

community
energy action
charitable trust

Community Energy Action Annual Report 2013



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2013 in review

The focus of Community Energy Action (CEA) continues to be on keeping people's homes warm and dry. We have successfully delivered on that goal in 2013.

During the year, we reduced energy poverty and made homes warm and healthy through the provision of low cost, or free, insulation, heating and curtains. We also developed programs, working alongside partners such as the Red Cross and the Canterbury Earthquake Recovery Authority (CERA), to repair cold and wet homes, damaged by the earthquakes. These programs make a real difference to the lives of many.

Key to our ability to provide services are funding partners. As in previous years the majority of funding for insulation activities came from the Energy Efficiency and Conservation Authority (EECA), through the Government's Warm Up New Zealand programme. In addition, we received funding from other partners supportive of our activities. We, and the recipients of our services, are extremely grateful to these supporters.

Our thanks to MainPower New Zealand Ltd and Orion New Zealand Ltd. They have supported CEA for many years, providing benefit to many within their regions.

We also thank the CDHB and Pegasus Health, for investing in improving people's health through CEA. With them we prevent hospitalisations due to cold, damp homes.

Thanks too to Genesis Energy for its long term support of our Curtain Bank, which had its best year ever in 2013 helping over 500 homes.

After a pilot project, with Beacon Pathways, to repair earthquake damaged homes to a higher energy efficiency standard, at the end of 2013 we entered into a three year project with the Red Cross building on these experiences. That project will make a real difference to the lives of many over coming years and we are proud to be involved with the Red Cross on it.

Using our reserves, we established a heating fund in 2013. This heating fund, combined with money from partners, subsidised heating to those in need. We also applied our funds to facilitate positive outcomes for those that lay just outside the prescribed government eligibility criteria for insulation and heating.

Our strong financial result in 2013 reflects a commitment by the Trust to a path of financial sustainability in order to continue our mission of addressing our community's energy needs. Our financial strength provides protection against further events and allows us to invest significantly in existing and new initiatives as and when our community requires.

Unfortunately, in February 2013 our Chief Executive and former trustee, Sheila Hailstone, resigned due to ill health. I thank Sheila for her significant contribution to CEA and on behalf of the trustees and staff I wish her well. To help us through the transition, before recruitment of a new CEO, Jennifer Small, a previous manager of CEA, offered her services. I, and all trustees, are grateful to Jennifer for her professionalism and hard work through that period.

In September 2013 we welcomed a new Chief Executive, Caroline Shone. Caroline has significant knowledge, experience and enthusiasm and we are confident that, working together with the trustees, she will continue CEA's success into the future.

The Trust also wishes to recognise the significant role, hard work and dedication displayed by CEA's employees, a number of which have been with us for a great many years and without whom none of our achievements would be possible.

Finally, in late 2013 I stood down from the position of Chair after four years in the role. My resignation was due to increasing personal family commitments and my belief that every organisation benefits from refreshment of leadership on a regular basis and the new energy and ideas that brings. I thank my fellow trustees for their support during my chairmanship. Stephen Godfrey, one of our existing trustees, replaces me as Chair. We also welcomed a new trustee Sam Utai. Knowing what a great organisation CEA is, and the difference it makes to many vulnerable people, I have determined not to step completely away and will remain as a Trustee.



Stephen Lewis, outgoing Chair
May 2014



Creating healthy homes

Energy poverty, where people cannot afford a sufficient level of energy services in their homes, is a real issue in the cold Canterbury climate. Homes built last century were often not designed for warmth and this has been exacerbated by damage caused by the earthquakes. At the same time rent and house prices have risen since the earthquakes, putting more pressure on households' incomes resulting in less income available to heat homes.

As a result, those on lower incomes and also many people renting cannot afford to heat homes to adequate levels for healthy living. These are also the households that often struggle to afford measures such as insulation and efficient heating that can make heating the house more affordable.

Cold homes are associated with a series of health issues. Those with existing health conditions are especially affected but also children and the elderly. Healthy adults are likely to get sick more often in a cold house.

Whole house approach

To achieve a warm, dry home for all in our community, CEA takes a whole house approach. This means we look not only at energy efficiency measures but also at behaviours by providing advice and information. We are looking at achieving the best overall outcome for the occupants of the house.

The pillars of our work

In 2013 CEA's work revolved around the following pillars:

- Energy efficient solutions to make homes warmer
- Help for earthquake damaged homes
- Education and advice on how to use houses better

Ceiling and underfloor insulation, a damp proof covering over the soil, and energy efficient heating are the starting point to create a warm, dry home. Getting these installed into the homes of the vulnerable and those in need continues to be the backbone of CEA's activities.

Over the years we have developed a range of other services, consistent with our charitable aims, to complement these basic activities, many in partnership with other organisations in our community as well as commercial partners.

Our services in 2013

- Insulation and heating, including projects for families with children, for the elderly and for those with health conditions.
- Curtain Bank – our longest running service
- Energy Advice Service – now in its 5th year
- Discretionary funding
- Earthquake recovery

Putting the client central

Every house is different and every person is different. This means that solutions to a cold home need to be targeted to that specific house and to people living in them.

If we come across obstacles on the way, we try to search for creative solutions so that needy households are not prevented from accessing our service programmes.

Actively tackling obstacles to warm homes: What we did in 2013:

- Where earthquake repair processes are holding up the installation of energy efficient solutions for vulnerable people we worked with EQC to try and expedite solutions.
- We used extra help from volunteers for very disadvantaged clients for DIY jobs.
- We developed solutions for heat loss through older style downlights.
- We used our Discretionary Fund e.g. where something as simple as the lack of a manhole inhibits the installation of insulation.

Earthquake challenges and opportunities

The earthquakes have left many households living in cold, draughty houses that still need to be repaired or rebuilt. CEA has been providing education and advice on keeping warm in earthquake damaged homes as well as providing practical help with temporary repairs so people can stay warm.

The earthquakes have also created unique opportunities to make homes better. Repairs can provide the opportunity to install insulation in otherwise hard to reach places. CEA is involved in processes to make it happen, especially for disadvantaged people.

Insulation and heating



Core insulation programme

In 2013 CEA continued its long involvement with retrofitting ceiling and underfloor insulation as an approved installer under government supported programmes.

Milestone

- In August 2013 CEA installed insulation in the 20,000th house since the trust's establishment in 1994.

Changes to the government's Warm Up New Zealand (WUNZ) programme mid-year narrowed the eligibility of households to those where occupants have a Community Services Card and have the highest health need or risk. With the support of funding from other part-

ners (Canterbury District Health Board (CDHB), Pegasus Health (formerly Partnership Health), Orion and MainPower), CEA has been able to provide subsidised and free insulation to the most vulnerable (including landlord with eligible tenants) through these programmes.

For the few Community Services Card holders who were not eligible, CEA established an automatic 60% funding to alleviate the identified need.

The change in government programmes mid-year meant no more funding was available for homeowners without a Community Services Card or landlords with tenants without a Community Services Card and this resulted in a dramatic drop in demand from this group of clients.

Households that had insulation installed in 2013

- Over 1,000 households had insulation installed.
- Nearly 75% of this number was low income households.

Warm Families/Healthy Homes

It is well researched that people with a health condition stay healthier in a warm and dry home. Insulation and efficient heating means they get sick less often and are less likely to end up in hospital.

The Warm Families programme has been running for several years and targets low income homeowners and tenants with a health condition that is affected by a cold house. The Healthy Homes programme began in 2012 and is for people of all incomes who have been hospitalised with a health condition that may be related to cold and under-heated homes.

For both programmes Government funding through the WUNZ programme is topped up on a needs basis.

Warm Families and Healthy Homes are run in close collaboration with Pegasus Health and the CDHB. The programmes have been embedded into the CDHB referral system, and hospital patients are routinely followed up about the warmth of their house by a Pegasus Health employee working from CEA. Pegasus Health and the CDHB also help fund the project.

Help for those with a health condition in 2013

- CEA insulated the homes of more than 700 people with a health condition that is affected by a cold house.

Heating

Without heating, insulation in itself will not warm a house. As part of the whole house approach, CEA has always advocated efficient heating is essential in every home.

With government heating subsidies discontinued CEA established its own Heating Fund. With further funding coming from the CDHB, Pegasus Health and Southern Trust, we have been able to sustain much needed financial support to enable efficient heating appliances (mainly heat pumps) to be installed in needy households.

Heating – a necessary part of every healthy house

- Funding for heating was provided in 350 cases.

Warm Babies

Children, especially the very young, are more susceptible to sickness and health issues in a cold, damp house. Warm Babies is a long-running CEA programme that improves warmth in the homes of families with children. Funding is available for heating and insulation for homeowners and sometimes for landlords.

Warm Babies works in close collaboration with Plunket, health organisations and other organisations working with children to ensure they are referred to the programme. Funding was received through the WUNZ programme, Orion, MainPower, Pegasus Health, Southern Trust and CEA's own sources.

“The best thing we ever did”



Retired Redwood couple Douglas and Florence have been in their house for 44 years. They are one of many over 65's that benefitted from the insulation subsidies.

“In those days they didn't put insulation in,” says Florence.

“The way my husband's health has been these last couple of months, the insulation has been wonderful. He's not cold and wrapped up in so many clothes anymore. And the floor is definitely not so cold. You notice the difference.”

“It's the best thing we ever did.”

Elderly Health

Like young children, older people are more at risk of getting sick in a cold house. For many years now, Elderly Health has assisted those over 65 with insulation and efficient heating. As many older people suffer from a health condition, many older people are also assisted through Warm Families and Healthy Homes.

CEA works with Age Concern, health professionals, the Princess Margaret Hospital (hospital care for older people) and others to cater for this group. Funding is provided from the WUNZ programme, the Canterbury Community Trust, Orion, MainPower and CEA's own sources.

Discretionary Fund

CEA's Discretionary Fund was created several years ago to provide funding where special circumstances and gaps in current funding require assistance. Funding is allocated on a case-by-case basis.

Overcoming obstacles to installing insulation: some applications of the Discretionary Fund

- Where access into ceiling or underfloor did not exist, a manhole was cut.
- Asbestos removed in the ceiling or under the floor where it prevented our installers gaining access.
- Vulnerable households that didn't fit current criteria but were unable to afford insulation themselves were funded (see “I'm not dreading the colder months anymore”).

Warm Home Champions

For very vulnerable homeowners a simple DIY job like changing light bulbs and hanging curtains can be challenging and getting an extractor fan installed a huge financial burden. Putting the client central, a solution was found in a partnership with local company Arc Innovations. The company had staff volunteers work for half a day in the homes of five clients this year. Products used were mostly donated by the company as well.

Wall insulation

Wall insulation was actively promoted in 2013 because if homes are being repaired and wall linings or cladding need to be replaced, fitting insulation at the same time offers a not-to-be-missed opportunity to improve warmth, comfort and energy efficiency.

Demand for this service was limited early on but rose steadily through the year as the repair of homes accelerated and homeowners recognised the benefits offered.

Wall insulation was also installed under the Build Back Smarter pilot project (see "Earthquake recovery").

Where appropriate, funding for wall insulation and heating was allocated on a discretionary basis to vulnerable clients.



"I'm not dreading the colder months anymore"

Retired but not quite 65, with children who had left home and otherwise healthy, Shirley Roberts missed all the

criteria to qualify for assistance through the programmes. The Discretionary Fund assisted her and her husband with a warm home in which they can confidently grow old.

"I felt really thrilled about getting the insulation because we've had such freezing cold winters and I knew it would make the house more comfortable."

"I'm quite looking forward to winter now, I'm not dreading the colder months anymore."

Shirley often takes care of her 3 grandchildren at home. "I have often felt it is too cold for the grandchildren especially the little one. Now they will be able to play happily in the lounge being warm. They don't have to stay cuddled up. It will make a huge difference."



Curtain Bank

With efficient heating fitted and ceiling and underfloor insulation installed, the weakest link of many older homes is single-glazed windows. With double glazing too expensive for many and no subsidies available, CEA continues to run its Curtain Bank. Curtains, especially when they are generously fitted and in combination with enclosed tracks or pelmets, can be a very effective way of retaining heat.

Since 1995 the Curtain Bank has recycled pre-loved curtains, enhanced them with lining to improve performance, and offered them to the homes of those who cannot afford curtains. Donations of curtains come from the public, salvage companies (demolished houses), curtain retailers (end of lines) and demolished rethomes. Sponsorship from Genesis Energy and funding from Lotteries helps to run the Curtain Bank.

The demolition of so many homes resulted in an unprecedented number of curtains donated, meaning more clients could be assisted. Volunteers were indispensable helping with sorting, measuring and folding of all the donated curtains.

In 2013, the Curtain Bank:

- Was donated 24,300m² of curtain fabric (nearly 2½ times that of the previous year)
- Assisted over 500 clients (50% more than the year before)

Retail

A small selection of retail products sold through our website and in the office provides low income households with affordable options to make their older homes more weather tight. Many products have also proven useful for those still living in badly earthquake damaged homes making them more air tight and energy efficient until repairs are done or the house rebuilt.



Earthquake recovery

Build Back Smarter

The Build Back Smarter pilot project operated with Beacon Pathways, continued in 2013. The project aims to develop a simple process whereby homeowners could include home performance improvements during the earthquake repair process. Ten homes, all of which are being repaired by their insurer, had initially been selected for the pilot and had already been assessed prior to 2013.

Upgrades to 3 homes were completed in 2013 with 2 more homes underway. The improvements carried out included installing wall insulation and replacing older style recessed downlights.

Feedback from homeowners has been very positive with people saying their homes are noticeably warmer and drier.

Winter Make It Right

Many households were facing their third winter in badly earthquake damaged homes (leaking, not weathertight, damaged heating systems, sewerage issues). In partnership with CERA and working with a number of community referral agencies CEA coordinated the Winter Make it Right project that undertook assessments and arranged contractors for emergency repairs.

Some 90 homes were referred to the programme. Sixty homes had received repairs and other solutions by the end of the year, with repairs progressing in a number of other households.

Winter Warmer Packs

As in the previous two years the Red Cross sent out Winter Warmer Packs. In 2013 CEA assisted with the inclusion of energy efficiency items in the packs.

Door sausages (made with materials from the Curtain Bank), CEA's temperature cards, flyers about keeping warm and DIY windows insulation were included to help people through winter.

Energy advice and education

CEA's independent Energy Advice Service continued to provide energy advice in various ways. The main focus was on the in-home energy audits (Home Energy Check) which grew 60% but the phone and email advice service also continued and talks were provided to community groups and health providers.

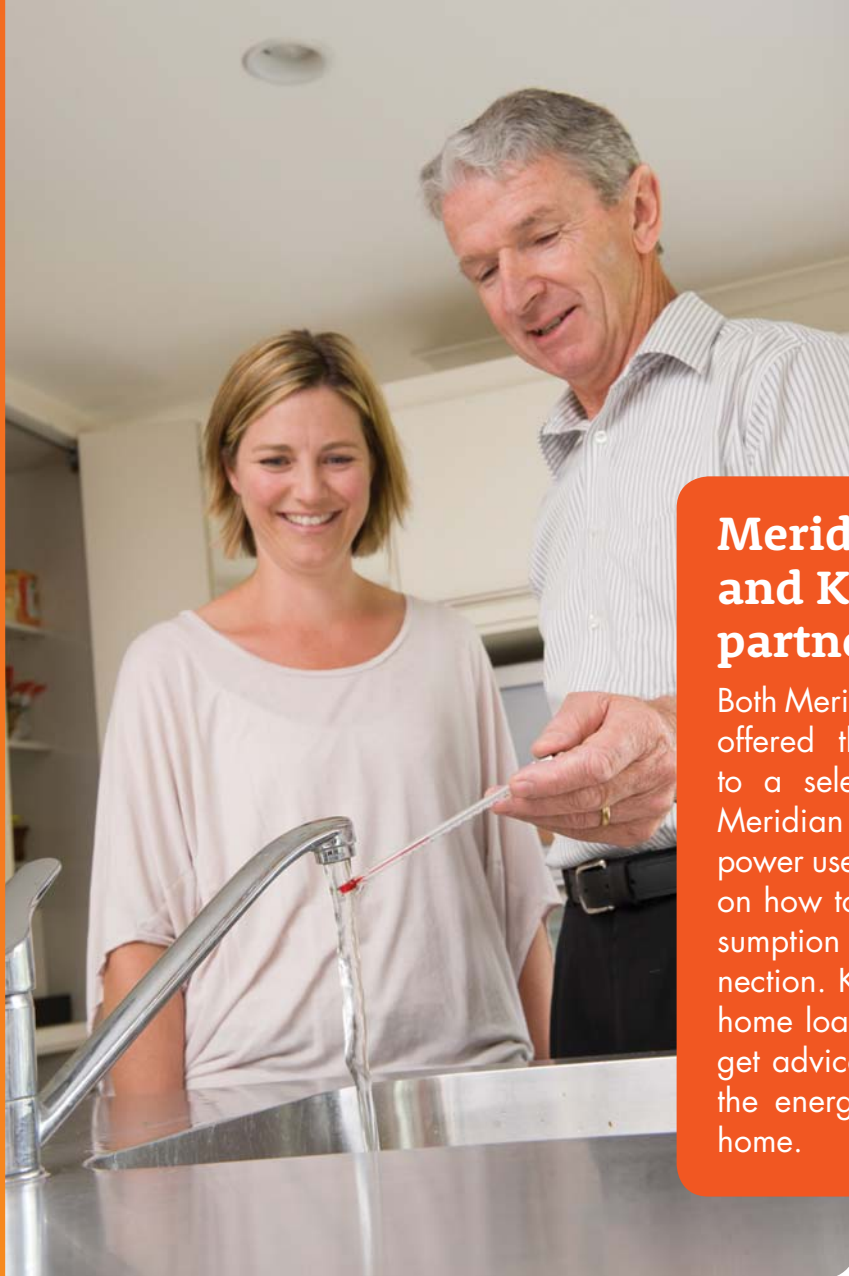
In 2013 CEA's energy advisers passed the Level 2 Home Performance Adviser Certification run by the Community Energy Network, and are now among the highest trained home energy assessors in New Zealand. The trust's team of skilled energy advisers are providing new partnership opportunities to assist households (see "Meridian Energy and Kiwibank partnerships").

The service was made possible thanks to ongoing funding support from MainPower, the Christchurch Agency for Energy (CAfE), Orion, and Pegasus Health.

How the Energy Advice Service assisted

- Nearly 500 Home Energy Checks were carried out, most free to vulnerable households.
- Talks were provided to nearly 50 organisations from health organisations staff to community organisations.
- More than 700 phone and email enquiries were answered.





Meridian Energy and Kiwibank partnerships

Both Meridian Energy and Kiwibank offered the Home Energy Check to a selection of their customers. Meridian offered the Check to high power users so they could get advice on how to reduce their energy consumption and wouldn't risk disconnection. Kiwibank offered it to new home loan customers so they could get advice on how best to improve the energy efficiency of their new home.



Temperature Cards and Energy Saving Calendar

Temperature cards and the energy saving calendar, two new products developed in 2012 with help from the Tindall Foundation continued to be very popular.

The temperature cards display the ideal lounge temperature.

The energy saving calendar provides month-by-month advice to save energy. The calendar incorporates the same temperature sensitive strip as the temperature card.

Volunteers

Volunteers play a vital role in CEA. The Curtain Bank has a loyal group of volunteers who sort donated curtains and provide other help at the Curtain Bank.

Arc Innovations supplied volunteer labour upgrading the energy efficiency of the homes of very vulnerable clients as a means of team building and social responsibility.

A volunteer, highly qualified in the field of energy efficiency provided some free Home Energy Checks for clients who were unable to afford a Check but didn't fit the criteria for funding.

Looking ahead

In 2014 we are looking at some very exciting changes and expansions. The fourth quarter we expect to have moved back to the inner city, neighbours to the new Canterbury Community House. This move will bring together most of CEA's services and provides a more central location for our clients to visit us.

The Curtain Bank is expected to grow further for a number of reasons:

- Eligibility criteria will widen because the stock of curtains donated has increased, particularly from demolished houses and businesses.
- The Curtain Bank is going mobile in 2014. This will help clients who have difficulty accessing the service due to mobility issues.

Earthquake recovery will be strengthened in 2014 with two new projects starting:

- CEA will be working with CERA, insurers and other partners, to provide large scale relief to people still living in damaged homes, that need emergency repairs. This ensures their homes are weather-tight for the winter.
- CEA has partnered with the Red Cross in a separate project to provide extra funding to repair homes to a better energy efficiency standard, than they were before the earthquake. This project particularly targets the more vulnerable homeowners.

Finally in 2014 CEA is strengthening its **research and evaluation** capability so we are better able to analyse energy poverty in Christchurch and help improve CEA's interventions.

CEA will also will make a significant investment in a much needed upgrade of its fleet so that we can continue to provide an efficient and reliable service.

Funders and sponsors

Without its many funders, partners and sponsors CEA would not be able to deliver its services. Support takes many different forms, from providing essential funding to cooperation in delivering the services, providing staff as volunteers or assisting with marketing and free advertising.

The **Energy Efficiency and Conservation Authority (EECA)**, through its administration of the government's WUNZ programme, continues to provide the base funding for insulation.

The partnership with **CDHB**, **Pegasus Health** and **Rural Canterbury PHO** which encompassed both funding and delivery cooperation, delivered a seamless connection between hospital and community care, and CEA's response programme.

Help from **Genesis Energy Ltd** and a **Lottery** grant guaranteed the continuity and growth of the Curtain Bank for the Canterbury region.

Central Canterbury lines company **Orion NZ Ltd** continues to be a foundation supporter of CEA through both funding support and the assistance provided by its staff.

North Canterbury lines company **MainPower NZ Ltd** supports various CEA projects and programmes as a way of providing energy efficiency solutions for their customers.

Kiwibank and **Meridian Energy** funded Home Energy Checks for selected customers.

Canterbury Earthquake Recovery Authority (CERA) provided funding for emergency earthquake repairs.

Other community funding organisations included **The Southern Trust**, **The Canterbury Community Trust**, **The Tindall Foundation**. **Arc Innovations** and **Christchurch Agency for Energy** provided important support for a number of our other projects.

In 2013 CEA was supported either by the provision of funding or sponsorship, or otherwise by the following organisations:



Financial report

Summary of our financial report

CEA's income and expenditure for the annual period of 1 January to 31 December 2013 was:

Total income	\$3,907,199
Total expenditure	\$3,521,100
Surplus invested for future projects	\$386,099

In 2014 CEA's surplus will be used:

- to continue funding vulnerable customers in the community who do not meet the criteria required to access other funding.
- to finance CEA's heating fund.
- to upgrade our fleet.
- to improve CEA's communication.

The annual report is available online on the CEA website. A full financial report has been submitted to the Charities Commission.

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 2013. The auditor was BDO Christchurch.





The Office Team



The Installation Team

Community Energy Action Charitable Trust

Staff: staff employed by CEA Charitable Trust during the year:

Paul Auld, Michael Begg, Barbara Ching, Jess Fiebig, Brigid Furness, Michael Garden, Roman Goosev, Sheila Hailstone (Chief Executive until May), Kara Johnson, Corrinna Johnstone, Jaimita de Jongh, Gayle Katene, Oleksiy Kim, Susan Lechky, William Louie, Hayley Mahanga, Les Norris, Cole Philpott, Adam Reid, Gary Robertson, Andrew Seque, Kerry Shanks, Eddie Simon, Caroline Shone (Chief Executive from October), Jennifer Small (acting Chief Executive from February until October), Daniel Smith, Aaron Spicer, Bryan Sutherland, Andrew Taylor, Heather Vaughan, Joshua Watson, Kay Williams, Lyn Wood, Catrin Zenner.

Trustees: Stephen Lewis (Chair to Feb 2014), Stephen Godfrey (Chair from Feb 2014), Ian McChesney, Ian McKenzie, Raewyn Moss, Sam Utai (starting Feb 2014).



The Assessors Team



The Curtain Bank Team

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

Mission: 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.

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