

Annual Report 2010



Overview



For the people of Christchurch, since 4 September 2010 a significant part of their life has been defined by the series of earthquakes that struck Canterbury, resulting in tragic loss of life, huge destruction of infrastructure, and upheaval in the social and business environment. For Community Energy Action Charitable Trust it was extremely fortunate that the 4 September 2010 earthquake occurred outside of office hours because our recently refurbished brick building, which we had moved into only a few months earlier, collapsed in parts and was extensively damaged. The 22 February 2011 earthquake struck during office hours, and while the office building we had moved into was damaged, happily all staff were safely evacuated. Our installers in the field endured some frightening experiences but were also uninjured.

The ramifications of the earthquakes for Community Energy Action have been widespread. Several of our staff experienced significant damage to their own homes, or have otherwise been affected by the earthquakes, and some have left Christchurch. We have been forced to relocate three times. Meanwhile, the insulation market has significantly shrunk, and as a result we have had to refocus, restructure and lay off many staff.

Our focus in 2010 continued to be on providing services to achieve warm, dry, healthy and energy efficient homes to low income families and other vulnerable groups, who would otherwise struggle to afford these services. We do this by accessing funding grants from the government's Warm Up New Zealand: Heat Smart (WUNZ:HS) programme administered by EECA (Energy Efficiency and Conservation Authority), and supplementing this with additional funding we raise from 3rd party partnerships, and with funding from our own sources. In 2010 Community Energy Action committed money from its own reserves for a number of its charitable programmes, and at years end had spent about \$250,000, including funding to the curtain bank, the discretionary fund, and the Home Energy Advice Centre.

Throughout 2010 until the September earthquake the insulation and heating market had experienced a major boost with the government's funding. Community Energy Action as the longest standing insulation installer in Christchurch, geared up to meet demand and at the peak was employing 50 staff and averaging 60 installations per week. Even with the downturn as a result of the earthquake we installed insulation in 2,385 homes in Christchurch, Central

Canterbury and North Canterbury, and heating appliances in 787 houses. The majority of installations were low income homes. Financially we finished the year with a loss, but one which we were able to contain and cover from reserves.

The expansion in insulation work due to the WUNZ:HS programme resulted in Community Energy Action outgrowing its premises on Armagh St where Orion had hosted us since shortly after its establishment. We moved to Moorhouse Ave where for the first time in a long time all staff including installers and the Curtain Bank were housed under one roof. The new building was officially opened by former mayor Gary Moore at a function in May attended by nearly 50 stakeholders. Just before the opening we had revamped our logo and developed a new brochure, followed by the development of a series of flyers on our programmes and a complete overhaul of the website.

The September earthquake combined with a warm spring, made demand for insulation fall nearly as fast as the bricks from our building. Relocated temporarily back at Orion and then permanently to Hazeldean Rd (until February 2011), we set up new initiatives and engaged in unprecedented levels of advertising. It kept the organisation afloat but down-sizing became inevitable in the face of much reduced demand for insulation services. A successful project in Rangiora in co-operation with sponsor MainPower helped the organisation through summer until another big earthquake hit in February.

At a national level Community Energy Action continues to contribute to the Community Energy Network (CEN), an umbrella organisation for fellow community energy organisations around the country, of which we were a founding member. The Home Energy Advice Centre was established in Community Energy Action as part of a national initiative co-ordinated by CEN, and we continue to support CEN and have welcomed new members into the network in 2010.

Despite the destructive impact of the earthquakes we are still there, thanks to resilience, hard work and the will to make it happen from staff, supported by trustees and our sponsors and funders. The future contains many uncertainties and challenges but for now we are determined to work through those challenges and continue to meet a need in the community for fair access to energy services, warm and healthy homes, and environmental responsibility.



Stephen Lewis
Chair



Bede Martin
Chief Executive

Insulation, Heating and Retail

As a charitable trust Community Energy Action's core mission remains to improve access to energy services for all and to work to eliminate fuel poverty. Our major focus is to assist low income households. As an approved provider under the WUNZ:HS scheme we access the government grants for heating and insulation, as well being one of only a handful of organisations approved for providing higher subsidies for Community Services Card (CSC) holders. For CSC holders we supplement these grants with additional funding sought from other parties (our 'Warm Families' project). In addition we operate a number of special projects or facilities – Warm Babies, Elderly Health, and the Discretionary Fund - in which additional funding is applied to targeted cases of hardship or health. Community Energy Action installed insulation through its own installations service and heating through its partners Nova Systems and Placemakers Riccarton. Most of the heaters installed were heat pumps.



The WUNZ:HS programme provides subsidies to a large base of Community Energy Action's customers both with and without Community Services Card and both owner-occupiers and landlords. Surpluses from this programme are an important income stream for our charitable programmes (see further). WUNZ:HS also provides the base funding for our retrofit charitable programmes.



Total Insulation and Heating Retrofits 2010 (House numbers)*

	Insulation number	Heating number
General Income	695	145
CSC home owners	1,317	512
CSC rentals	373	130
Total	2,385	787

* Numbers of houses in which approved insulation and heating measures installed. Not all houses received the full package of ceiling and underfloor insulation, while heating was also installed in some houses where no insulation was installed. These totals includes houses retrofitted as part of the Warm Babies and Elderly Health projects, but not the Curtain Bank.

Community Services Card holders



Community Energy Action is able to provide higher subsidies to Community Services Card holders. It especially targets low income households with health conditions affected by a cold and/or damp home. We try to achieve a high level of referrals from health professionals as a means of identifying and prioritising needs.

In addition to the core government funding through WUNZ:HS, electricity lines companies Orion (for the Christchurch and Central Canterbury area) and MainPower (North Canterbury) provide 3rd party funding support, with additional funding from Partnership Health Canterbury.

Special Charitable Programmes

Warm Babies Programme



The Warm Babies Programme targets low income households with a baby under 12 months or a child under five with a health condition. The programme is run through referrals from Plunket, health agencies as well as self-referrals and is funded with WUNZ:HS, Orion and MainPower funding and with Meridian Energy sponsorship. In 2010 79 homes were insulated and/or received heating under the Warm Babies programme, which is similar to that achieved in 2009.



warm babies

community energy action

Elderly Health Programme



The Elderly Health Programme targets low income households over 65. The programme is run through referrals from Age Concern, community referral agencies as well as self-referrals and is funded with WUNZ:HS, Orion and MainPower funding supplemented by Canterbury Community Trust funding. In 2010 206 homes were insulated and/or received heating under the Elderly Health Programme, similar to 2009 numbers.



elderly health

community energy action

Discretionary Fund

The Discretionary Fund was set up in late 2009 and continued in 2010. Community Energy Action created the fund as a way of being able to provide additional funding on an individual basis if it was felt that this would make the difference and enable a retrofit to occur in a low income household. The fund fills any gaps left between the various charitable programmes and funding streams and assists those needing extra funding when all other sources have been exhausted. In 2010 144 households were assisted with \$90,000 of funding, mostly from our reserves with additional funding from Partnership Health Canterbury.

Curtain Bank

The Curtain Bank is our longest running programme, set up in 1994/95. It still provides a much needed service. Recycling donated thermal or lined curtains into the homes of those on low incomes, it can assist both homeowners and tenants. In 2010 the Curtain Bank continued its policy started in 2009 of providing curtains not just for living rooms but for bedrooms as well recognising bedrooms especially for the old, young and sick need to be warm as well for them to maintain good health.



curtain bank

community energy action

Donation of curtains was encouraged by displaying flyers in large soft furnishing retailers and the introduction of curtain donation bins across town. A sponsorship agreement with Genesis Energy for 3 years came into effect from 1 September. Two part-time staff keep the Curtain Bank running, assisted as in previous years, by volunteers who have donated numerous hours without which the Curtain Bank would not be able to operate.



A total of 274 households were assisted in 2010, 20% less than the year before mainly due to premature closure of the Curtain Bank due to the earthquake. These households had 1,225 windows covered with curtains or, on average, 4.5 windows per house. The Curtain Bank used 4,275 m² of fabric.

Home Energy Advice Centre

The Home Energy Advice Centre, opened in 2009, continued to expand in 2010 both in geographical area as well as customers. The centre expanded the region in which it works, to the whole of the South Island from Waitaki northwards, including the West Coast. The centre staffed by 3 advisors, provides free personalised telephone and email advice, free workshops and talks to community groups and provides comprehensive home energy checks. During 2010 the Advice Centre was mostly self-funded by Community Energy Action with additional funding support from MainPower.



In May the Home Energy Advice Centre started a fortnightly column in several local newspapers in mid and south Canterbury (Central Canterbury News, Mid Canterbury Herald, High Country Herald and Waitaki Herald). The columns resulted in an increase in calls from those areas.

In 2010 the Home Energy Advice Centre responded to over 3,300 contacts. Most were over the phone (2,543 calls), while 700 people attended Outreach sessions. These Outreach sessions were split evenly among end target groups and intermediaries such as Citizens Advice Bureau volunteers and Budget Advice providers. Energy Advisers also attended several events such as the International Day for Older Persons and Asthma Canterbury. Home Energy Checks, a paid service of the Home Energy Advice Centre where a comprehensive written energy advice report is given after a site-visit, were carried out in 19 homes.

Retail



Community Energy Action continued to sell a small range of DIY energy efficiency products in its office and online. The focus is on cost-effective products to make homes warmer for those unable to make costly investments and those in rental properties. As in previous years, DIY window insulation was the most popular product followed by door sausages (made by our curtain bank staff and volunteers). Retail sales were temporarily discontinued after the earthquake due to lack of access to stock.

Financial Report

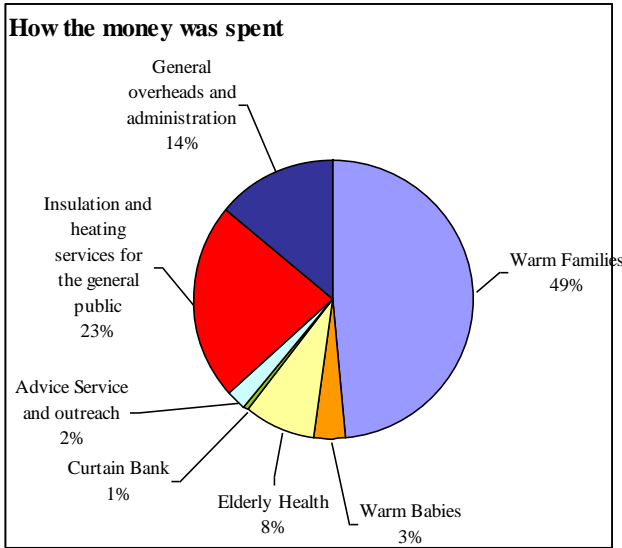
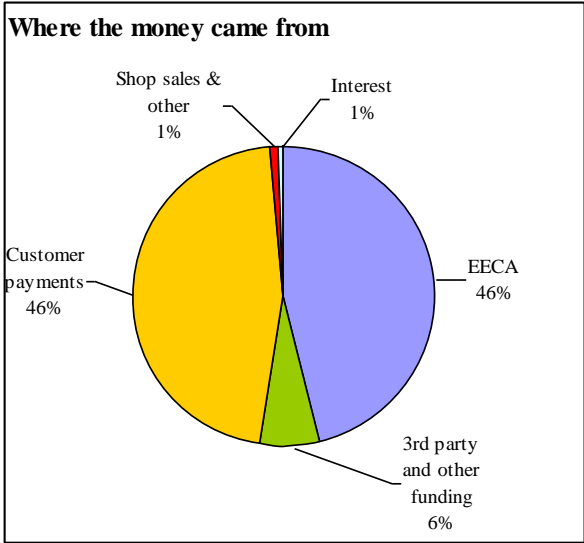
Summary of our financial report

In summary Community Energy Action’s financial position for the annual period of 1 January to 31 December 2010 was:

Total income:	\$6,345,900
Total expenditure:	\$6,727,200
Deficit for the year:	(\$381,300)

The deficit for the year can be largely attributed to the flow-on effects of the September 2010 earthquake. At balance date an insurance claim relating to the earthquake remains to be settled.

The majority of expenditure was on projects and other activities related to the charitable purposes of Community Energy Action. The balance of the expenditure was for income earning activities from the general public where the surplus is used to support the trust’s charitable projects. Compared to previous years the contribution from customers increased in 2010. This was due to a slightly higher percent of our customers being classified as general income (under the WUNZ:HS criteria have lower subsidy rates); also, a greater proportion of turnover for the year was attributed to heating appliances, which carry a larger customer contribution.



At opening balance date Community Energy Action Charitable Trust’s equity was \$1.641M and closing balance was \$1.260M.

Independent audit report

The information in this financial report has been summarised from the Annual Accounts of Community Energy Action for the year ending 31 December 2010. The auditor was Grant Thornton New Zealand Audit Partnership.

Staff, trustees and sponsors

Staff

The following staff were employed by Community Energy Action Charitable Trust during the year:

Paul Auld, Mathew Braithwaite, Carolyn Brown, David Brown, Olwynne Cade, Barbara Ching, Ngamata Christie, Matthew Croton, Ty Field, Alexandra Gilbert, Kere Griffin, Wayne Henderson, Jaimita de Jongh, Richelle Jorgensen, Gayle Katene, Alex Kim, Brett Kupferman, Laura Knott, Sarah Lacey, Mike Limmer, Che McKenzie, Hayley Mahanga, Bede Martin (Chief Executive), Joel McChesney, Tamara Nicholls, Katie Nimmo, Les Norris, Lucy Norris, Vincent Norris, Jonathan Phillips, Paul Phillips, Cole Philpott, Max Potapov, Ricky Price, Chris Quinn, Adam Reid, Adam Robertson, Gary Robertson, James Rogal, Robbie Sanders, Craig Scott, Andy Seque, Kerry Shanks, Aaron Spicer, Daniel Smith, Bryan Sutherland, Kathryn Sutton, Andrew Taylor, Joshua Watson, Darci Westergard, Wayne Whitley, Stefan Willetts, Kay Williams, Christine Wilson.

Trustees

Stephen Lewis (chair), Alan Christie, Stephen Godfrey, Sheila Hailstone, Ian McChesney, Ian McKenzie, Raewyn Moss.

Sponsors

In 2010 Community Energy Action was supported either by the provision of funding or sponsorship, or otherwise by the following organisations:



We would especially like to thank Orion for the extra support we received from them after the September earthquake when they provided us with temporary accommodation as our building was too damaged to operate from.

Community Energy Action Charitable Trust

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Website

www.cea.co.nz

Facebook

www.facebook.com/pages/CommunityEnergyAction

Charity

Community Energy Action is a registered charitable trust under the Charities Act 2005.
Registration number CC28706.

Vision and mission

Our vision is warm, healthy homes with minimum environmental impact, being accessible to all in our community.

Our mission is to provide householders with accessible energy solutions to achieve good health, good environmental outcomes and the relief of fuel poverty for all in our community.