

To: NSW IPart Electricity Submission

4<sup>th</sup> February, 2010

Thank you, for the opportunity to attend the public forum on the 2<sup>nd</sup> February 2010, it gave us a better understanding and insight into the complexities the Ipart commission are facing.

Listening to the information supplied by various interested community groups at the IPart forum, it is obvious that a significant number of customers in NSW will be affected by the dramatic increases in electricity prices. This was acknowledged by the Network supply representatives and they went onto to explain that they have made a significant effort to supply information through their web sites to assist customers reducing their electricity consumption and their costs. It was concerning to hear the community interest groups highlight the fact that their representative groups and particularly the older people are generally not up to speed with computer technologies and thus this approach was not likely to provide any great assistance. There was no real answer to these issues, other than the community interest groups requested IPart forward their concerns to the government.

From our experience, and alternate and more holistic approach would produce a long term and lasting benefit that would eventually eliminate the cash hand out every year. This means actively reducing the electricity consumption of the groups identified as requiring the most assistance.

We have provided a flow chart of services required to achieve these objectives. The steps involved are:

**Identify eligible groups:**

This can be done through the community interest groups that were at the IPart public forum and other State organisations. These organisations form the basis as to how we identify the target group.

**Identifying Individual Customers:** Consultation with the organisations we can then set parameters as to the individuals requiring assistance.

**Site Audit & Assessment:**

Once we have identified the individuals who meet the parameters set a site audit is required to assess the issues and prioritise the most effective solutions.

**Identify Work Required:**

This involves analysing the audit information and scheduling the works required.

**Perform The Work:**

Carry out the necessary work required in a professional manner.

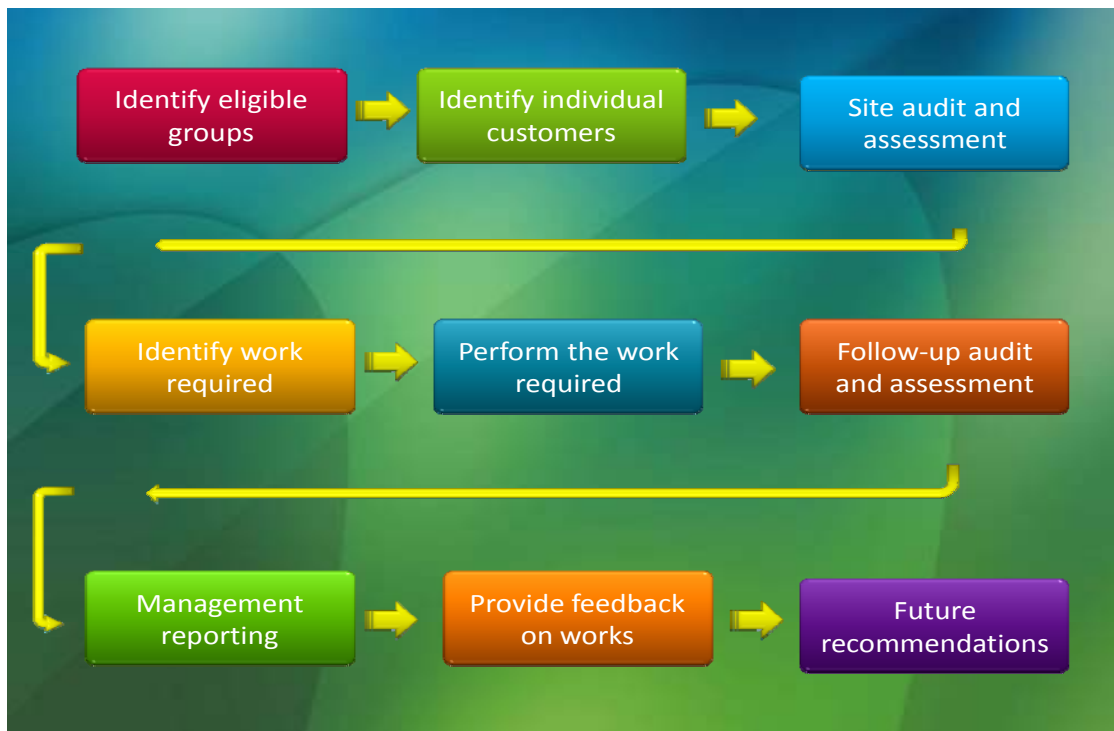
**Follow-up Audit & Assessment:**

The follow up audits will need to be of a random nature to assess that the original audit was accurate and the work performed was to a satisfactory standard.

**Management Reporting:** To provide an overview of customers assisted and the results obtained.

**Provide Feedback on Works:** Provide an accurate feedback on the results obtained in the management report.

**Future Recommendations:** From the data collected a final assessment of the effectiveness of the solution.



Whatever solution is decided upon there will be a cost to support the people in need and nobody would deny them the assistance they require. Our recommendation to Ipart is to



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introduce a small levy tax on the network generators that would provide an ongoing sustainability support fund. If a small levy/tax was applied to all electricity sales (ie:.05%) were implemented, this money could be diverted to assist the needy with on going funding. The attractiveness in this solution is that once people have reduced their electricity consumption they will not require the volumes of assistance that they would have if they just receive a cash hand out.

Yours Sincerely

*David Anderson*

David Anderson  
Director



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