



# Audit Procedure - what to expect

## 1. ACT Energy Wise Audit Procedure

- 1.1. Contact ACT Energy Wise requesting an audit.
- 1.2. You may mail/fax/email copies of your energy bills (electricity and gas if applicable) for the previous 12 months to ACT Energy Wise. We require the information on the back of the bills. If you have been in the house for less than 12 months, supply available billing data.
- 1.3. Once those bills are received, ACT Energy Wise summarises the bills and presents them in a manner to help you assess your energy consumption and greenhouse gas emissions.
- 1.4. Upon receiving your bills and depending on waiting lists, your auditor will ring you to arrange a mutually convenient time for your energy audit.
- 1.5. Your auditor will ask you to have the following ready at the time of the audit.
  - \$30 cash or cheque or pensioner concession card
  - Copy of your house plans (if available) and information or an estimate of your house size
  - Information about the thickness and coverage of ceiling, wall, and underfloor insulation. For Occupational, Health and Safety reasons the auditor will not access your roof cavity, wall or underfloor area to assess your home's level of insulation. If you don't know what insulation your home has it is recommended that you contact at least one insulation company prior to the audit to ascertain what level of insulation is present.
- 1.6. The auditor will bring to the audit:
  - An audit form and the Terms and Conditions of the audit
  - A summary of energy consumption for your household
  - An audit information pack
  - Equipment to carry out the audit



## 2. The Audit

### 2.1. Contractual Agreement

- Your auditor will introduce him/herself and explain the Terms and Conditions for the ACT Energy Wise rebate and obtain your signature to agreement on your audit form.
- Your auditor will collect \$30 fee, or record concession card number and give you a receipt.

### 2.2. Explain energy consumption

- Your auditor will discuss your energy consumption and its associated emissions with you.

### 2.3. Perform the Audit

The auditor needs to collect the following information about your home. Typically this is collected in a relaxed, interactive manner in which you walk through your house with the auditor. This allows you to share your knowledge of your house with the auditor while allowing them to talk about possible approaches to improve the energy efficiency and comfort of your house.

- Number and age of residents
- Your concerns about the house in relation to its comfort and energy efficiency
- A sketch of the house (it is very helpful if you have a floor plan that the auditor can use instead of having to draw his/her own sketch)
- House orientation
- House size (best approximation in m<sup>2</sup> or squares)
- Significant exterior features
- Opportunities for zoning
- Energy Efficiency Rating (EER) of your house (if it has one)
- The type of building shell, e.g. brick veneer with timber floors
- Heating and cooling used in the house
- Details of the hot water system
- Laundry details
- Shower flow rate, shower times and frequency
- Bath volumes and frequency
- Fridges and other major appliances
- Window type and window treatments
- Lighting
- Standby power of appliances

### 2.4. Post Audit

After leaving your home, the auditor will draft your “Energy Saving Report” which will include those items (priority improvements) you will be eligible to claim towards the \$2000 expenditure necessary to qualify for the \$500 rebate.

This report will be mailed to you no later than 10 working days after the audit took place.

An Example Home Energy Audit Report is also on the HEAT website at [www.heat.net.au/home-energy-audits.html](http://www.heat.net.au/home-energy-audits.html).

