



Home Energy Advice Team

TERMS AND CONDITIONS



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The **Home Energy Advice Team** (HEAT) Audit program (formerly ACT Energy Wise) is an ACT Government Climate Change Initiative. The HEAT Audit program provides a subsidised home energy audit to eligible householders to assist in identifying energy saving measures. In addition, the program provides a rebate of \$500 to homeowners who spend \$2,000 or more on energy saving measures to approved applicants.

Eligibility Criteria

Audit

1. The audited dwelling must be:
 - a. located in the Australian Capital Territory,
 - b. built before or during 2006; and
 - c. detached, semi-detached house or townhouse.
2. The person requesting the audit (the client) can be either:
 - a. a resident (homeowner-occupier or tenant);
 - b. landlord; or
 - c. property manager.
3. The client of the audited dwelling must:
 - a. provide household energy bill information to HEAT for 12 consecutive months prior to the audit, before the audit can be conducted. Where the resident has not lived in the property for the full 12 months, a connection notice or the energy bills for the time they have resided in the house is sufficient; and
 - b. agree to HEAT collecting up to 24 months post audit bill information.

Rebate

4. the rebate may only be claimed by the homeowner;
5. homeowners must sign the rebate application form, unless the homeowner signs a declaration authorising for the paperwork to be signed by a named proxy and dated;
6. the rebate payment will only be made to the homeowner;
7. only one rebate can be provided per audited dwelling over the life of the program unless under exceptional circumstances and approved in writing by the Territory; and
8. where the dwelling is owned jointly, only one owner may apply for the rebate.

** Residents/Owners of individual apartments are not eligible for assistance under this program. However, where there is scope for joint improvements to the apartment building as 'a whole', special arrangements may be made for owners of groups of apartments upon request in writing to HEAT.



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1. The Home Energy Advice Team (HEAT) will carry out the energy audits for the Territory;
2. The rebate is administered by the Territory, please see the rebate application;
3. The HEAT Audit program is not retrospective, therefore you may not claim for work or improvements that have been bought, ordered or for which a quote has been accepted prior to the energy audit being undertaken; and
4. In order to claim the rebate a HEAT audit must be undertaken in the first instance.

The Audit

5. In order to book an audit, the client must:
 - a. contact HEAT to arrange an audit by:
 - i. Phone: (02) 6260 6165
 - ii. Email: info@heat.net.au
 - iii. Book online at www.heat.net.au
 - iv. Mail to:

“HEAT”
PO Box 3142
Manuka ACT 2603
 - v. Fax: (02) 6260 6555
 - vi. By visiting:

Suite 17 Level 1 Manuka Arcade
20 Franklin Street
Manuka ACT 2603
 - b. provide household and other data requested by HEAT at the time of initial enquiry;
 - c. be the first point of contact obtaining required permission to conduct the audit on the premises (landlords this may include a review of your tenancy agreement and the tenancy ACT);
 - d. collect the audited dwelling household energy bill information and provide it to HEAT for the 12 consecutive months prior to the audit before the audit can be conducted. Where the resident has not lived in the property for the full 12 months, a connection notice or the energy bills for the time they have resided in the house is sufficient. This information must be sent to and received by HEAT at the location at point 5 before the audit can be allocated and a mutually convenient audit time arranged;
 - e. arrange for the audit payment of \$30 to be paid to the auditor at the time of the audit by cheque or cash (concession card holders are not required to pay this fee but are required to provide their card number), unless stated otherwise;
 - f. obtain a receipt for the audit even if no payment has occurred and attach it to the rebate application, if not, produce it for the Territory when requested; and



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- g. sign the declaration form at the beginning of the audit. This declaration form acknowledges that you have read these terms and conditions and that you agree to them. The resident also agrees that energy bill data 24 months after the date of the audit will be made available to the Territory and / or HEAT for the purposes of evaluating program outcomes. This undertaking includes consent to approach relevant energy retailers to access such data.
6. The auditor must:
- a. provide evidence of employment with HEAT on initial contact with residents;
 - b. conduct a quality home energy audit on the property requested by the client; and
 - c. produce a prioritised list of Improvements for the resident to be included in the written report.
7. The Auditor must NOT:
- a. enter the roof space or any confined spaces.
 - b. perform the audit without the signature of the client agreeing to all Terms and Conditions of the program.

The Rebate

8. The rebate may only be claimed by the homeowner.
9. When a \$30 fee is paid it will be refunded through the rebate.
10. A HEAT audit rebate may only be claimed for an appliance or improvement where the homeowner has not already received a rebate under this program.
11. Delivery and installation charges can be included as part of the total purchase price.
12. In order to claim the rebate, the homeowner must:
 - h. complete improvements identified in the report to the value of at least \$2,000;
 - i. provide documentary evidence of such improvements, to the satisfaction of the ACT Government, and provide such evidence with the rebate application;
 - j. the rebate will only be paid for installed Improvements. Where materials or products are installed by the homeowner (eg. window film, insulation, weather proofing etc.) the homeowner must send in a photo with the rebate form and agree to the installation being inspected by a HEAT auditor prior to rebate approval, if requested;
 - k. lodge the relevant rebate application form with the ACT Government within six months from receipt of the energy audit report; and
 - l. Provide original receipts (or copies of receipts with a statutory declaration) with the rebate form, for installed improvements. Receipts that are dated earlier than the audit date will not be eligible for a rebate. Receipt dated more than 6 months after the energy audit will not be eligible for a rebate without approval for an extension from the ACT Government.
13. Rebates will be made available for the high priority Improvements, with rebates only being offered for lower priority Improvements where the high priority improvements have already been completed.



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14. Rebates are payable for improvements identified at the time of the home energy audit. Rebates are not payable for improvements that are a result of a house extension or renovation that are not completed at the time of the energy audit.
15. The ACT Government may in unusual circumstances approve a priority improvement that is not listed on the 'Eligible Home Energy Efficient Improvements' list. These improvements will be recorded on your Energy Saving Report with a special approval noted.
16. The Improvements must be installed in accordance with all relevant Australian Standard building codes, government requirements and manufacturers' recommendations.
17. Where the installation is required by a licensed plumber or electrician, a certificate of compliance number must be provided with the application
(http://www.actpla.act.gov.au/_data/assets/pdf_file/0016/16234/Certificate_of_electrical_safety_-_new_work.pdf)
18. Within 28 days of notification by the ACT Government of its approval of the homeowner's rebate application, the ACT Government will pay a rebate to the homeowner.
19. The homeowner must repay the rebate if any of these terms and conditions are breached.
20. The ACT Government reserves the right to:
 - m. inspect at a reasonable time all installations for which a rebate has been claimed within 5 years to verify the accuracy and/or eligibility of the rebate claim;
 - n. vary the list of eligible Improvements and the minimum level of expenditure before the homeowner agrees to the terms and conditions of the HEAT Audit program. Rebate applications will be assessed against the conditions in existence at the time that the home energy audit is completed; and
 - o. at its sole discretion, to change any or all of the terms and conditions of the program including the rebate component.
21. A decision by the ACT Government on whether a particular improvement for which a rebate is claimed is eligible will be final and not appealable.
22. In accordance with Privacy legislation we advise you that information collected as part of the audit and subsequent rebate application (if any) may be used by the ACT Government or HEAT to provide you with information about services and products on matters relating to the rebate program and to analyse program effectiveness.



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Eligible Home Energy Efficiency Improvements

1. Ceiling insulation, where not currently insulated or to top up existing insulation to current 'Building Code of Australia' standards.
2. Underfloor insulation.
3. Cavity wall insulation.
4. Window pelmets.
5. Lined blackout curtains (or equivalent blinds), where the curtain provides better insulation than the window covering it replaces, if any.
6. Double glazed windows, including window treatments that achieve a similar effect, eg plastic film or Perspex etc.
7. Insulation of hot water pipes.
8. WELS 3 star showerheads where a showerhead rebate has not been separately received from the ACT Government.
9. Draught sealing around home (installation must be verified) – please include a photo.
10. An insulation cover for external electric or gas storage hot water tanks.
11. Energy efficient lighting where replacing other types of existing lights.
12. The removal of downlights and repair to the ceiling that currently compromise ceiling insulation.
13. Installation of approved fire rated downlight covers.
14. Construction of trombe walls or similar constructions that increase the thermal mass of a house.
15. Self-sealing exhaust fans that are replacing an existing non-sealed exhaust fan.
16. Exhaust fan covers.
17. Passive or near passive modifications or appliances to improve summer ventilation e.g. Ceiling fans.
18. External shading, i.e. shade cloth over a west facing window.
19. Insulative cladding (external), only for concrete walled (monocrete) dwellings.

** On the following Eligible Home Energy Efficiency Improvements only the first \$1000 may be used to calculate the \$2000 expenditure.

20. Five star gas, electric heat pump, or solar hot water services that replace an electrical hot water service are eligible for a rebate.
21. Permanent/retractable external awnings or other shading on east, west and/or north facing windows to allow in winter sun but shade the house from summer sun; or insulated shutters to the same effect.
22. Gas space or solar space heating systems that replace a fixed electrical heating system only if the house already has ceiling and wall insulation or has this insulation installed as part of the improvements.



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Definitions

The following words have these meanings unless the contrary intention appears.

ACT Government	Sustainability Programs, the ACT Government agency which has carriage of the HEAT Energy Audit program, contactable at GPO Box 158 Canberra ACT 2601.
Audit	an energy efficiency assessment of a Dwelling which identifies areas where the energy efficiency and greenhouse gas reduction of that Dwelling could be improved
Auditor	a qualified energy efficiency auditor employed by HEAT.
Business Hours	9:00 am to 5:00 pm Monday to Friday, excluding public holidays.
Client	The person receiving any services provided under the HEAT audit program.
Compliance Certificate	A certificate provided to the client at the time of improvement by a qualified tradesperson. (http://www.actpla.act.gov.au/_data/assets/pdf_file/0016/16234/Certificate_of_electrical_safety_-_new_work.pdf)
Concession Card Holder	A current Centrelink pension concession card or war veterans card
Dwelling	Detached, semi-detached houses and townhouses constructed on leased Territory Land before or during 2006. It does not include apartments or units on that land.
HEAT	The Home Energy Advice Team
Homeowner	The registered proprietor of a parcel of Territory land. This excludes the ACT Government, Commonwealth Government or any other Government.
Improvements	That part of the Recommendations effected by the Crown Lessee, these are to be independent of any renovations or extensions to the Dwelling (prior to the Audit) which are subject to development application approval from the ACT Planning and Land Authority.
Landlord	The landowner, on which a house, apartment, or any form of real estate is located.
Owner-Occupier	The person who lives in a home that he or she owns.
Property Manager	The person who supervises the operation of a property, making sure it is properly leased, well maintained, competitive with other sites, and otherwise managed according to the owner's objectives.
Recommendations	The prioritised list of energy efficiency and greenhouse gas reduction improvements that could be made to a Dwelling to reduce energy use and greenhouse emissions which are included in the auditor's <i>Energy Saving Report</i> .
Resident	The person/s who currently reside at the audited dwelling (eg. owner-occupiers or tenants).
Territory	<ol style="list-style-type: none">when used in a geographical sense, the Australian Capital Territory.when used in every other sense, means the body politic established by section 7 of the Australian Capital Territory (Self-Government) Act 1988 (C'th).
Territory land	has the same meaning in the Australian Capital Territory (Planning and Land Management) Act 1988 (C'th).