PROGRAM DESIGN

Home energy upgrade program models

Community organisation-led

The community organisation is responsible for program coordination, supplier vetting, communications, and household engagement. Suppliers typically provide product discounts. Can be supported by grants, partnerships, and/or supplier commissions.

E.g. Geelong Sustainability Electric Homes Program, Inner West Community Energy

Single council – hard-to-reach households

The program supports hard-to-reach households through targeted rebates and finance, supplier vetting, and over the phone household advice. The program may be designed and run by council, or by a third-party for a fee, and can be supported by grants.

E.g. Merri-bek Home Energy Subsidy program, Hume Home Energy Upgrades (with Yarra Energy Foundation), Darebin Solar Saver

Council-led partnership

The program is available across multiple councils, who collaborate on program design, resourcing, and supplier procurement. One council may lead program coordination. The program may have its own brand identity.

E.g. Solar Neighbourhoods

Cross-sector collaboration – hard-to-reach households

The program is developed in collaboration, e.g., between a church, local energy group, council, and upgrade service provider. Focus on vulnerable household engagement supported by trained volunteers, and low-cost upgrades.

E.g. Energy Advice and Support for Everyone (EASE)

Single council outsourcing

Council engages a third-party to provide upgrade services, such as home energy assessment, advice, and supplier vetting, for a fee. Council supports program marketing. Suppliers typically provide product discounts.

E.g. City of Parramatta and Inner West Council home energy advice services

Regional council organisation-managed

The regional council membership organisation (fee-based) leads program design, manages the supplier tender process, and provides, or outsources, a shared home energy upgrade service for households. Council participation in the program is voluntary.

E.g. EAGA Solar Savers, WSROC Community Energy Project