1          |
| Strategies to make property all electric                                                                                                                                                                                       | 1          |
| The house was built about 5 years ago and the person building house have put the house for assessment, but the upgrades were not made. Did not include west facing glass door and no double glaze in bathroom and no sky light | 1          |
| To get a second opinion                                                                                                                                                                                                        | 1          |
| Wanted to compare the cost                                                                                                                                                                                                     | 1          |
| We hoped to score with grants from Council and fix the insulation                                                                                                                                                              | 1          |
| Will receive mortgage rebate                                                                                                                                                                                                   | 1          |
| <b>Total</b>                                                                                                                                                                                                                   | <b>10</b>  |
| <b>Total responses</b>                                                                                                                                                                                                         | <b>120</b> |

## The Assessment

### *Length of the Assessment*

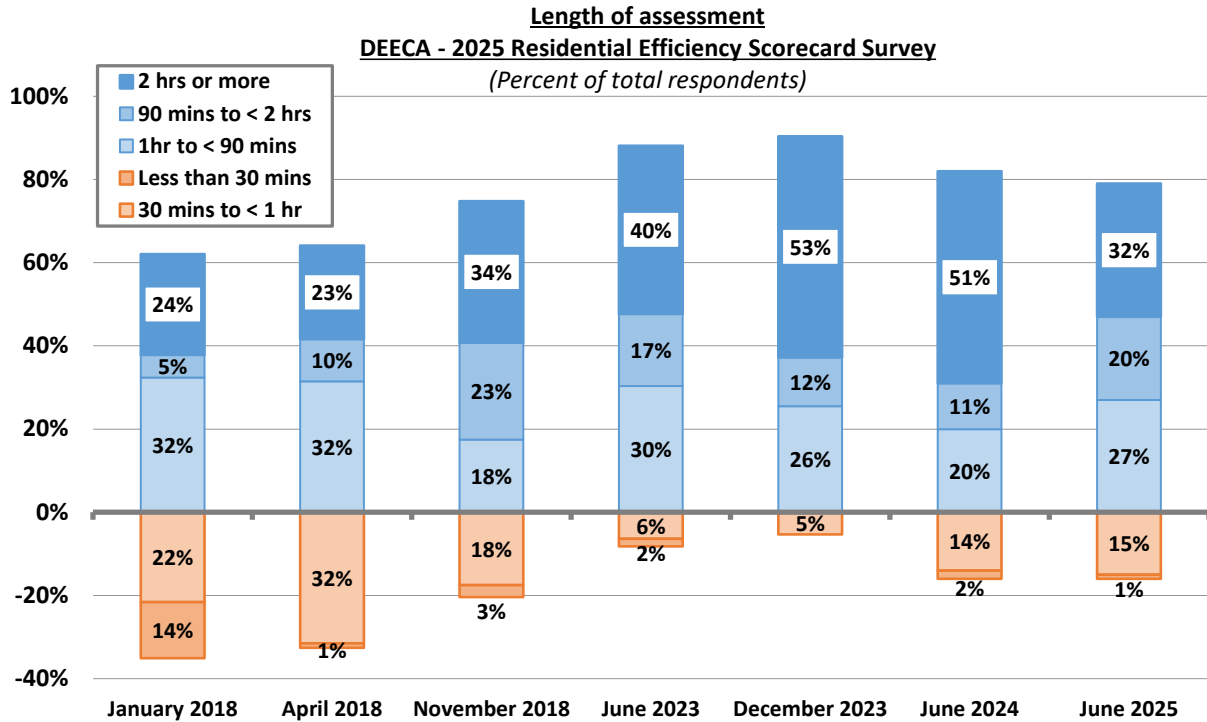
Respondents were asked:

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

The length of time the assessment took in the respondents’ home declined somewhat this survey, with one-third (32% down from 51%) taking two hours or more to complete.

The proportion of respondents who reported that the assessment took less than one hour remained stable with the June 2024 result at 16%.





**Length of the assessment**  
**DEECA - 2025 Residential Efficiency Scorecard Survey**  
(Number and percent of total respondents)

| Response                               | June 2025  |             | June 2024  | December 2023 | June 2023  | November 2018 | April 2018 | January 2018 |
|----------------------------------------|------------|-------------|------------|---------------|------------|---------------|------------|--------------|
|                                        | Number     | Percent     |            |               |            |               |            |              |
| Less than 30 minutes                   | 1          | 1%          | 2%         | 0%            | 2%         | 3%            | 1%         | 14%          |
| 30 mins to less than one hour          | 15         | 15%         | 14%        | 5%            | 6%         | 17%           | 31%        | 22%          |
| One hour to less than 90 minutes       | 27         | 27%         | 20%        | 26%           | 30%        | 17%           | 31%        | 32%          |
| 90 mins to less than two hours         | 20         | 20%         | 11%        | 12%           | 17%        | 23%           | 10%        | 5%           |
| Two hours or more                      | 32         | 32%         | 51%        | 53%           | 40%        | 34%           | 22%        | 24%          |
| Can't recall                           | 4          | 4%          | 3%         | 4%            | 4%         | 5%            | 3%         | 3%           |
| The accessor did not come into my home | 1          | 1%          | 0%         | 0%            | 0%         | 0%            | 0%         | 0%           |
| <b>Total</b>                           | <b>100</b> | <b>100%</b> | <b>111</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 remained relatively stable at 40% (down from 44%). The long-term average result for this since January 2018 was 22%.

A further 12% (up from 6%) reported that the assessment was free / discounted from a different program. This remains significantly lower than the results recorded back in 2018.

Approximately one-fifth (21% down from 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 varied from a low of zero percent in April 2018 to a high of 44% in June 2024.

**Cost of the assessment**  
**DEECA - 2025 Residential Efficiency Scorecard Survey**  
 (Number and percent of total respondents)

| Response                                                                                 | June 2025<br>Number | June 2025<br>Percent | June 2024  | December 2023 | June 2023  | November 2018 | April 2018 | January 2018 |
|------------------------------------------------------------------------------------------|---------------------|----------------------|------------|---------------|------------|---------------|------------|--------------|
| The assessment was free / discounted as part of a promotion of other products / services | 40                  | 40%                  | 44%        | 11%           | 32%        | 14%           | 0%         | 11%          |
| The assessment was free/discounted from a different program                              | 12                  | 12%                  | 6%         | 18%           | 9%         | 59%           | 96%        | 86%          |
| \$1 to \$100                                                                             | 2                   | 2%                   | 0%         | 2%            | 2%         | 1%            | 0%         | 0%           |
| \$101 to \$200                                                                           | 5                   | 5%                   | 2%         | 11%           | 2%         | 3%            | 0%         | 0%           |
| \$201 to \$300                                                                           | 9                   | 9%                   | 6%         | 11%           | 8%         | 8%            | 0%         | 3%           |
| \$301 to \$400                                                                           | 4                   | 4%                   | 15%        | 19%           | 11%        | 6%            | 0%         | 0%           |
| \$401 to \$500                                                                           | 17                  | 17%                  | 15%        | 13%           | 19%        | 2%            | 0%         | 0%           |
| \$501 or more                                                                            | 0                   | 0%                   | 0%         | 0%            | 0%         | 0%            | 0%         | 0%           |
| Prefer not to say / can't recall                                                         | 11                  | 11%                  | 11%        | 16%           | 17%        | 8%            | 4%         | 0%           |
| <b>Total</b>                                                                             | <b>100</b>          | <b>100%</b>          | <b>111</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?”*

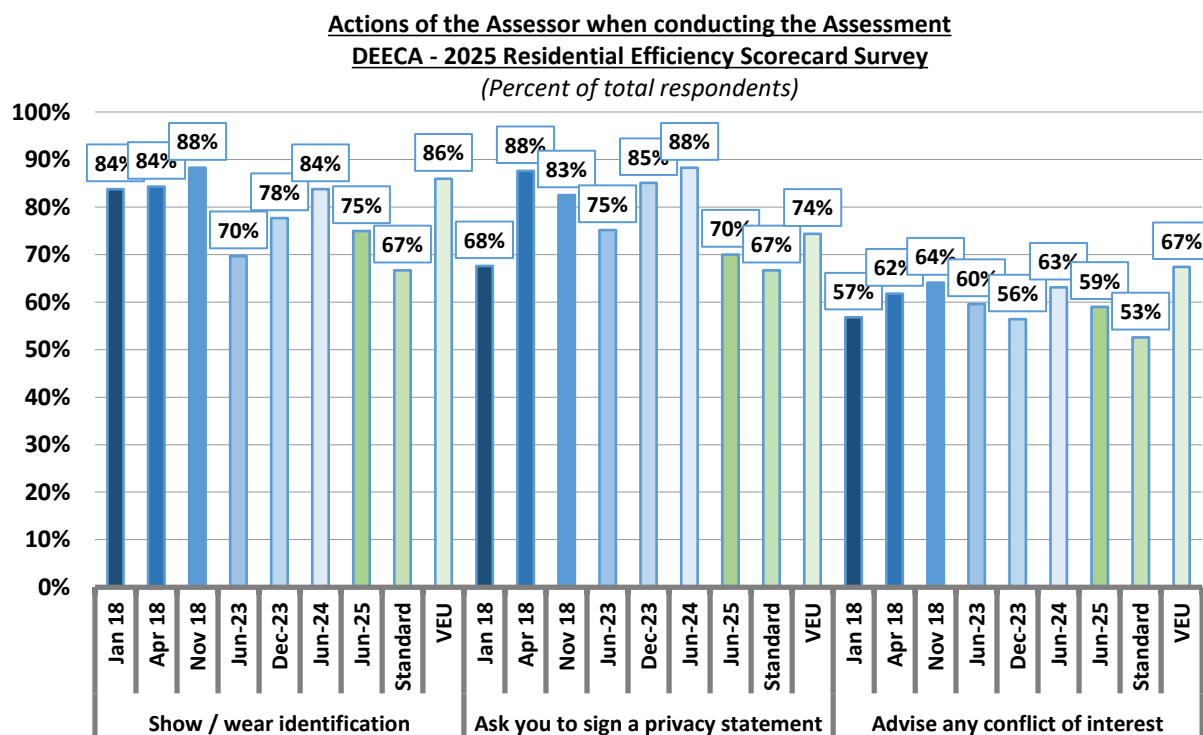
Respondents were again in June 2025, asked if the assessor conducting their assessment had shown or worn identification, asked them to sign a privacy statement, or advised any conflict of interest.

There was a small decrease this survey, in the proportion of respondents who reported that their assessor had shown or worn identification (75% down from 84%), and it was five percent below the long-term average since January 2018 of 80%.

The proportion of respondents who reported that they were asked to sign a privacy statement also decreased this survey, down from 88% to 70%. This result was somewhat (9%) below above the long-term average over the seven surveys of 79%.

Consistent with the results recorded in previous surveys, a little less than two-thirds (59% down from 63%) of respondents reported that they were advised of any conflicts of interest. The long-term average result for this question over the seven surveys was 60%.

It is noted that the respondents who participated in a VEU assessment were more likely than those who participated in a standard assessment to show / wear identification, ask participants to sign a privacy statement, and advise them of any conflicts of interest.



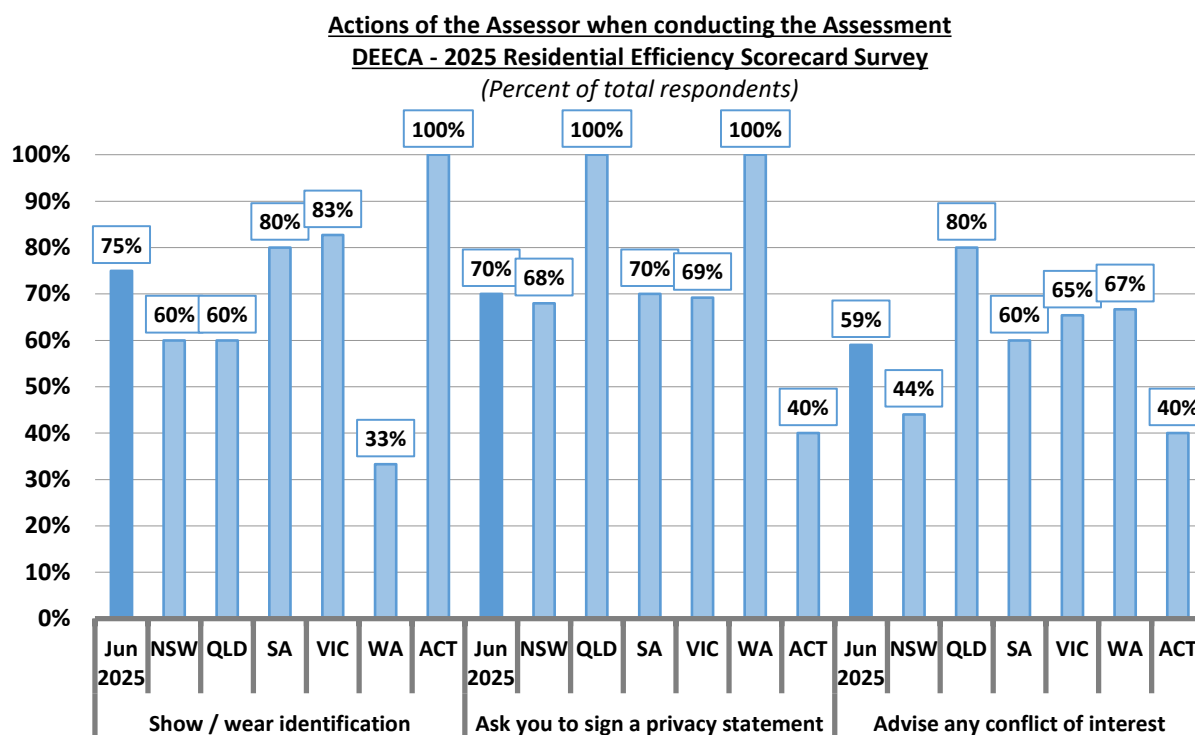
**Actions of the assessor when conducting your assessment****DEECA - 2025 Residential Efficiency Scorecard Survey***(Number and percent of total respondents)*

| <i>Response</i>                                               | <i>Survey</i> | <i>Yes</i> | <i>No</i> | <i>Can't say</i> | <i>Total</i> |
|---------------------------------------------------------------|---------------|------------|-----------|------------------|--------------|
| 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>   |
|                                                               | June 2025     | 75%        | 10%       | 15%              | <b>100</b>   |
|                                                               | Standard      | 67%        | 14%       | 19%              | <b>57</b>    |
|                                                               | VEU           | 86%        | 5%        | 9%               | <b>43</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>   |
|                                                               | June 2025     | 70%        | 6%        | 24%              | <b>100</b>   |
|                                                               | Standard      | 67%        | 7%        | 26%              | <b>57</b>    |
|                                                               | VEU           | 74%        | 5%        | 21%              | <b>43</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>   |
|                                                               | June 2025     | 59%        | 25%       | 16%              | <b>100</b>   |
|                                                               | Standard      | 53%        | 26%       | 21%              | <b>57</b>    |
|                                                               | VEU           | 67%        | 23%       | 9%               | <b>43</b>    |

The following graph and table provide a breakdown of these results by state.

It is noted that the sample size is extremely small for many of these results, and caution should be exercised in the interpretation of variation in results at the state level.





**Actions of the assessor when conducting your assessment**

**DEECA - 2025 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                       | June 2025 | 75%  | 10% | 15%       | 100   |
|                                                               | NSW       | 60%  | 16% | 24%       | 25    |
|                                                               | QLD       | 60%  | 20% | 20%       | 5     |
|                                                               | SA        | 80%  | 10% | 10%       | 10    |
|                                                               | VIC       | 83%  | 8%  | 10%       | 52    |
|                                                               | WA        | 33%  | 0%  | 67%       | 3     |
|                                                               | ACT       | 100% | 0%  | 0%        | 5     |
| Ask you to sign a privacy statement and leave you with a copy | June 2025 | 70%  | 6%  | 24%       | 100   |
|                                                               | NSW       | 68%  | 4%  | 28%       | 25    |
|                                                               | QLD       | 100% | 0%  | 0%        | 5     |
|                                                               | SA        | 70%  | 0%  | 30%       | 10    |
|                                                               | VIC       | 69%  | 8%  | 23%       | 52    |
|                                                               | WA        | 100% | 0%  | 0%        | 3     |
|                                                               | ACT       | 40%  | 20% | 40%       | 5     |
| Advise you of any conflicts of interest that they may have    | June 2025 | 59%  | 25% | 16%       | 100   |
|                                                               | NSW       | 44%  | 32% | 24%       | 25    |
|                                                               | QLD       | 80%  | 0%  | 20%       | 5     |
|                                                               | SA        | 60%  | 10% | 30%       | 10    |
|                                                               | VIC       | 65%  | 27% | 8%        | 52    |
|                                                               | WA        | 67%  | 33% | 0%        | 3     |
|                                                               | ACT       | 40%  | 20% | 40%       | 5     |

## Receive a copy of Scorecard certificate

Respondents were asked:

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

Of the 100 respondents who completed the survey, 88 (88%) reported that they received a copy of the Scorecard assessment certificate following the assessment.

There was no variation in this result between those who participated in the standard assessment and those who participated in a VEU assessment.

### Receive a copy of Scorecard assessment certificate after the assessment

#### DEECA - 2025 Residential Efficiency Scorecard Survey

(Number and percent of total respondents)

| Response     | June 2025  |             | Standard  | VEU       | June 2024  | December 2023 | June 2023  |
|--------------|------------|-------------|-----------|-----------|------------|---------------|------------|
|              | Number     | Percent     |           |           |            |               |            |
| Yes          | 88         | 88%         | 88%       | 88%       | 96%        | 100%          | 98%        |
| No           | 7          | 7%          | 7%        | 7%        | 3%         | 0%            | 1%         |
| Don't recall | 5          | 5%          | 5%        | 5%        | 1%         | 0%            | 1%         |
| <b>Total</b> | <b>100</b> | <b>100%</b> | <b>57</b> | <b>43</b> | <b>111</b> | <b>94</b>     | <b>109</b> |

The following graph and table provide a breakdown of these results by state.

It is noted that the sample size is extremely small for many of these results, and caution should be exercised in the interpretation of variation in results at the state level.

### Receive a copy of Scorecard assessment certificate after the assessment

#### DEECA - 2025 Residential Efficiency Scorecard Survey

(Number and percent of total respondents)

| Response     | June 2025  |             | NSW       | QLD      | SA        | VIC       | WA       | ACT      |
|--------------|------------|-------------|-----------|----------|-----------|-----------|----------|----------|
|              | Number     | Percent     |           |          |           |           |          |          |
| Yes          | 88         | 88%         | 92%       | 100%     | 100%      | 85%       | 100%     | 60%      |
| No           | 7          | 7%          | 4%        | 0%       | 0%        | 10%       | 0%       | 20%      |
| Don't recall | 5          | 5%          | 4%        | 0%       | 0%        | 6%        | 0%       | 20%      |
| <b>Total</b> | <b>100</b> | <b>100%</b> | <b>25</b> | <b>5</b> | <b>10</b> | <b>52</b> | <b>3</b> | <b>5</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?”*

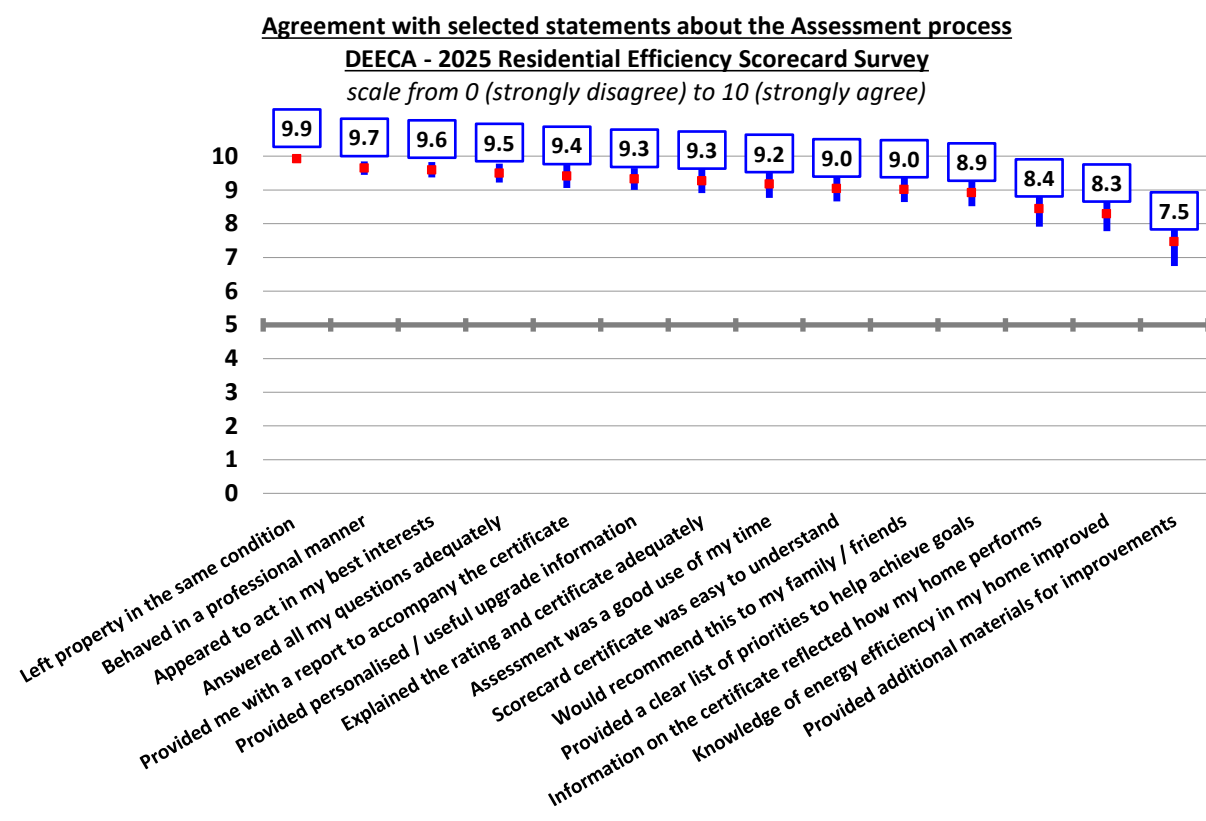
Respondents were again in June 2025, asked to rate their level of agreement with each of 14 statements about the assessment process.

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

On average, respondents reported very to extremely strong levels of average agreement with 13 of the 14 statements, with scores of 8.3 or more out of 10.

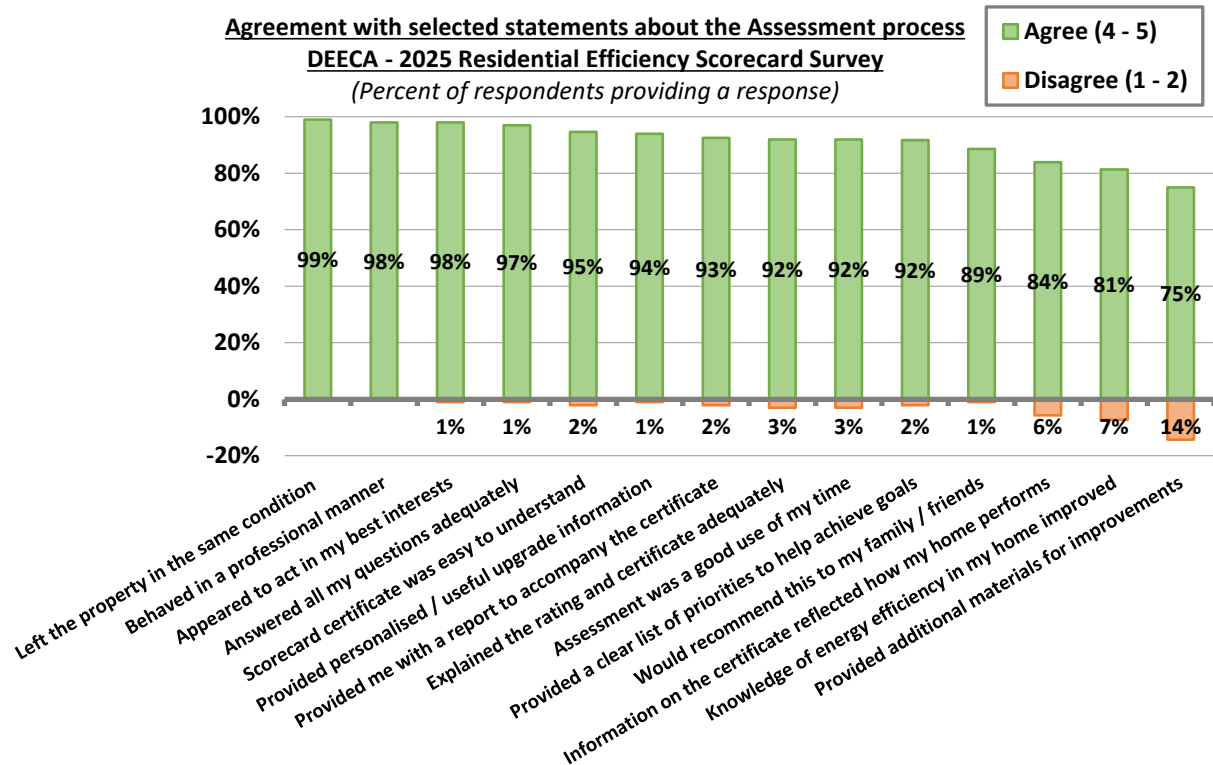
The average agreement that the assessor provided additional material for improvements was somewhat lower than the other statements, with a score of 7.5 out of 10, or a strong level.

These results reflect high and relatively stable levels of satisfaction with the performance of the assessment process, with the average agreement with these statements recorded at 9.1 out of 10 this survey. This result was, however, a little (5%) lower than the high average of 9.6 out of 10 recorded in June and December 2023.





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 14% (down from 18%) “disagreeing” that the assessor provided additional materials.



There was some variation in these results between the standard and VEU assessment participants, as outlined in the following table.

**Agreement with selected statements about the Assessment process****DEECA - 2025 Residential Efficiency Scorecard Survey***(Number and index score 0 - 10)*

| Aspect                                                                                       | June 2025 |       |            |       | Standard    | VEU        | June | Dec  | June | Nov  | April | Jan  |
|----------------------------------------------------------------------------------------------|-----------|-------|------------|-------|-------------|------------|------|------|------|------|-------|------|
|                                                                                              | Number    | Lower | Mean       | Upper |             |            | 2024 | 2023 | 2023 | 2018 | 2018  | 2018 |
| Left the property in the same condition as when they arrived                                 | 98        | 9.8   | <b>9.9</b> | 10.0  | <b>10.0</b> | <b>9.9</b> | 10.0 | 9.9  | 9.9  | n.a. | n.a.  | n.a. |
| Behaved in a professional and courteous manner                                               | 100       | 9.5   | <b>9.7</b> | 9.8   | <b>9.6</b>  | <b>9.7</b> | 9.9  | 9.9  | 9.9  | 9.7  | 9.9   | 9.7  |
| Appeared to act in my best interests                                                         | 100       | 9.4   | <b>9.6</b> | 9.8   | <b>9.6</b>  | <b>9.6</b> | 9.9  | 9.9  | 9.9  | 9.3  | 9.7   | 9.7  |
| Answered all my questions adequately                                                         | 100       | 9.2   | <b>9.5</b> | 9.8   | <b>9.6</b>  | <b>9.4</b> | 9.7  | 9.8  | 9.7  | 9.0  | 9.6   | 9.7  |
| Provided me with a report to accompany the certificate                                       | 94        | 9.1   | <b>9.4</b> | 9.8   | <b>9.3</b>  | <b>9.6</b> | 9.8  | 9.9  | 9.8  | n.a. | n.a.  | n.a. |
| Provided personalised and useful information during the assessment                           | 100       | 9.0   | <b>9.3</b> | 9.6   | <b>9.4</b>  | <b>9.2</b> | 9.7  | 9.8  | 9.7  | 8.9  | 9.5   | 9.3  |
| Explained the home's Scorecard rating and certificate adequately                             | 100       | 8.9   | <b>9.3</b> | 9.6   | <b>9.3</b>  | <b>9.3</b> | 9.8  | 9.8  | 9.7  | 9.0  | 9.6   | 9.5  |
| Assessment was a good use of my time                                                         | 100       | 8.8   | <b>9.2</b> | 9.6   | <b>9.3</b>  | <b>9.0</b> | 9.5  | 9.9  | 9.5  | 8.8  | 9.0   | 9.1  |
| Scorecard certificate was easy to understand                                                 | 94        | 8.7   | <b>9.0</b> | 9.4   | <b>8.9</b>  | <b>9.3</b> | 9.3  | 9.6  | 9.5  | 9.0  | 9.2   | 9.4  |
| Would recommend this to my family / friends                                                  | 97        | 8.6   | <b>9.0</b> | 9.4   | <b>9.0</b>  | <b>9.0</b> | 9.5  | 9.8  | 9.5  | 8.8  | 9.1   | 8.9  |
| Provided me with a clear list of priorities to help me achieve my goals                      | 97        | 8.5   | <b>8.9</b> | 9.3   | <b>8.9</b>  | <b>9.0</b> | 9.4  | 9.7  | 9.4  | n.a. | n.a.  | n.a. |
| Information on the certificate accurately reflected how my home performs throughout the year | 87        | 7.9   | <b>8.4</b> | 9.0   | <b>8.4</b>  | <b>8.5</b> | 8.9  | 9.5  | 9.3  | n.a. | n.a.  | n.a. |
| Knowledge of energy efficiency in my home improved                                           | 97        | 7.8   | <b>8.3</b> | 8.8   | <b>8.2</b>  | <b>8.5</b> | 8.7  | 9.4  | 9.3  | 8.2  | 8.3   | 8.0  |
| Provided additional materials and/or pamphlets for energy efficiency improvements            | 84        | 6.7   | <b>7.5</b> | 8.2   | <b>7.9</b>  | <b>7.0</b> | 7.7  | 8.3  | 8.8  | 7.5  | 7.5   | 6.2  |
| <b>Average</b>                                                                               |           |       | <b>9.1</b> |       | <b>9.1</b>  | <b>9.1</b> | 9.4  | 9.6  | 9.6  | 8.8  | 9.1   | 8.9  |



The following table provides a breakdown of these results by state. It is noted that the sample size is extremely small for many of these results, and caution should be exercised in the interpretation of variation in results at the state level.

**Agreement with selected statements about the Assessment process**

**DEECA - 2025 Residential Efficiency Scorecard Survey**

(Number and index score 0 - 10)

| Aspect                                                                                       | June 2025 |       |            |       | NSW        | QLD         | SA         | VIC        | WA         | ACT        |
|----------------------------------------------------------------------------------------------|-----------|-------|------------|-------|------------|-------------|------------|------------|------------|------------|
|                                                                                              | Number    | Lower | Mean       | Upper |            |             |            |            |            |            |
| Left the property in the same condition as when they arrived                                 | 98        | 9.8   | <b>9.9</b> | 10.0  | 9.9        | 10.0        | 10.0       | 9.9        | 10.0       | 10.0       |
| Behaved in a professional and courteous manner                                               | 100       | 9.5   | <b>9.7</b> | 9.8   | 9.7        | 10.0        | 9.3        | 9.8        | 10.0       | 8.5        |
| Appeared to act in my best interests                                                         | 100       | 9.4   | <b>9.6</b> | 9.8   | 9.7        | 10.0        | 9.8        | 9.5        | 10.0       | 9.0        |
| Answered all my questions adequately                                                         | 100       | 9.2   | <b>9.5</b> | 9.8   | 9.8        | 10.0        | 9.3        | 9.4        | 10.0       | 9.0        |
| Provided me with a report to accompany the certificate                                       | 94        | 9.1   | <b>9.4</b> | 9.8   | 9.3        | 10.0        | 10.0       | 9.5        | 10.0       | 6.3        |
| Provided personalised and useful information during the assessment                           | 100       | 9.0   | <b>9.3</b> | 9.6   | 9.5        | 10.0        | 9.0        | 9.3        | 10.0       | 8.5        |
| Explained the home's Scorecard rating and certificate adequately                             | 100       | 8.9   | <b>9.3</b> | 9.6   | 9.5        | 10.0        | 9.5        | 9.1        | 10.0       | 8.0        |
| Assessment was a good use of my time                                                         | 100       | 8.8   | <b>9.2</b> | 9.6   | 9.6        | 10.0        | 8.8        | 9.0        | 10.0       | 9.0        |
| Scorecard certificate was easy to understand                                                 | 94        | 8.7   | <b>9.0</b> | 9.4   | 9.1        | 10.0        | 9.3        | 9.2        | 7.5        | 6.3        |
| Would recommend this to my family / friends                                                  | 97        | 8.6   | <b>9.0</b> | 9.4   | 9.1        | 10.0        | 8.5        | 9.0        | 10.0       | 8.1        |
| Provided me with a clear list of priorities to help me achieve my goals                      | 97        | 8.5   | <b>8.9</b> | 9.3   | 9.1        | 10.0        | 8.8        | 8.9        | 10.0       | 7.5        |
| Information on the certificate accurately reflected how my home performs throughout the year | 87        | 7.9   | <b>8.4</b> | 9.0   | 8.6        | 10.0        | 8.8        | 8.3        | 7.5        | 6.3        |
| Knowledge of energy efficiency in my home improved                                           | 97        | 7.8   | <b>8.3</b> | 8.8   | 8.5        | 9.5         | 7.8        | 8.1        | 10.0       | 8.5        |
| Provided additional materials and/or pamphlets for energy efficiency improvements            | 84        | 6.7   | <b>7.5</b> | 8.2   | 8.4        | 10.0        | 7.8        | 6.8        | 10.0       | 6.3        |
| <b>Average</b>                                                                               |           |       | <b>9.1</b> |       | <b>9.3</b> | <b>10.0</b> | <b>9.0</b> | <b>9.0</b> | <b>9.6</b> | <b>7.9</b> |

## Improvements to the Assessment

Respondents were asked:

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

A total of 68 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.

**How the assessment could have been better**  
**DEECA - 2025 Residential Efficiency Scorecard Survey**  
*(Number of total responses)*

| <i>Response</i>                                                                                                                                                                                                            | <i>Number</i> |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| It was good / great / lovely / brilliant / satisfied                                                                                                                                                                       | 15            |
| Suggestions should be more specific to my home                                                                                                                                                                             | 4             |
| Possibly with the list of suppliers and places to get products to improve the energy efficiency                                                                                                                            | 2             |
| Contributing costs                                                                                                                                                                                                         | 1             |
| Cost to harm the small house is very high. Doesn't really reflect anything                                                                                                                                                 | 1             |
| Could be more affordable with subsidies for subsequent improvement for the home                                                                                                                                            | 1             |
| Could have given information regarding companies that do sustainable hot water system because it was difficult to find companies that do                                                                                   | 1             |
| During the inspection in the roof, the assessor used an infrared camera to show where the heat is being lost in the roof, but I wish there was more time to play with it to check where all the heat is losing in the home | 1             |
| Expect someone to give me a call about heat pumps                                                                                                                                                                          | 1             |
| Expensive for just a consultation                                                                                                                                                                                          | 1             |
| He told me what I already knew. Need more structure                                                                                                                                                                        | 1             |
| I don't remember what my overall score was bit I have still made the changes accordingly and they should have come back again to check the changes and give me the new score                                               | 1             |
| I think I was quite surprised to get an okay assessment                                                                                                                                                                    | 1             |
| I think the only confusion is difference between scorecard, and national home rating scheme. The assessor was able to explain it well, but I wish it was clearer in first place                                            | 1             |
| If it was completely free                                                                                                                                                                                                  | 1             |
| Include more ideas that I have not heard of before                                                                                                                                                                         | 1             |
| It could have been a little more specific, it was to some degree generic                                                                                                                                                   | 1             |
| It could have recommended some brands for renovations                                                                                                                                                                      | 1             |
| It was all good no improvements needed                                                                                                                                                                                     | 1             |
| It was expensive so cheaper would be better                                                                                                                                                                                | 1             |
| It was good if the list of priorities had ratings based on its importance                                                                                                                                                  | 1             |
| It would be better if we could have explanation on what a single rating means                                                                                                                                              | 1             |
| It would be great if the assessor could come after the changes have been done to ask them if it's been done properly                                                                                                       | 1             |
| It would helpful we can know what an average rating house looks like and what a really good rating house looks like                                                                                                        | 1             |
| Maybe discount for companies too to encourage people to take actions                                                                                                                                                       | 1             |
| Maybe some extra recommendations for companies that will help change our home                                                                                                                                              | 1             |



|                                                                                                                                                                                                                                                                |           |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| More information on why I got 1 rating supposed to 5 rating. Not understanding the reason behind this rating                                                                                                                                                   | 1         |
| More on the things that would make a difference in a practical way and how to do it                                                                                                                                                                            | 1         |
| More options for heating and cooling                                                                                                                                                                                                                           | 1         |
| More recommendations                                                                                                                                                                                                                                           | 1         |
| Not much to improve upon                                                                                                                                                                                                                                       | 1         |
| Overall, it was fine but the changes I was recommended were very generic and unchangeable                                                                                                                                                                      | 1         |
| Probably more knowledge from the assessors. He initially told me I had no insulation on my roof, but it is actually just a different type of, material that the assessor is not aware of                                                                       | 1         |
| Providing company names, you can immediately go to and do the works to resolve the issues                                                                                                                                                                      | 1         |
| Scorecard was most useful                                                                                                                                                                                                                                      | 1         |
| Some are government funded and some need to pay out of the pocket, so it is not fair                                                                                                                                                                           | 1         |
| Some more details on possible solutions to each individual property would be good, e.g. they suggested honeycomb blinds and heavy curtains, but these don't work in every house, but we were able to find a cross between the two which was a cheaper solution | 1         |
| Some of the assumptions made by them were not accurate                                                                                                                                                                                                         | 1         |
| Something related to the heat gun thing for temperature rating, on my day it was a mild and average day like 23 degrees, so it is hard to see how our hot and cold services are working.                                                                       | 1         |
| The ability to bring more scenarios so I could compare the costs and rating                                                                                                                                                                                    | 1         |
| The actual scoring is a bit of a black box, and I am not convinced that the ratings are robust and transparent                                                                                                                                                 | 1         |
| The assessor was a bit slow                                                                                                                                                                                                                                    | 1         |
| The assessor was not an energy expert. They are called engineers. Needed a proper expert to do an assessment of my home                                                                                                                                        | 1         |
| The more the better if information to be provided in the assessments                                                                                                                                                                                           | 1         |
| The person talked too much                                                                                                                                                                                                                                     | 1         |
| The score for our house is too high given our home is too old. We had almost full marks and it is odd                                                                                                                                                          | 1         |
| They are not doing their job properly                                                                                                                                                                                                                          | 1         |
| They did not give me proper recommendations and did not even get back to me with what changes there needs to be done                                                                                                                                           | 1         |
| We disagreed on a couple of things                                                                                                                                                                                                                             | 1         |
| Would have been better if the information comes together                                                                                                                                                                                                       | 1         |
| <b>Total</b>                                                                                                                                                                                                                                                   | <b>68</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 98 responses were received from the 100 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 areas for improvement for the home / a priority list of what to tackle next in terms of improving energy efficiency.



**Most useful advice received from the assessor / certificate****DEECA - 2025 Residential Efficiency Scorecard Survey***(Number of total responses)*

| <i>Response</i>                                                                                                                                                                                          | <i>Number</i> |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| <i>Insulation</i>                                                                                                                                                                                        |               |
| Insulation                                                                                                                                                                                               | 7             |
| Ceiling / roof insulation                                                                                                                                                                                | 5             |
| Additional insulation                                                                                                                                                                                    | 1             |
| How to go about the change like putting in insulation and more                                                                                                                                           | 1             |
| I needed to get wall insulation                                                                                                                                                                          | 1             |
| My ceiling has very less energy efficiency and told me about my water consumption                                                                                                                        | 1             |
| To make changes in the insulation and also helped reinforce my doubts                                                                                                                                    | 1             |
| To replace insulation                                                                                                                                                                                    | 1             |
| Understanding about insulation and importance of it in the ceiling, I was told that's where most heat escape                                                                                             | 1             |
| <b>Total</b>                                                                                                                                                                                             | <b>19</b>     |
| <i>Areas for improvement / advice</i>                                                                                                                                                                    |               |
| Upgrade the things I needed to upgrade                                                                                                                                                                   | 2             |
| All the ways to improve the efficiency of our home. Clear impact stated for the suggested actions                                                                                                        | 1             |
| General improvements to be made at home                                                                                                                                                                  | 1             |
| Having a baseline for our home and concrete ideas to tackle energy efficiency                                                                                                                            | 1             |
| He pointed out a section of my home that would get hot and told us how to make it cool                                                                                                                   | 1             |
| Pathways forward to change things                                                                                                                                                                        | 1             |
| Recommendations are tailored to my home so I have an actionable plan and what the improvements will be. The assessor had knowledge of the stuff e.g. Honeycomb blinds, which I did not know about before | 1             |
| The means to increase the score and a lot of stuff I knew already                                                                                                                                        | 1             |
| What exactly are conditions of house and where we needed to improve heat efficiency                                                                                                                      | 1             |
| What to do next as to change our home to be more electric                                                                                                                                                | 1             |
| <b>Total</b>                                                                                                                                                                                             | <b>11</b>     |
| <i>Priority list</i>                                                                                                                                                                                     |               |
| The priority of what I should do next                                                                                                                                                                    | 5             |
| Helping to find my order to reach my goal                                                                                                                                                                | 1             |
| Just a set of action to do                                                                                                                                                                               | 1             |
| Sequencing of upgrades to home                                                                                                                                                                           | 1             |
| Some easy tips of things we do quickly to make our house more comfortable and efficient                                                                                                                  | 1             |
| Understanding which priorities, I need to first and it was cost efficient to first do glass proofing                                                                                                     | 1             |
| <b>Total</b>                                                                                                                                                                                             | <b>10</b>     |
| <i>Draught sealing</i>                                                                                                                                                                                   |               |
| Sealing the gaps for draught prevention                                                                                                                                                                  | 5             |
| A lot of heat was going up the chimney                                                                                                                                                                   | 1             |
| How to seal the house properly                                                                                                                                                                           | 1             |
| Kitchen is not sealed properly                                                                                                                                                                           | 1             |





|                                                                 |           |
|-----------------------------------------------------------------|-----------|
| Small gaps around doorways should be addressed to preserve heat | 1         |
| The images of gap sealing required                              | 1         |
| To close the gaps in the doorways                               | 1         |
| <b>Total</b>                                                    | <b>11</b> |

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*Windows*


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|                                                                     |          |
|---------------------------------------------------------------------|----------|
| Being able to improve window                                        | 2        |
| About the things we could do with our house like ventilation        | 1        |
| Different types of windows covering                                 | 1        |
| He suggested curtains but I can't recall much I got a score of 10   | 1        |
| How poor my windows were                                            | 1        |
| Identified a window that is not sealed very well                    | 1        |
| The advice on the window treatment for curtains, blinds and awnings | 1        |
| To increase the efficiency of window coverage                       | 1        |
| <b>Total</b>                                                        | <b>9</b> |

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*Heat pumps / water heater*


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|                                                                       |          |
|-----------------------------------------------------------------------|----------|
| Hot water system                                                      | 2        |
| Choosing electricity company and choosing correct hot water system    | 1        |
| The hot water replacement                                             | 1        |
| To replace the outdated the hot water system, it used a lot of energy | 1        |
| You can change to hot water because there are rebates available       | 1        |
| <b>Total</b>                                                          | <b>6</b> |

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*Energy efficiency*


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|                                                               |          |
|---------------------------------------------------------------|----------|
| Energy rating                                                 | 1        |
| How to improve efficiency of the home                         | 1        |
| How to minimise energy loss                                   | 1        |
| Probably the 1 out of 5 rating in energy efficiency           | 1        |
| The immediate steps I could take to reduce energy consumption | 1        |
| <b>Total</b>                                                  | <b>5</b> |

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*Solar*


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|                                                                   |          |
|-------------------------------------------------------------------|----------|
| Definitely the benefit of solar and how much impact it could make | 1        |
| Details about solar panel                                         | 1        |
| Get solar panels for electricity                                  | 1        |
| Getting a solar inverter and battery                              | 1        |
| How solar power can impact the scoring outcome                    | 1        |
| <b>Total</b>                                                      | <b>5</b> |



| <i>Double glazing</i>                                                                                       |           |
|-------------------------------------------------------------------------------------------------------------|-----------|
| Secondary glazing for window. Wasn't aware that is something I could do                                     | 1         |
| The fact about double glazing, was last thing to do                                                         | 1         |
| Told us about the double graded window as the single graded ones                                            | 1         |
| <b>Total</b>                                                                                                | <b>3</b>  |
| <i>Household appliances</i>                                                                                 |           |
| Information about moving from partial gas to all electric                                                   | 1         |
| My use of gas in the home was expensive and I should shift to electricity to save money                     | 1         |
| Regarding the appliances                                                                                    | 1         |
| <b>Total</b>                                                                                                | <b>3</b>  |
| <i>Air conditioning</i>                                                                                     |           |
| Airconditioning unit is vulnerable to bushfire                                                              | 1         |
| Efficiency of air conditioning was good enough to heat up the house these days and can replace the gas fire | 1         |
| <b>Total</b>                                                                                                | <b>2</b>  |
| <i>Other</i>                                                                                                |           |
| Better options on ceiling and doors                                                                         | 1         |
| Can ask about filters                                                                                       | 1         |
| Ceiling water was in a wrong condition                                                                      | 1         |
| Fees                                                                                                        | 1         |
| Get me on the rebates because they are not well advertised                                                  | 1         |
| I did not receive any useful advice, and they did not do it properly                                        | 1         |
| Identified areas painted with lead paint                                                                    | 1         |
| Put the pink bags in the right places                                                                       | 1         |
| Suggestions on who to approach, like reliable suppliers                                                     | 1         |
| That my home has good insulation                                                                            | 1         |
| The ability to compare the costs based on different scenarios                                               | 1         |
| The heatmap of where we were living                                                                         | 1         |
| To change the structure fans in the bathroom                                                                | 1         |
| Told me to transfer from gas to electricity                                                                 | 1         |
| <b>Total</b>                                                                                                | <b>14</b> |
| <b>Total responses</b>                                                                                      | <b>98</b> |



## Satisfaction with aspects of the Assessment

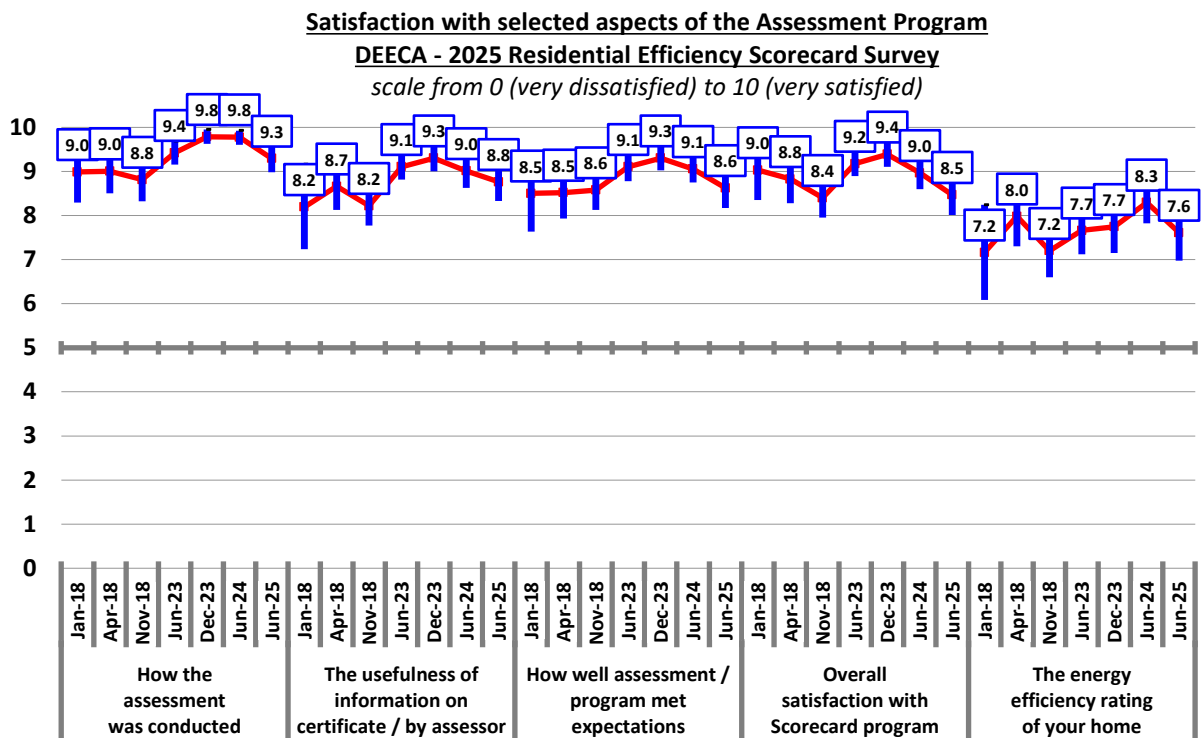
Respondents were asked:

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

Respondents were again in June 2025, asked to rate their satisfaction with four aspects of the assessment, as well as their overall satisfaction with the Scorecard program.

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

The average satisfaction with all five aspects of the assessment declined marginally this survey, as outlined in the graph.



Satisfaction with the energy efficiency rating of the participants’ home was 7.6 out of 10 this survey, or a “very good” level of satisfaction.

Naturally, the assessment program has no capacity to influence what energy rating will be appropriate for the participants’ home, so a decline in satisfaction with this should not be read as a decline in satisfaction with the performance of the program.

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

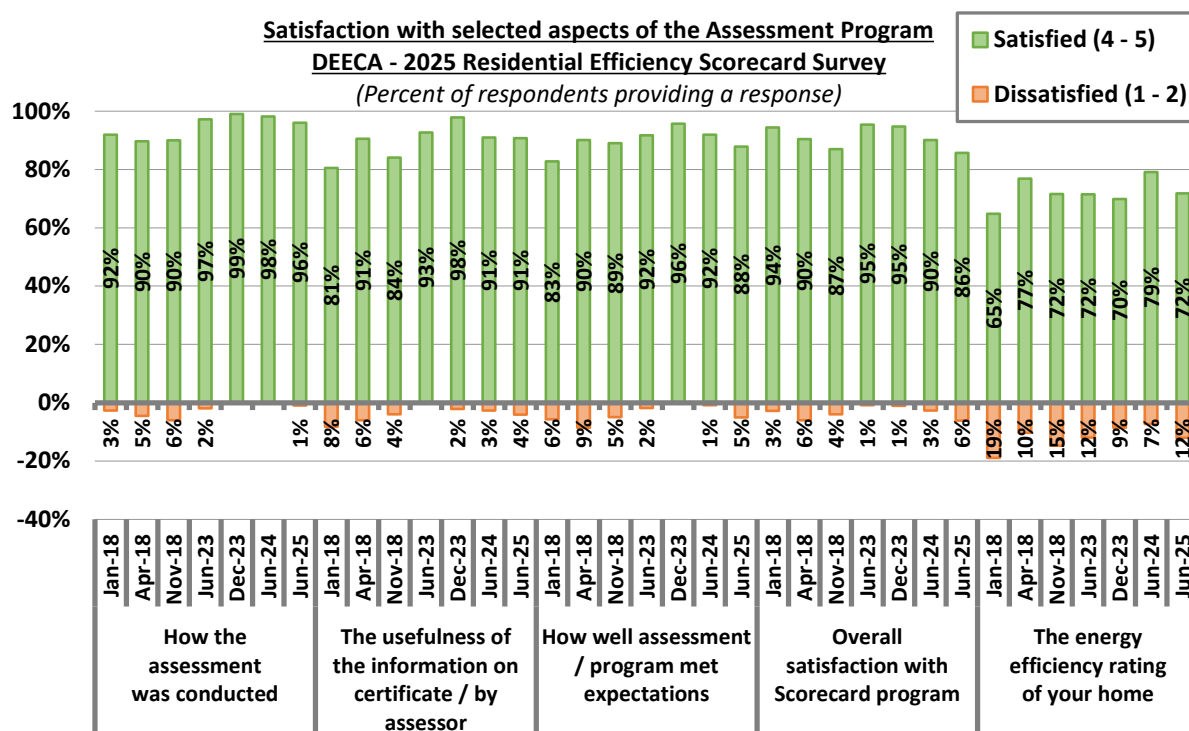
The following graph provides a breakdown of these results into the proportion of respondents (providing a score) who were “satisfied” (i.e., rated satisfaction at four or five out of five) and those who were “dissatisfied” (i.e., rated satisfaction at one or two out of five).

It is noted that approximately nine in 10 respondents were satisfied with each of the four aspects relating to the assessment / scorecard, whilst 72% (down from 79%) were satisfied with the energy efficiency rating of their home.

It does also show that whilst satisfaction with the assessment / Scorecard program has been relatively stable over time at “excellent” levels, the underlying level of satisfaction of participants with the energy efficiency rating of their home has remained at a lower level than satisfaction with the aspects of the assessment.

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.



The following table provides a comparison of these results between those who participated in the standard assessment and those who participated in a VEU assessment.

Participants in the standard assessment reported marginally higher satisfaction with each of these five aspects than participants in the VEU assessment.

**Satisfaction with selected aspects of the Assessment Program****DEECA - 2025 Residential Efficiency Scorecard Survey***(Number and index score 0 - 10)*

| Aspect                                                     |    | June 2025 |            |      | Standard   | VEU        |
|------------------------------------------------------------|----|-----------|------------|------|------------|------------|
|                                                            |    | Number    | Lower      | Mean |            |            |
| How the assessment was conducted                           | 99 | 9.0       | <b>9.3</b> | 9.6  | <b>9.4</b> | <b>9.1</b> |
| The usefulness of information on certificate / by assessor | 97 | 8.3       | <b>8.8</b> | 9.2  | <b>8.9</b> | <b>8.6</b> |
| How well assessment / program met expectations             | 98 | 8.2       | <b>8.6</b> | 9.1  | <b>8.8</b> | <b>8.4</b> |
| Overall satisfaction with Scorecard program                | 98 | 8.0       | <b>8.5</b> | 8.9  | <b>8.7</b> | <b>8.2</b> |
| The energy efficiency rating of your home                  | 92 | 7.0       | <b>7.6</b> | 8.2  | <b>7.8</b> | <b>7.4</b> |
| <i>Average</i>                                             |    |           | <b>8.6</b> |      | <b>8.7</b> | <b>8.3</b> |

The following graph provides a breakdown of these results by state.

It is noted that the sample size is extremely small for many of these results, and caution should be exercised in the interpretation of variation in results at the state level.

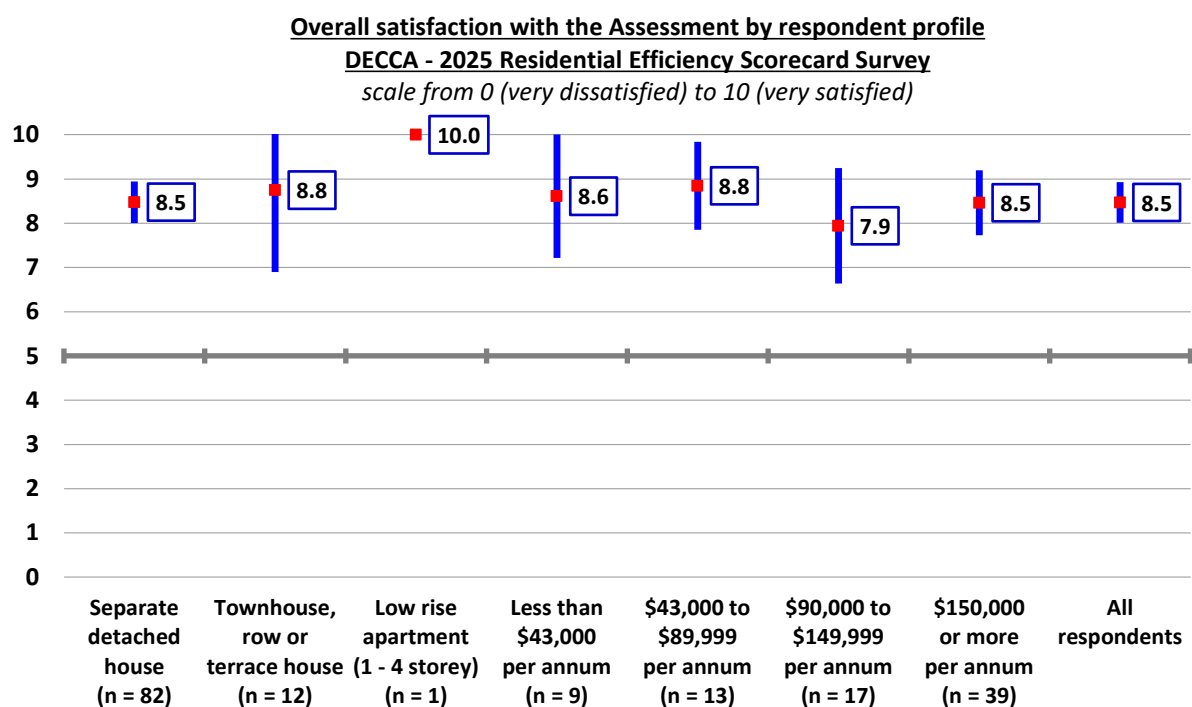
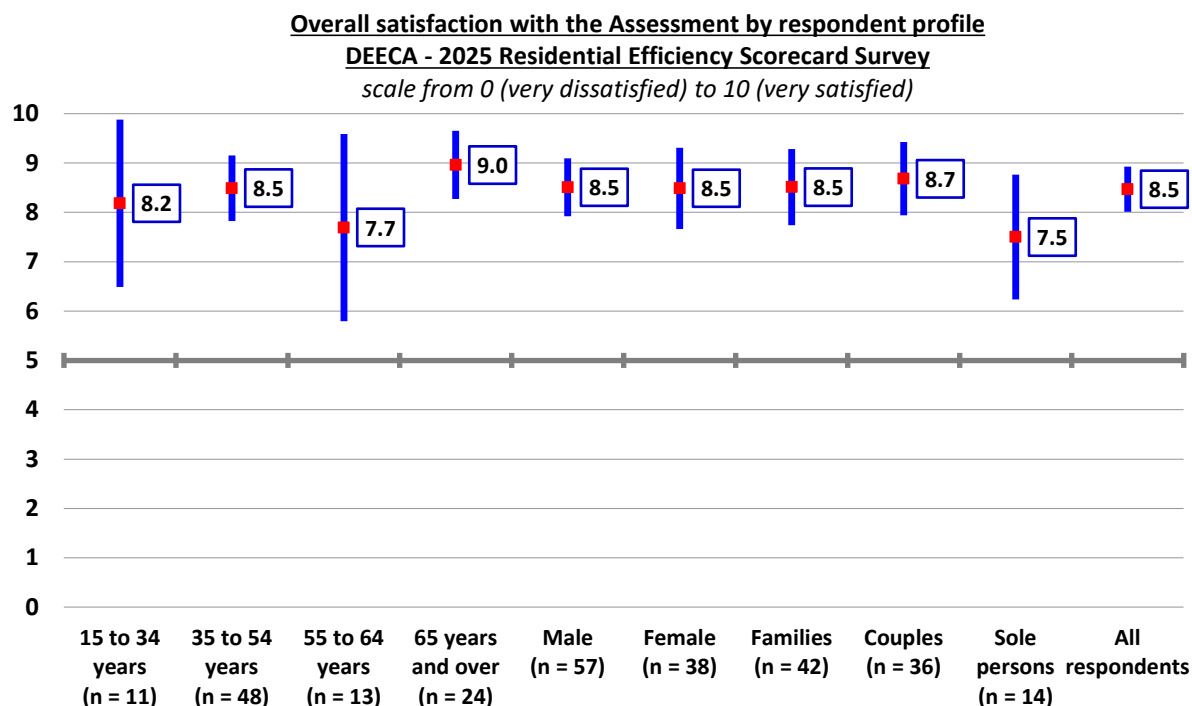
**Satisfaction with selected aspects of the Assessment Program****DEECA - 2025 Residential Efficiency Scorecard Survey***(Number and index score 0 - 10)*

| Aspect                                                     |    | June 2025 |            |      | NSW        | QLD        | SA         | VIC        | WA         | ACT        |
|------------------------------------------------------------|----|-----------|------------|------|------------|------------|------------|------------|------------|------------|
|                                                            |    | Number    | Lower      | Mean |            |            |            |            |            |            |
| How the assessment was conducted                           | 99 | 9.0       | <b>9.3</b> | 9.6  | 9.6        | 10.0       | 9.0        | 9.1        | 10.0       | 9.0        |
| The usefulness of information on certificate / by assessor | 97 | 8.3       | <b>8.8</b> | 9.2  | 9.0        | 10.0       | 8.5        | 8.6        | 9.2        | 8.1        |
| How well assessment / program met expectations             | 98 | 8.2       | <b>8.6</b> | 9.1  | 8.9        | 10.0       | 8.3        | 8.5        | 9.2        | 8.0        |
| Overall satisfaction with Scorecard program                | 98 | 8.0       | <b>8.5</b> | 8.9  | 9.1        | 10.0       | 8.5        | 8.2        | 8.3        | 6.5        |
| The energy efficiency rating of your home                  | 92 | 7.0       | <b>7.6</b> | 8.2  | 8.2        | 8.5        | 7.8        | 7.4        | 5.0        | 7.0        |
| <i>Average</i>                                             |    |           | <b>8.6</b> |      | <b>8.9</b> | <b>9.7</b> | <b>8.4</b> | <b>8.4</b> | <b>8.3</b> | <b>7.7</b> |

## 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 100 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.

No respondents were dissatisfied with how well the assessment was conducted.

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

#### DEECA - 2025 Residential Efficiency Scorecard Survey

(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|---------------|---------------|
| n.a.          | n.a.          |

The following table outlines the 17 comments from respondents dissatisfied with the energy efficiency rating of their home. Many of these comments related to a perception that the rating was lower than they expected / perceived it should be.

### Reasons for dissatisfaction with the energy efficiency rating of your home

#### DEECA - 2025 Residential Efficiency Scorecard Survey

(Number of responses)

| <i>Reason</i>                                                                                                                      | <i>Number</i> |
|------------------------------------------------------------------------------------------------------------------------------------|---------------|
| Dissatisfied because the rating was poor, should be higher                                                                         | 3             |
| Because I do not recall getting the useful information                                                                             | 1             |
| Because I was not satisfied with building standard because it is only 20-year-old and results for it were shocking                 | 1             |
| I disagreed with the rating                                                                                                        | 1             |
| I was surprised                                                                                                                    | 1             |
| It met my expectations and got all the documentation for heating and water                                                         | 1             |
| It was unrealistic                                                                                                                 | 1             |
| It was very generic, and wasn't able to act on many of the recommendations                                                         | 1             |
| No assistance with cost of gas and electricity                                                                                     | 1             |
| No insulation at the roof, window is single blade, no insulation under the floor, very drafty, heating is inefficient ad expensive | 1             |
| Old home, so it was not very energy efficient                                                                                      | 1             |
| The construction could be way better                                                                                               | 1             |
| The house is too hot in summer and too cold in winter                                                                              | 1             |
| There are some areas of improvements which is expensive to do                                                                      | 1             |
| There were things that needed fixing                                                                                               | 1             |
| <b>Total</b>                                                                                                                       | <b>17</b>     |

The following table outlines the four comments received from respondents dissatisfied with the usefulness of the information provided on the certificate / by the assessor.



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

**DEECA - 2025 Residential Efficiency Scorecard Survey**

*(Number of responses)*

| <i>Reason</i>                                                                                                                                                          | <i>Number</i> |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| It wasn't really practical                                                                                                                                             | 1             |
| Not expert                                                                                                                                                             | 1             |
| The language was ambiguous in the document, getting a result and not knowing the criteria for the result, what took to get that score. What does the actual score mean | 1             |
| There were not specific suppliers that I could contact                                                                                                                 | 1             |
| <b>Total</b>                                                                                                                                                           | <b>4</b>      |

The following table outlines the four comments received from respondents dissatisfied with how well the assessment / program met their expectations.

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

**DEECA - 2025 Residential Efficiency Scorecard Survey**

*(Number of responses)*

| <i>Reason</i>                                                                                                                                     | <i>Number</i> |
|---------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| I just thought there is not enough information for certain things like double gravel options                                                      | 1             |
| It was not really practical                                                                                                                       | 1             |
| They didn't look like they were experts in design sustainable at homes. They didn't tell me anything new, only told me what I read on the website | 1             |
| Very disappointed because I'm still left in the dark                                                                                              | 1             |
| <b>Total</b>                                                                                                                                      | <b>4</b>      |

The following table outlines the five comments received from respondents dissatisfied overall with the assessment / program.

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

**DEECA - 2025 Residential Efficiency Scorecard Survey**

*(Number of responses)*

| <i>Reason</i>                                                                                                     | <i>Number</i> |
|-------------------------------------------------------------------------------------------------------------------|---------------|
| Because of the number of the suppliers that did not get back to me even after emailing and calling multiple times | 1             |
| I have not gotten any useful information                                                                          | 1             |
| It was not really practical                                                                                       | 1             |
| Should be mandatory for all homes for rents                                                                       | 1             |
| The company tricked us because they didn't give any services                                                      | 1             |
| <b>Total</b>                                                                                                      | <b>5</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 - 2025 Residential Efficiency Scorecard Survey

(Number of responses)

| Reason                                                                                                                                                | Number |
|-------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| It was as expected                                                                                                                                    | 8      |
| It was a very good rating                                                                                                                             | 4      |
| It was higher / better than I expected                                                                                                                | 2      |
| Accurately reflected the energy efficiency                                                                                                            | 1      |
| Because I met my expectations and explained well what we need to do to improve                                                                        | 1      |
| Because it reflected my understanding of where I have energy loss and where I can improve                                                             | 1      |
| Because it's properly insulated                                                                                                                       | 1      |
| Because that was what I was expecting, and it was pretty high. We had solar energy                                                                    | 1      |
| Cheap on my power bill                                                                                                                                | 1      |
| Got 10 stars. High rating and she made some recommendations                                                                                           | 1      |
| I am not happy with the ratings turned out, but I am happy to know the truth                                                                          | 1      |
| I completely rely on electrical power now                                                                                                             | 1      |
| I didn't think my home was energy efficient and the assessor confirmed it                                                                             | 1      |
| I got a ten-star rating, so I am more than happy about that                                                                                           | 1      |
| I got the inputs verbally                                                                                                                             | 1      |
| I got to save money, and she agreed with what we were doing                                                                                           | 1      |
| I needed the information to move forward with a change                                                                                                | 1      |
| I scored pretty high, so it improved my confidence of how well the home is built and pushed me further to a full electric home                        | 1      |
| I was just surprised because I expected it to be lower. Because every time I need to make improvements I refer to it as it's an important source      | 1      |
| I was pleasantly surprised, that there were no obvious first big improvements                                                                         | 1      |
| I was satisfied with the process and the information we got to make house more comfortable                                                            | 1      |
| It identified the issue with drafting and ceiling insulation, which by fixing is now keeping house warm without spending too much money               | 1      |
| It just confirmed what I had done was really good                                                                                                     | 1      |
| It just let me understand how efficient my home is                                                                                                    | 1      |
| It seems reasonable for the material to be changed                                                                                                    | 1      |
| It shows us where we are losing heat and explain the circumstances if we are considering solar power and installing solar panel. I am happy with that | 1      |
| It validated the choices we made for building our home and exceeded our expectations                                                                  | 1      |
| It was a bit of surprise it got a good score and it's colder inside the house than outside the house sometimes                                        | 1      |
| It was a clear process overall                                                                                                                        | 1      |
| It was a good and sufficient information provided                                                                                                     | 1      |



|                                                                                                                                                                     |           |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| It was better than average score and it was good to know where the house stood                                                                                      | 1         |
| It was useful information                                                                                                                                           | 1         |
| Make it more efficient, the person explained it detail                                                                                                              | 1         |
| My home is essentially all electric other than gas cooking, so I am happy                                                                                           | 1         |
| Provided me with more information I was seeking in regard to energy efficiency                                                                                      | 1         |
| The information was very useful, and worth the \$700 I had to pay (as the house was very far from the city centre) especially the window treatment options provided | 1         |
| The rating was already pretty good, the assessment helped to improve it to better                                                                                   | 1         |
| They are accurate benchmarks                                                                                                                                        | 1         |
| They miss a couple of things like the gaps in the windows                                                                                                           | 1         |
| Use it make some improvements                                                                                                                                       | 1         |
| Useful for me                                                                                                                                                       | 1         |
| We did not know many things                                                                                                                                         | 1         |
| We have a lot of improvements done in the past few years and it was good to see that it reflected in the assessment                                                 | 1         |
| We have done some improvements, some understanding                                                                                                                  | 1         |
| We just got what we knew validated                                                                                                                                  | 1         |
| What I expected, maybe a bit low                                                                                                                                    | 1         |
| <b>Total</b>                                                                                                                                                        | <b>57</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 32 respondents (32% up from 14%) reported that they agreed to their assessor providing their details to suppliers to make changes to their homes. This result was the highest result recorded since the question was first asked back in June 2023.

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

##### **DEECA - 2025 Residential Efficiency Scorecard Survey**

*(Number and percent of total respondents)*

| Response     | June 2025  |             | June 2024  | December 2023 | June 2023  |
|--------------|------------|-------------|------------|---------------|------------|
|              | Number     | Percent     |            |               |            |
| Yes          | 32         | 32%         | 14%        | 21%           | 18%        |
| No           | 40         | 40%         | 51%        | 47%           | 41%        |
| Don't recall | 28         | 28%         | 34%        | 32%           | 40%        |
| <b>Total</b> | <b>100</b> | <b>100%</b> | <b>111</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?”*

Six percent of respondents reported that they received calls or emails from suppliers offering products or services to improve their home.

Of the 32 respondents who agreed to the assessor passing on their details to suppliers, four (13%) reported that they had received calls from suppliers.

### Receive calls or emails from suppliers offering products or services

#### DEECA - 2025 Residential Efficiency Scorecard Survey

(Number and percent of total respondents)

| Response     | June 2025  |             | June 2024  | December 2023 | June 2023  | Provided details |             |
|--------------|------------|-------------|------------|---------------|------------|------------------|-------------|
|              | Number     | Percent     |            |               |            | Number           | Percent     |
| Yes          | 6          | 6%          | 8%         | 14%           | 7%         | 4                | 13%         |
| No           | 87         | 87%         | 89%        | 69%           | 82%        | 27               | 84%         |
| Don't recall | 7          | 7%          | 3%         | 17%           | 11%        | 1                | 3%          |
| <b>Total</b> | <b>100</b> | <b>100%</b> | <b>111</b> | <b>94</b>     | <b>109</b> | <b>32</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 six respondents who received calls from suppliers, one 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 - 2025 Residential Efficiency Scorecard Survey

(Number and percent of total respondents who received calls or emails)

| Response                       | June 2025 |             | June 2024 | December 2023 | June 2023 |
|--------------------------------|-----------|-------------|-----------|---------------|-----------|
|                                | Number    | Percent     |           |               |           |
| Yes                            | 0         | 0%          | 44%       | 46%           | 50%       |
| No                             | 1         | 17%         | 33%       | 8%            | 25%       |
| Don't recall                   | 1         | 17%         | 0%        | 8%            | 25%       |
| I did not ask for them to stop | 4         | 67%         | 22%       | 38%           | 0%        |
| <b>Total</b>                   | <b>6</b>  | <b>100%</b> | <b>9</b>  | <b>13</b>     | <b>8</b>  |

## Assessment outcomes

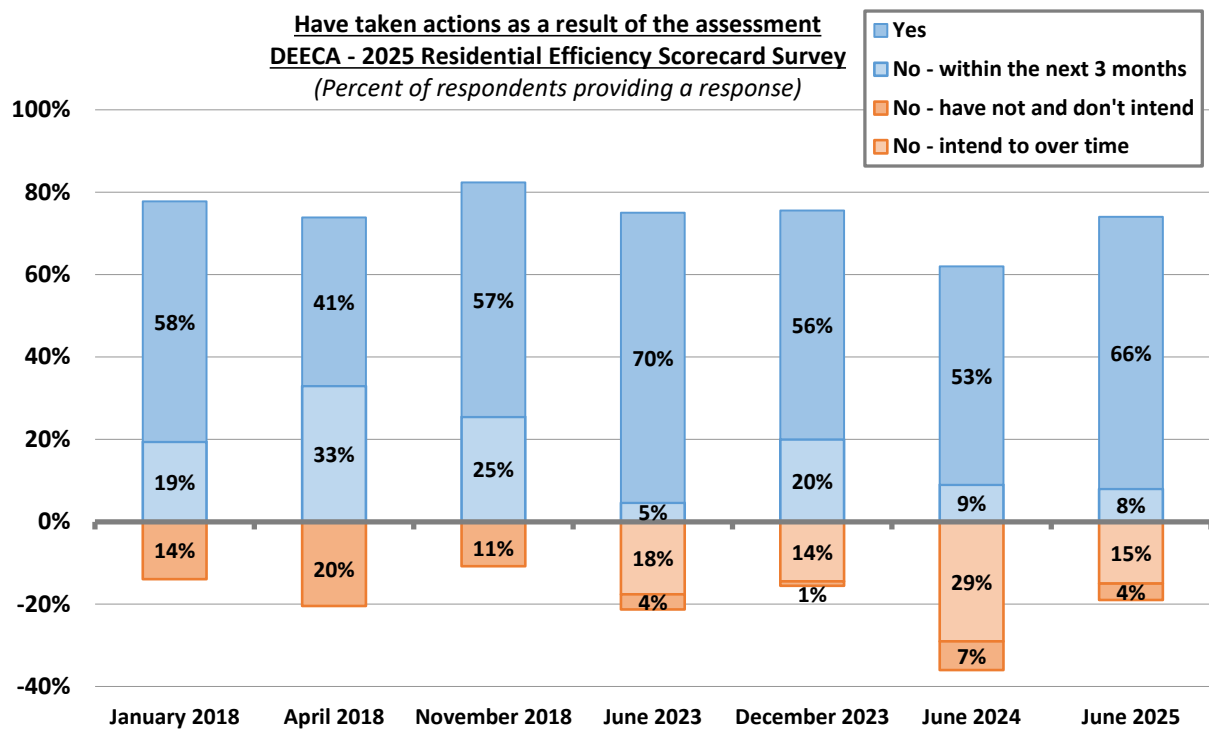
### Taken action as a result of the Assessment

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, almost three-quarters (74%) of respondents reported that they either have (66%) or intend within three months (8%) to act as a result of the assessment.

Over the course of the seven surveys, an average of 19% of respondents reported that they have no immediate (or short-term) intention to act as a result of the assessment, with 15% reporting that they have no intention to act within three months.





**Have taken actions as a result of the assessment****DEECA - 2025 Residential Efficiency Scorecard Survey***(Number and percent of respondents providing a response)*

| Response                                             | June 2025  |             | June       | December  | June       | November   | April     | January   |
|------------------------------------------------------|------------|-------------|------------|-----------|------------|------------|-----------|-----------|
|                                                      | Number     | Percent     | 2024       | 2023      | 2023       | 2018       | 2018      | 2018      |
| Yes                                                  | 63         | 66%         | 53%        | 56%       | 70%        | 57%        | 41%       | 58%       |
| No - but intend to within the next 3 months          | 8          | 8%          | 9%         | 20%       | 5%         | 25%        | 33%       | 19%       |
| No - but intend to over time                         | 14         | 15%         | 29%        | 14%       | 18%        | n.a.       | n.a.      | n.a.      |
| No - there were no actions to take                   | 7          | 7%          | 1%         | 9%        | 4%         | 7%         | 6%        | 8%        |
| No - I have not and don't intend to take any actions | 4          | 4%          | 7%         | 1%        | 4%         | 11%        | 20%       | 14%       |
| Not stated                                           | 4          |             | 2          | 4         | 1          | 1          | 1         | 1         |
| <b>Total</b>                                         | <b>100</b> | <b>100%</b> | <b>111</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 four 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 - 2025 Residential Efficiency Scorecard Survey***(Number of total responses)*

| Response                                                               | Number   |
|------------------------------------------------------------------------|----------|
| I moved out of the property so not planning on doing anything          | 1        |
| I think it is well insulated now, my home has nothing to be fixed more | 1        |
| Renting the house, not the owner                                       | 1        |
| We are happy with the way we are currently using gas                   | 1        |
| <b>Total</b>                                                           | <b>4</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 96 respondents who reported that they had already undertaken or were planning on undertaking improvements in the future, outlined a total of 139 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 - 2025 Residential Efficiency Scorecard Survey***(Number and percent of total respondents)*

| <i>Response</i>                                                                                | <i>June 2025<br/>Number</i> | <i>June 2025<br/>Percent</i> | <i>June 2024</i> | <i>December 2023</i> | <i>June 2023</i> | <i>November 2018</i> | <i>April 2018</i> | <i>January 2018</i> |
|------------------------------------------------------------------------------------------------|-----------------------------|------------------------------|------------------|----------------------|------------------|----------------------|-------------------|---------------------|
| <b>Actions already taken (63 respondents)</b>                                                  |                             |                              |                  |                      |                  |                      |                   |                     |
| Upgrading / servicing appliances                                                               | 28                          | 44%                          | 41%              | 66%                  | 47%              | 36%                  | 19%               | 10%                 |
| Insulation                                                                                     | 27                          | 43%                          | 31%              | 66%                  | 45%              | 17%                  | 25%               | 29%                 |
| Sealing gap/door jams/block vents                                                              | 18                          | 29%                          | 45%              | 30%                  | 36%              | 26%                  | 86%               | 19%                 |
| Solar panels                                                                                   | 7                           | 11%                          | 22%              | 20%                  | 13%              | 5%                   | 11%               | 10%                 |
| Window tinting / double glazing                                                                | 7                           | 11%                          | 9%               | 16%                  | 17%              | 5%                   | 11%               | 19%                 |
| Blinds / curtains                                                                              | 7                           | 11%                          | 17%              | 8%                   | 14%              | 3%                   | 17%               | 43%                 |
| Energy efficient lights                                                                        | 4                           | 6%                           | 7%               | 8%                   | 8%               | 9%                   | 17%               | 5%                  |
| Efficient showerheads                                                                          | 3                           | 5%                           | 3%               | 4%                   | 4%               | n.a.                 | n.a.              | n.a.                |
| Extractions / fans                                                                             | 0                           | 0%                           | 3%               | 4%                   | 5%               | 5%                   | 3%                | 14%                 |
| Outside shading                                                                                | 0                           | 0%                           | 0%               | 0%                   | 0%               | 2%                   | 0%                | 5%                  |
| Other                                                                                          | 9                           | 14%                          | 24%              | 6%                   | 28%              | 17%                  | 19%               | 10%                 |
| <b>Plan to take within 3 months (8 respondents)</b>                                            |                             |                              |                  |                      |                  |                      |                   |                     |
| Upgrading / servicing appliances                                                               | 3                           | 38%                          | 20%              | 67%                  | 40%              | 19%                  | 21%               | 0%                  |
| Insulation                                                                                     | 2                           | 25%                          | 30%              | 50%                  | 80%              | 42%                  | 28%               | 57%                 |
| Solar panels                                                                                   | 2                           | 25%                          | 0%               | 17%                  | 0%               | 12%                  | 7%                | 0%                  |
| Energy efficient lights                                                                        | 1                           | 13%                          | 0%               | 11%                  | 0%               | 4%                   | 10%               | 0%                  |
| Sealing gap / door jams                                                                        | 0                           | 0%                           | 50%              | 28%                  | 0%               | 12%                  | 45%               | 14%                 |
| Window tinting / double glazing                                                                | 0                           | 0%                           | 20%              | 22%                  | 0%               | 4%                   | 17%               | 29%                 |
| Blinds / curtains                                                                              | 0                           | 0%                           | 10%              | 0%                   | 20%              | 4%                   | 10%               | 0%                  |
| Extractions / fans                                                                             | 0                           | 0%                           | 10%              | 0%                   | 0%               | 4%                   | 3%                | 14%                 |
| Other                                                                                          | 1                           | 13%                          | 30%              | 0%                   | 20%              | 27%                  | 17%               | 14%                 |
| <b>Plan to take over time (14 respondents)</b>                                                 |                             |                              |                  |                      |                  |                      |                   |                     |
| Insulation                                                                                     | 5                           | 36%                          | 41%              | 46%                  | 32%              | n.a.                 | n.a.              | n.a.                |
| Upgrading / servicing appliances                                                               | 5                           | 36%                          | 38%              | 38%                  | 26%              | n.a.                 | n.a.              | n.a.                |
| Window tinting / double glazing                                                                | 2                           | 14%                          | 19%              | 15%                  | 21%              | n.a.                 | n.a.              | n.a.                |
| Blinds / curtains                                                                              | 2                           | 14%                          | 9%               | 0%                   | 5%               | n.a.                 | n.a.              | n.a.                |
| Outside shading                                                                                | 2                           | 14%                          | 0%               | 0%                   | 0%               | n.a.                 | n.a.              | n.a.                |
| Sealing gap / door jams                                                                        | 1                           | 7%                           | 16%              | 23%                  | 16%              | n.a.                 | n.a.              | n.a.                |
| Solar panels                                                                                   | 0                           | 0%                           | 13%              | 23%                  | 16%              | n.a.                 | n.a.              | n.a.                |
| Energy efficient lights                                                                        | 0                           | 0%                           | 6%               | 0%                   | 5%               | n.a.                 | n.a.              | n.a.                |
| Efficient showerheads                                                                          | 0                           | 0%                           | 0%               | 0%                   | 0%               | n.a.                 | n.a.              | n.a.                |
| Extractions / fans                                                                             | 0                           | 0%                           | 3%               | 0%                   | 0%               | n.a.                 | n.a.              | n.a.                |
| Other                                                                                          | 3                           | 21%                          | 16%              | 15%                  | 21%              | n.a.                 | n.a.              | n.a.                |
| <b>Total responses</b>                                                                         | <b>139</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> | 96<br>(96%)                 |                              | 109<br>(98%)     | 81<br>(100%)         | 95<br>(95%)      | 80<br>(95%)          | 65<br>(100%)      | 27<br>(96%)         |



## 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 63 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 63 respondents, there was some variation in these results observed, as follows:

- **Electricity / gas use** – 27% of the 63 respondents who had taken actions reported a reduction in the amount of electricity and / or gas used, down notably on the 41% recorded last survey, but consistent with the long-term average of 29% since the survey commenced in January 2018.
- **Energy bills** – 24% of respondents reported a reduction in their energy bill, down substantially on the high-point of 49% recorded in June 2023 but consistent with the average of 24%.
- **Comfort level of the home** – 51% of respondents reported an increased level of comfort in their home, almost identical to the long-term average since January 2018 of 51%, but up on the 41% recorded last survey.
- **Manage medical condition** – Only 5% of the 63 respondents reported an increase in the ability to manage medical conditions this survey, consistent with the previous results.

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

#### DEECA - 2025 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    | Jun 25    | Jan 18      | Apr 18    | Nov 18    | Jun 23    | Dec 23    | Jun 24    | Jun 25    |
| Increased    | 5%                                 | 8%        | 2%        | 1%        | 8%        | 5%        | 8%        | 14%         | 3%        | 5%        | 4%        | 2%        | 2%        | 10%       |
| No change    | 29%                                | 25%       | 21%       | 28%       | 42%       | 24%       | 41%       | 38%         | 31%       | 17%       | 20%       | 42%       | 24%       | 43%       |
| Decreased    | 29%                                | 19%       | 24%       | 45%       | 20%       | 41%       | 27%       | 10%         | 11%       | 21%       | 49%       | 22%       | 35%       | 24%       |
| Can't say    | 38%                                | 47%       | 53%       | 26%       | 30%       | 29%       | 24%       | 38%         | 56%       | 57%       | 28%       | 34%       | 40%       | 24%       |
| <b>Total</b> | <b>21</b>                          | <b>36</b> | <b>58</b> | <b>76</b> | <b>50</b> | <b>58</b> | <b>63</b> | <b>21</b>   | <b>36</b> | <b>58</b> | <b>76</b> | <b>50</b> | <b>58</b> | <b>63</b> |

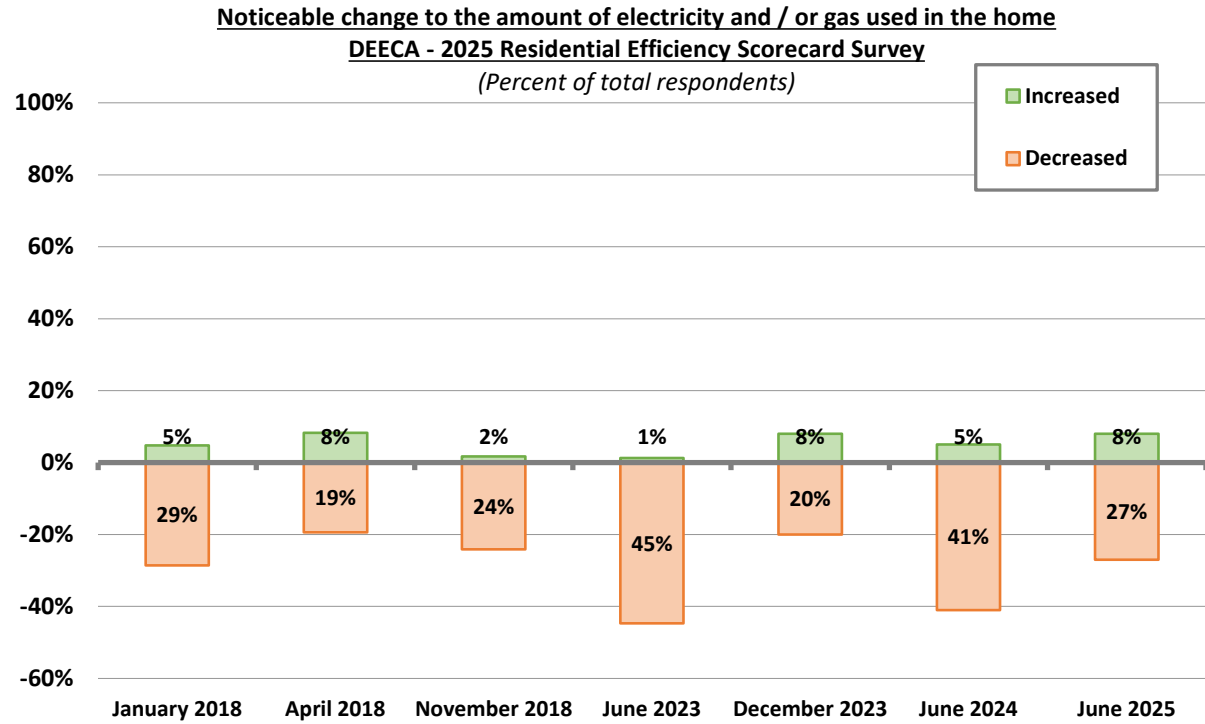
| Response     | Level of comfort |           |           |           |           |           |           | Ability to manage medical condition |             |             |           |           |           |           |
|--------------|------------------|-----------|-----------|-----------|-----------|-----------|-----------|-------------------------------------|-------------|-------------|-----------|-----------|-----------|-----------|
|              | Jan 18           | Apr 18    | Nov 18    | Jun 23    | Dec 23    | Jun 24    | Jun 25    | Jan 18                              | Apr 18      | Nov 18      | Jun 23    | Dec 23    | Jun 24    | Jun 25    |
| Increased    | 52%              | 53%       | 48%       | 61%       | 42%       | 41%       | 51%       | n.a.                                | n.a.        | n.a.        | 1%        | 0%        | 5%        | 5%        |
| No change    | 24%              | 33%       | 29%       | 20%       | 36%       | 36%       | 37%       | n.a.                                | n.a.        | n.a.        | 15%       | 30%       | 29%       | 19%       |
| Decreased    | 0%               | 0%        | 0%        | 3%        | 2%        | 0%        | 2%        | n.a.                                | n.a.        | n.a.        | 0%        | 0%        | 0%        | 0%        |
| Can't say    | 24%              | 14%       | 22%       | 17%       | 20%       | 22%       | 11%       | n.a.                                | n.a.        | n.a.        | 84%       | 70%       | 66%       | 76%       |
| <b>Total</b> | <b>21</b>        | <b>36</b> | <b>58</b> | <b>76</b> | <b>50</b> | <b>58</b> | <b>63</b> | <b>n.a.</b>                         | <b>n.a.</b> | <b>n.a.</b> | <b>76</b> | <b>50</b> | <b>58</b> | <b>63</b> |



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

Over the course of the seven surveys, an average of 29% of respondents who had acted reported that they had used less electricity or gas in their home since acting.

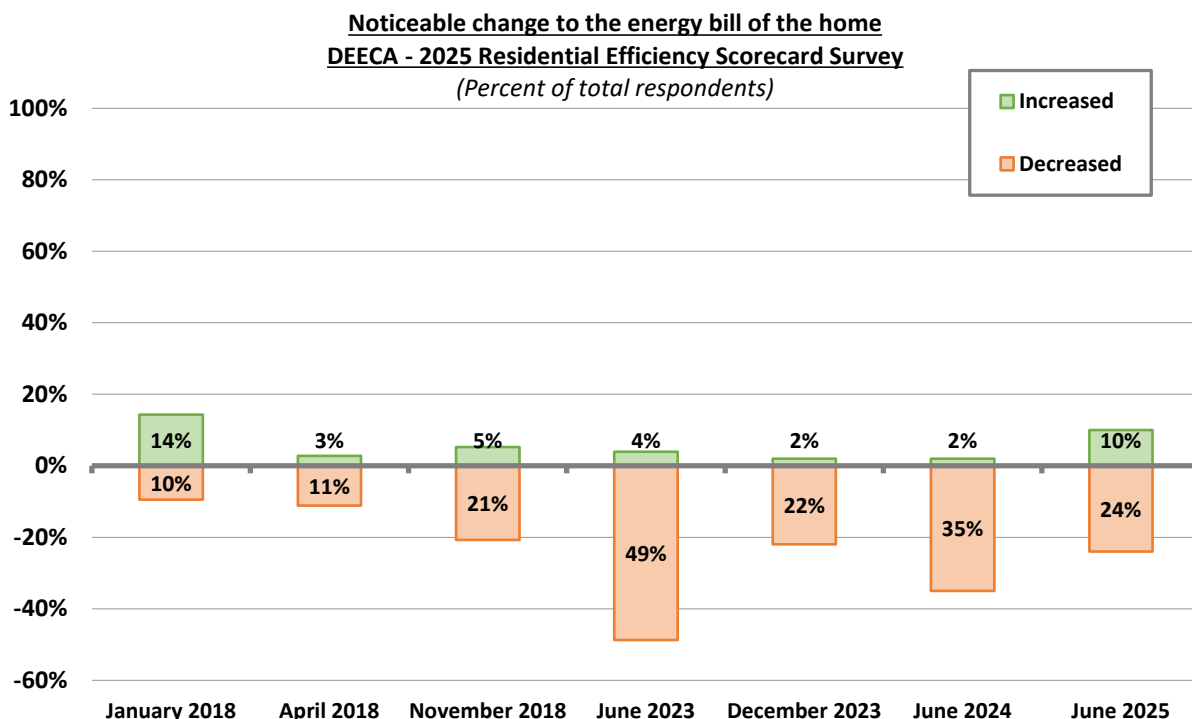
This result has been somewhat variable over time, around that long-term average of 29%.



## The energy bill of the home

Over the course of the seven surveys, an average of 24% of respondents who had acted reported that their energy bill had decreased since acting, with the proportion reporting a decline significantly higher in 2023, 2024, and 2025 than in 2018.

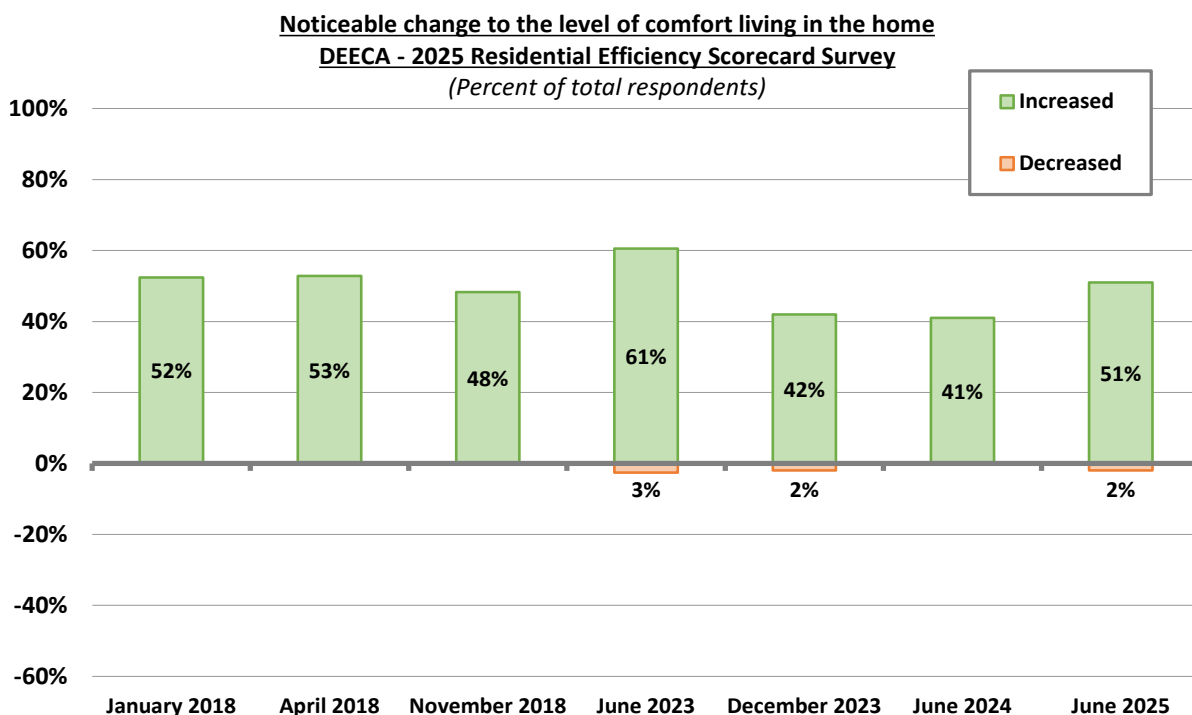
It is noted that this result has proved somewhat variable from survey to survey, likely reflecting the modest sample size.



## The level of comfort living in the home

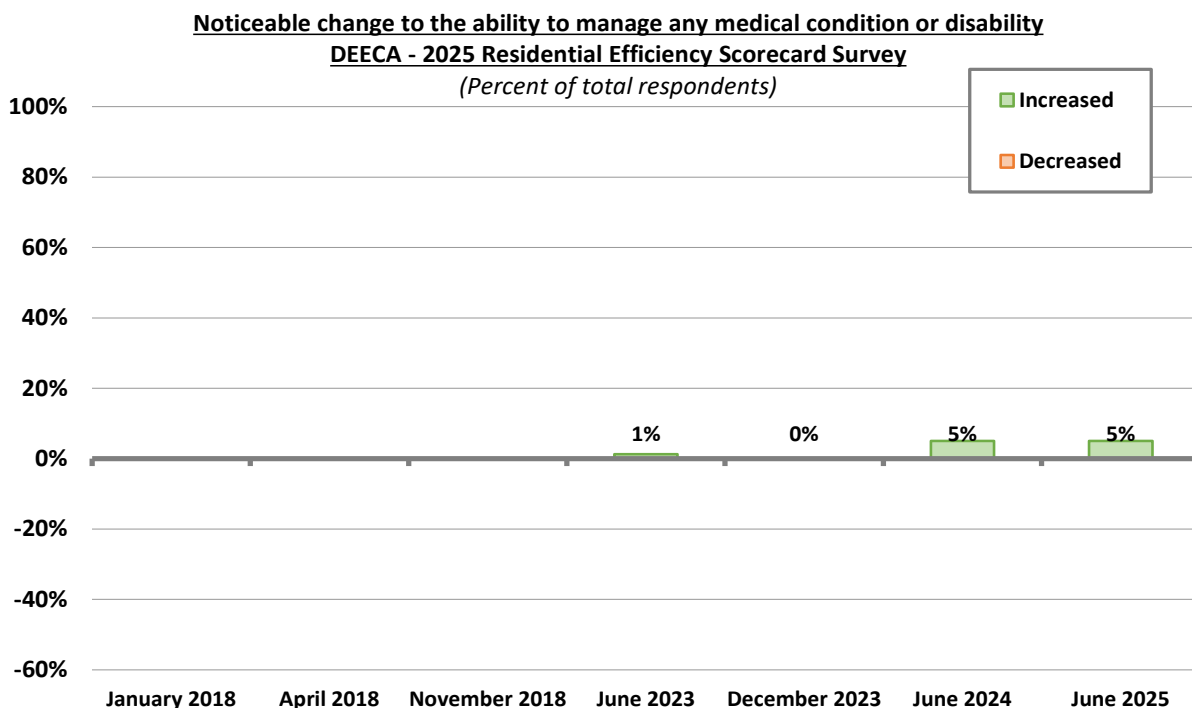
Over the course of the seven surveys, an average of 51% of respondents who had acted reported that the level of comfort living in their home had increased since taking action.





### Ability to manage any medical condition / disability

Very few respondents had provided feedback on managing medical conditions and / or disability.



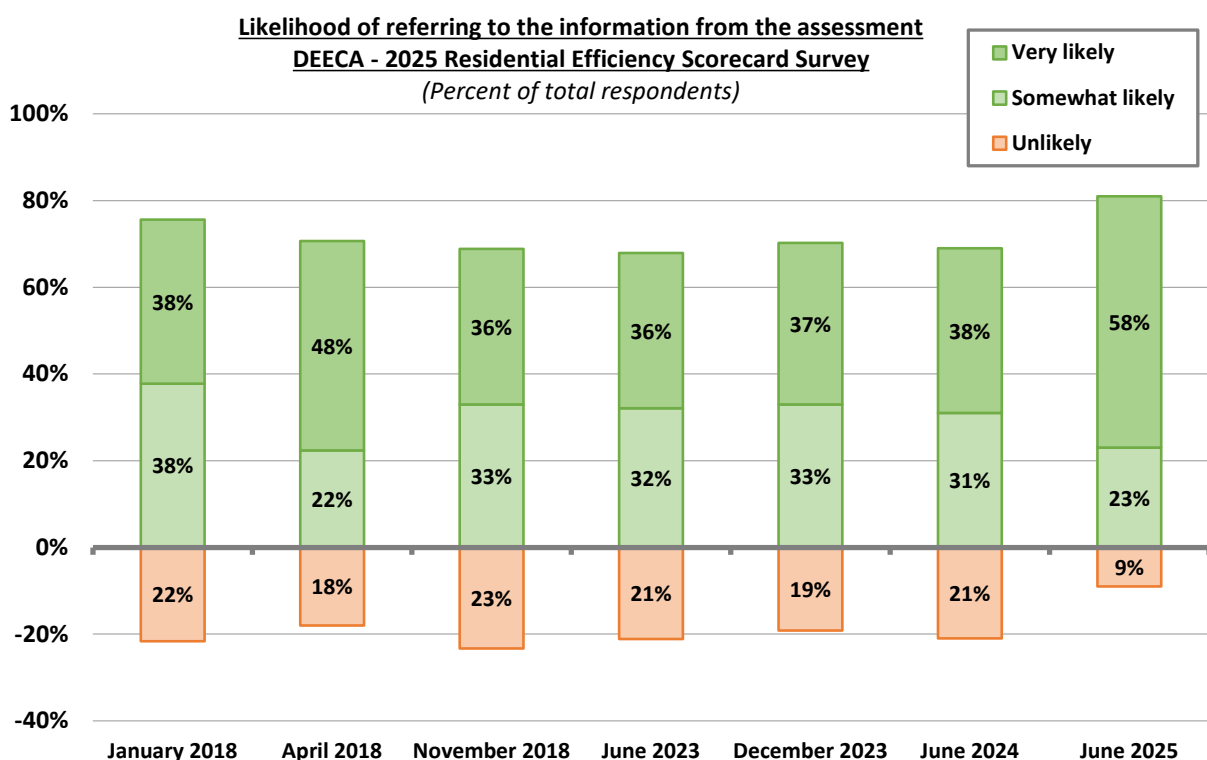
## Likelihood of referring to the information from the Assessment

Respondents were asked:

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

There was a significant increase this survey, in the proportion of respondents who reported that they were very likely to refer to the information, with 58% very likely and 23% somewhat likely.

This was the highest proportion of respondents reporting that they were somewhat or very likely to refer to the information provided, and up notably on the long-term average of 72%.



**Likelihood of referring to the information from the assessment**  
**DEECA - 2025 Residential Efficiency Scorecard Survey**  
(Number and percent of total respondents)

| Response        | June 2025  |             | June 2024  | December 2023 | June 2023  | November 2018 | April 2018 | January 2018 |
|-----------------|------------|-------------|------------|---------------|------------|---------------|------------|--------------|
|                 | Number     | Percent     |            |               |            |               |            |              |
| Very likely     | 58         | 58%         | 38%        | 37%           | 36%        | 36%           | 48%        | 38%          |
| Somewhat likely | 23         | 23%         | 31%        | 33%           | 32%        | 33%           | 22%        | 38%          |
| Unlikely        | 9          | 9%          | 21%        | 19%           | 21%        | 23%           | 18%        | 22%          |
| Can't say       | 10         | 10%         | 11%        | 11%           | 11%        | 8%            | 11%        | 3%           |
| <b>Total</b>    | <b>100</b> | <b>100%</b> | <b>111</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 – 2025 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 60% aged under 55 years and 40% 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 - 2025 Residential Efficiency Scorecard Survey**  
 (Number and percent of respondents providing a response)

| Response          | June 2025  |             | June 2024  | December 2023 | June 2023  | November 2018 | April 2018 | January 2018 | Victoria 2021 |
|-------------------|------------|-------------|------------|---------------|------------|---------------|------------|--------------|---------------|
|                   | Number     | Percent     |            |               |            |               |            |              |               |
| 15 to 34 years    | 11         | 11%         | 8%         | 14%           | 13%        | 5%            | 15%        | 5%           | 33%           |
| 35 to 54 years    | 48         | 49%         | 40%        | 54%           | 47%        | 37%           | 34%        | 22%          | 33%           |
| 55 to 64 years    | 14         | 14%         | 20%        | 10%           | 19%        | 25%           | 13%        | 14%          | 14%           |
| 65 years and over | 25         | 26%         | 32%        | 22%           | 21%        | 34%           | 39%        | 59%          | 20%           |
| Prefer not to say | 2          |             | 0          | 2             | 1          | 2             | 1          | 0            |               |
| <b>Total</b>      | <b>100</b> | <b>100%</b> | <b>111</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 61% / 39% split between male and female respondents, although there were no non-binary identifying respondents included in the sample in June 2025.

**Gender**  
**DEECA - 2025 Residential Efficiency Scorecard Survey**  
 (Number and percent of respondents providing a response)

| Response                | June 2025  |             | June 2024  | December 2023 | June 2023  | November 2018 | April 2018 | January 2018 |
|-------------------------|------------|-------------|------------|---------------|------------|---------------|------------|--------------|
|                         | Number     | Percent     |            |               |            |               |            |              |
| Man / Male              | 59         | 61%         | 51%        | 44%           | 45%        | 62%           | 25%        | 61%          |
| Women / Female          | 38         | 39%         | 49%        | 56%           | 55%        | 38%           | 74%        | 39%          |
| Non-binary*             | 0          | 0%          | 0%         | 0%            | 0%         | 0%            | 1%         | 0%           |
| Prefer to self describe | 0          | 0%          | 0%         | 0%            | 0%         | n.a.          | n.a.       | n.a.         |
| Prefer not to say       | 3          |             | 0          | 0             | 1          | 4             | 0          | 6            |
| <b>Total</b>            | <b>100</b> | <b>100%</b> | <b>111</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 somewhat over-represented couples and under-represented sole person households.

These variations from the *Census* results, whilst based on a small sample of just 100 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 - 2025 Residential Efficiency Scorecard Survey**  
 (Number and percent of respondents providing a response)

| Structure             | June 2025  |             | June 2024  | December 2023 | June 2023  | Victoria 2021 |
|-----------------------|------------|-------------|------------|---------------|------------|---------------|
|                       | Number     | Percent     |            |               |            |               |
| Families household    | 43         | 44%         | 41%        | 65%           | 51%        | 43%           |
| Couple only household | 36         | 37%         | 36%        | 24%           | 31%        | 27%           |
| Sole person household | 15         | 15%         | 21%        | 10%           | 17%        | 26%           |
| Group household       | 3          | 3%          | 2%         | 1%            | 1%         | 4%            |
| Not stated            | 3          |             | 1          | 0             | 0          |               |
| <b>Total</b>          | <b>100</b> | <b>100%</b> | <b>111</b> | <b>94</b>     | <b>109</b> | <b>100%</b>   |



## Current dwelling type

In June 2025, 86% of respondents reported that they lived in separate detached houses, a result notably 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 - 2025 Residential Efficiency Scorecard Survey**  
 (Number and percent of respondents providing a response)

| Type                                   | June 2025  |             | June 2024  | December 2023 | June 2023  | November 2018 | April 2018 | January 2018 | Victoria 2021 |
|----------------------------------------|------------|-------------|------------|---------------|------------|---------------|------------|--------------|---------------|
|                                        | Number     | Percent     |            |               |            |               |            |              |               |
| Separate detached house                | 84         | 86%         | 81%        | 83%           | 75%        | 79%           | 83%        | 65%          | 73%           |
| Townhouse, row or terrace house        | 12         | 12%         | 13%        | 13%           | 17%        | 9%            | 10%        | 27%          | 14%           |
| Low rise apartment (1 to 4 storey)     | 1          | 1%          | 5%         | 2%            | 6%         | 9%            | 4%         | 3%           | 12%           |
| High rise apartment (5 or more storey) | 0          | 0%          | 1%         | 0%            | 0%         | 1%            | 2%         | 3%           |               |
| Other                                  | 1          | 1%          | 0%         | 1%            | 2%         | 1%            | 0%         | 3%           | 0%            |
| Prefer not to say                      | 2          |             | 0          | 4             | 0          | 7             | 0          | 0            |               |
| <b>Total</b>                           | <b>100</b> | <b>100%</b> | <b>111</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 13% in June 2025, whilst the proportion of respondents with an income of \$150,000 or more has increased from just three percent to 49%.

**Gross annual income**  
**DEECA - 2025 Residential Efficiency Scorecard Survey**  
 (Number and percent of respondents providing a response)

| Income                          | June 2025  |             | June 2024  | December 2023 | June 2023  | November 2018 | April 2018 | January 2018 |
|---------------------------------|------------|-------------|------------|---------------|------------|---------------|------------|--------------|
|                                 | Number     | Percent     |            |               |            |               |            |              |
| Less than \$43,000 per annum*   | 10         | 13%         | 11%        | 11%           | 6%         | 21%           | 33%        | 45%          |
| \$43,000 to \$89,999 per annum* | 13         | 16%         | 26%        | 19%           | 14%        | 35%           | 46%        | 42%          |
| \$90,000 to \$149,999 per annum | 17         | 22%         | 24%        | 11%           | 20%        | 11%           | 9%         | 10%          |
| \$150,000 or more per annum     | 39         | 49%         | 39%        | 58%           | 61%        | 33%           | 12%        | 3%           |
| Prefer not to say               | 21         |             | 19         | 41            | 38         | 31            | 32         | 6            |
| <b>Total</b>                    | <b>100</b> | <b>100%</b> | <b>111</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 - 2025 Residential Efficiency Scorecard Survey**  
*(Number of total responses)*

| <i>Response</i>                                                                                                                                                                                                                                                                                                                                                                                                  | <i>Number</i> |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| Everybody should do it. It is a very good system                                                                                                                                                                                                                                                                                                                                                                 | 1             |
| I am happy that I was able to reduce my bills as well                                                                                                                                                                                                                                                                                                                                                            | 1             |
| I feel that the program is good, and I feel better about making an impact in the energy efficiency                                                                                                                                                                                                                                                                                                               | 1             |
| I found this program to be really useful, and I found it through my colleague at work. I think it could have been advertised better. But it is just the final mark for my home is too high. This program is really good, and people can learn many things from it, but I think that there is another bushfire prevention program that I am not sure if it is organised by you, but it is not as good as this one | 1             |
| I had a very good experience with the assessor                                                                                                                                                                                                                                                                                                                                                                   | 1             |
| I have done this assessment for two houses in our family circle already and will be doing it for a third one as it is worth every penny                                                                                                                                                                                                                                                                          | 1             |
| I wish for them to keep funding the program                                                                                                                                                                                                                                                                                                                                                                      | 1             |
| If government could subsidise it would be a good investment                                                                                                                                                                                                                                                                                                                                                      | 1             |
| It is an excellent program, and I would recommend it to everyone I know                                                                                                                                                                                                                                                                                                                                          | 1             |
| It was a waste of time                                                                                                                                                                                                                                                                                                                                                                                           | 1             |
| It was only done 2 days ago                                                                                                                                                                                                                                                                                                                                                                                      | 1             |
| It was really helpful that the Council subsidised it otherwise it has would have been too costly, so it was a great program                                                                                                                                                                                                                                                                                      | 1             |
| It would be great if we get more explanation on how the rating is done                                                                                                                                                                                                                                                                                                                                           | 1             |
| It's a good program and was done in a very professional manner                                                                                                                                                                                                                                                                                                                                                   | 1             |
| Overall, I am very satisfied with it                                                                                                                                                                                                                                                                                                                                                                             | 1             |
| Overall, the program is good but the resources they have are limited and so the advice they give us limited but it's overall a good scheme                                                                                                                                                                                                                                                                       | 1             |
| Should be mandatorily disclosed                                                                                                                                                                                                                                                                                                                                                                                  | 1             |
| Some of the things the assessor said are irrelevant, can't put metal, will burst                                                                                                                                                                                                                                                                                                                                 | 1             |
| The assessor was very knowledgeable and enthusiastic                                                                                                                                                                                                                                                                                                                                                             | 1             |
| They are only doing the job to tick off the boxes and not genuinely doing the work                                                                                                                                                                                                                                                                                                                               | 1             |
| This program should be widespread in all states                                                                                                                                                                                                                                                                                                                                                                  | 1             |
| This program should not be limited to just the city areas, but also to the rural / regional areas as it is very useful                                                                                                                                                                                                                                                                                           | 1             |
| <b>Total</b>                                                                                                                                                                                                                                                                                                                                                                                                     | <b>22</b>     |



## Appendix One: Survey form

# DECCA - 2025 Energy Efficiency Scorecard Survey

### ***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)





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

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



**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!**

