

community  
energy action  
charitable trust

Te Rōpu āhuru riaka iwi ki Ōtautahi



# 2021 ANNUAL REPORT





# CONTENTS

02	Introduction by CEO
04	Highlights
06	Housing in 2021
08	Energy efficiency and climate change
09	CEA's role in housing, health and climate change
10	Our Partners
12	Insulation
14	What customers are saying
16	Curtain Bank
18	Energy Advice Service
20	Financials

Community Energy Action Charitable Trust  
PO Box 13759  
Christchurch 8141

Charity number: CC28706



# INTRODUCTION BY CEO



**It is my pleasure to present this annual report. It was anticipated that 2021 would be a challenging year for everyone, following the previous year and the Covid 19 outbreak. And indeed, it was.**

It was another year of challenges due to lockdowns, governmental mandates around Covid 19 and illness among staff and in the community, including the uncertainty that came with it.

However, despite these challenges, the Trust continued its valuable work. CEA introduced new Health & Safety processes and procedures to ensure staff and customers remained safe in the COVID-19 environment, while continuing its work. As our work, making homes warmer and drier, contributes to better health outcomes, it was important to continue this throughout the pandemic. CEA worked hard to try and return a surplus at the end of 2021, in line with its strategic plan, and achieved that goal.


During 2021, as in other years, CEA worked with local and central government as well as public and private sector businesses, other NGOs, other supporters in the community, volunteers, loyal funders and collaborative partners. I would like to take this opportunity to thank all those who contributed financially supporting CEA, allowing us to install insulation and heating into families'

homes, offer free energy advice, provide free recycled curtains and more, not just in Canterbury but also across the West Coast. Our insulation and advice services continued to be in high demand, and so too were the services of our Curtain Bank. The following pages contain a summary of our work achievements during the year, despite the issues, like other organisations, that we had to face.

A special thank you to the Government via the Energy Efficiency and Conservation Authority (EECA), for providing funding through the Warmer Kiwi Homes (KWH) project in Canterbury and on the West Coast. In addition to that, I would also like to acknowledge our loyal funders and collaborative partners who contributed their funding to align with the KWH project, so we could top up the funding, providing free insulation to low-income households.

Our work on the West Coast benefitted from our new funding partners Development West Coast and the West Coast Community Trust. Their funding, together with CEA's own discretionary funding, allowed CEA to offer free insulation to those customers who were eligible across the Coast.





There has been an extraordinary uptake in this area, which has been very encouraging. Had we not been able to offer this, we know many families on the Coast would not have had warm and dry homes to live in right now.

I would also like to acknowledge and thank the staff of CEA for their efforts during year. Over the Christmas break of 2020 our Curtain Bank was unfortunately flooded, which meant the Curtain Bank premises were closed for the first quarter of 2021. Despite this, staff and volunteers worked hard, working from their homes to continue to provide the Curtain Bank services. This was again credit to their dedication to help the community.

Over the last nearly 30 years, CEA has installed insulation in more than 30,000 homes, given advice to many tens of thousands of homeowners and tenants, and distributed recycled curtains to more than 10,000 homes. However, despite all this work, there is more to do. We will continue to make a difference, although making a difference takes time. CEA is gaining a real understanding of the demographics of the communities we work in, and we are tailoring our services accordingly.

In 2022, we will again work with our partners, funders and sponsors, some of which have been supporting us for many years. Together we will continue to work on our shared goals of improving home energy efficiency, reducing energy poverty

and improving housing related-health issues while also reducing our impacts on the environment, including helping to mitigate emissions that contribute to climate change.

We will also continue to strive to increase turnover, lower our costs and improve our efficiency to ensure our organisation will remain sustainable into the future. This will allow us to continue to assist the community.

I am looking forward to continuing in my role as Chief Executive. In this role, I will continue to build relationships across all the areas we work in, as I strongly believe that what we do is helping our communities.

A stylized, handwritten signature in black ink.

**Caroline Shone**  
2013 – present



# HIGHLIGHTS



## SUMMARY SINCE 1994



Nearly **32,000**  
Homes insulated



Nearly **7,000**  
Homes fitted  
with curtains



Nearly **5,000**  
Home Energy  
Checks

## SUMMARY FOR 2021



Nearly **1,500**  
Homes insulated

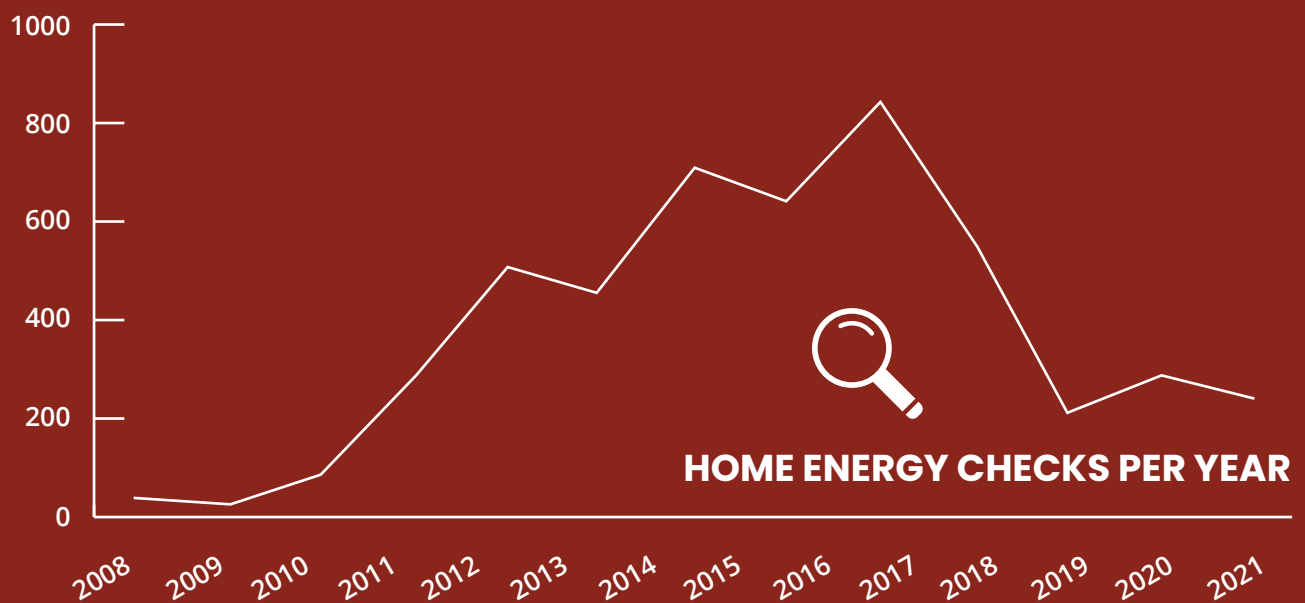
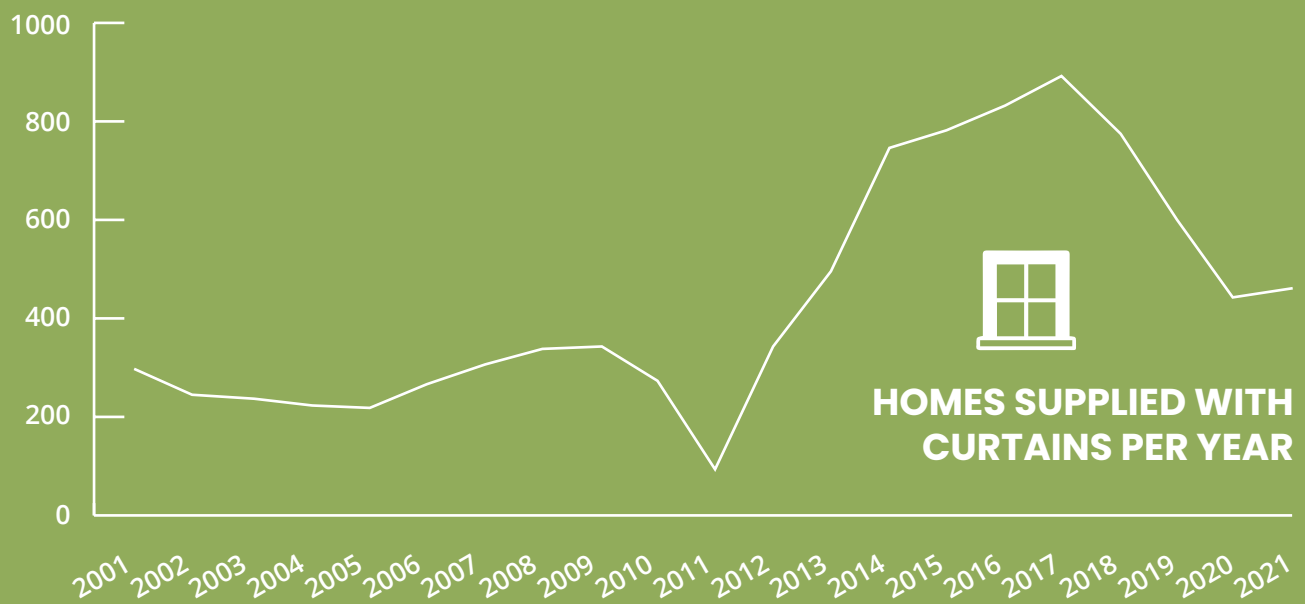
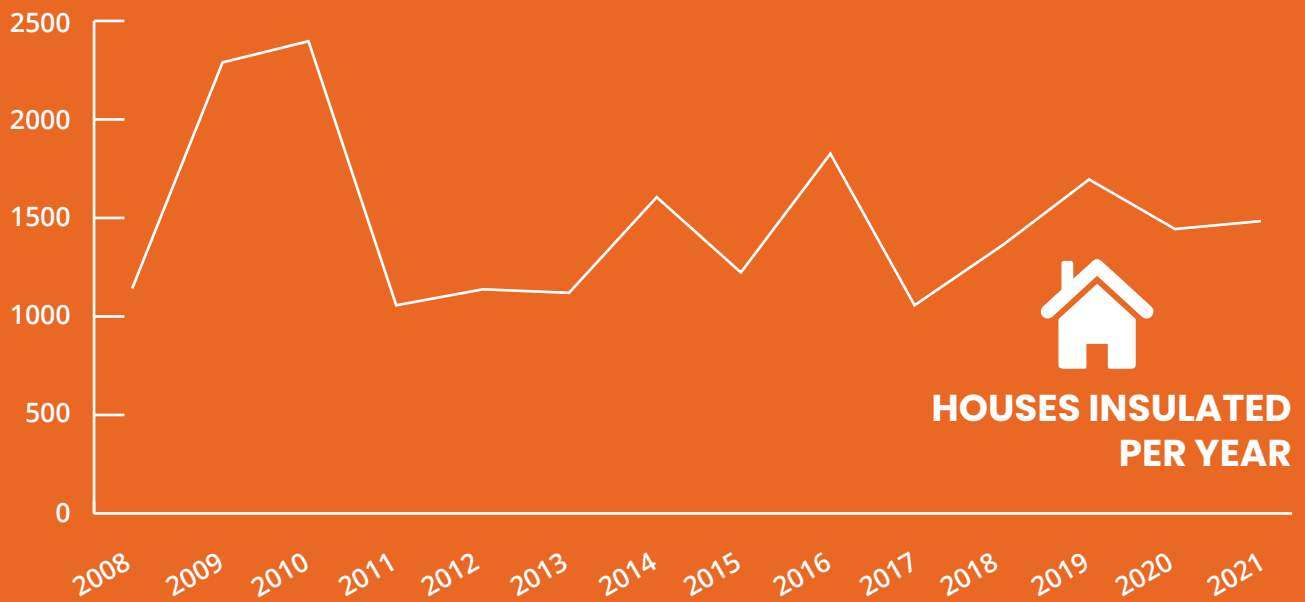


Nearly **500**  
Homes fitted  
with curtains



More than **200**  
Home Energy  
Checks





# HOUSING IN 2021

**Housing has been in the spotlight more than ever in 2021.**

## HOUSING CHALLENGES

New Zealanders were experiencing a shortage of houses to buy which drove up prices to unprecedented levels, while rents rose among a shortage of rental properties. As a result more households than ever, faced housing costs that are taking up an increasing part of their household budget.

Then, at the end of the year, rising costs of living put further pressure on household incomes especially among lower and middle income households. As a result, and despite the Winter Energy Payment to lower incomes households and those over 65, this is likely to increase energy poverty with more households underheating their homes which could cause a rise in cold-related illnesses and hospitalisations.

COVID-19 also continued to have an impact. With more people working from home and more people staying home to avoid infection, creating a healthy home environment saw a surge in popularity. However restrictions, lockdowns and health and safety measures impacted on services that could be provided.

## NEW DEVELOPMENTS

But there were also positive developments such as the new Building Code requirements for insulation in new homes that were approved which will ensure warmer homes into the future. Midway through the year the Healthy Homes Standards for rentals came into effect which will improve the warmth of rental properties over the next few years. And after many years of CEA being one of very few organisations providing independent energy advice, the Ministry of Business, Innovation & Employment has started a fund for organisations such as CEA that can provide energy education to householders.



### **Energy efficiency developments in 2021:**

- **New Building Code requiring higher insulation levels approved**
- **Healthy Homes Standards for rentals phased in from 2021**
- **MBIE launches energy education programme for households**





# ENERGY EFFICIENCY AND HEALTH

**Scientific studies\* have shown that cold, damp homes are associated with poorer health outcomes. This means that people living in homes that are cold, damp and under-heated are more likely to end up in hospital with a cost to human suffering and a cost to society.**

## COVID-19

With increased pressure on our health system due to the ongoing COVID-19 pandemic, it is more important than ever to prevent unnecessary hospitalisations due to cold-related illnesses. With borders re-opening and other respiratory viruses expected to enter the country as a result, warm homes are more important than ever.

## ENERGY EFFICIENCY TO IMPROVE HEALTH OUTCOMES

With more health challenges facing the country, it more important than ever to do all we can to ensure homes are warm. Especially older New Zealand homes can be expensive to heat without energy efficiency retrofits but many under-heated

existing homes can be much warmer when fitted with good energy efficiency measures, improving health outcomes. Generous amounts of ceiling and underfloor insulation, moisture barriers under the floor and window treatments and household adaptations in using energy can all make an older home much warmer and easier to heat.

## ECONOMY OF ENERGY EFFICIENCY SUBSIDIES

Hospitalisations are expensive and it makes economic sense to prevent hospitalisations due to cold-related health issues by providing subsidies for measures and education to make homes warmer.

\* CEA was a partner in some of this research: [https://www.cea.co.nz/assets/Healthy-Homes-Investing-In-Outcomes-April-2016\\_71044\\_1.pdf](https://www.cea.co.nz/assets/Healthy-Homes-Investing-In-Outcomes-April-2016_71044_1.pdf)

# ENERGY EFFICIENCY AND CLIMATE CHANGE

**Climate change is one of the biggest issues the world is facing today and it will take a global effort from all of us to reduce our greenhouse gas emissions. The assistance CEA offers plays a role in more than one way.**

## REDUCED NEED FOR HEATING

Energy efficiency can play a role in reducing the heating demand of households during the colder months. When warmth is better retained, less power may be required in households with electric heating. As this power for heat is generally required during times of peak demand, the beneficial effect is even greater. During peak demand periods, the additional power is often generated from coal and gas fired power stations.

## RECYCLING OF TEXTILES

Organic waste decomposing in landfills is a known contributor to climate change. A substantial percentage of curtains are made from organic materials such as cotton. When such textiles end up in landfills, the rotting process releases methane, a greenhouse gas that is much more potent than carbon dioxide (although it breaks down much faster). Recycling curtains through our Curtain Bank prevents curtains ending up in landfill.

Embedded greenhouse gas emissions from the production of new curtains (greenhouse gases produced during producing/growing fibres, transport, manufacturing of curtains, etc) are also avoided with the recycling of curtains.



# CEA'S ROLE IN HOUSING, HEALTH AND CLIMATE CHANGE

**CEA is a major player in the Canterbury and West Coast region for ensuring homes are warmer and drier.**

As a contractor to the government, CEA installs subsidised ceiling and underfloor insulation and moisture barriers in the houses of low income homeowners. Insulation can also be installed in other homes such as rental properties that need (more) insulation to comply with the Healthy Homes Standards and in the homes of middle and higher income households that do not qualify for subsidies.

Where non-IC-rated downlights prevent full coverage of ceiling insulation, CEA can assist with downlights replacement.

In the absence of subsidies for double glazing and no requirements in the Healthy Homes Standards for window treatments, CEA provides free, recycled curtains for households to prevent heat loss from windows.

In addition to the measures above, CEA offers personalised (in-home) energy information to help households get the warmest home they can, considering their income and circumstances.

Generous amounts of insulation, moisture barriers, effective curtains, downlights replacements and energy advice provided by CEA can play a vital role

in keeping homes warm and dry, and occupants healthy and out of hospital. It contributes to solutions to climate change and can reduce pressures on household incomes by reduced costs for heating and healthcare.

## CEA assistance keeps...

### Homes



- easier to heat
- warmer
- drier

### People



- more comfortable
- healthier
- out of hospital

## CEA assists with...

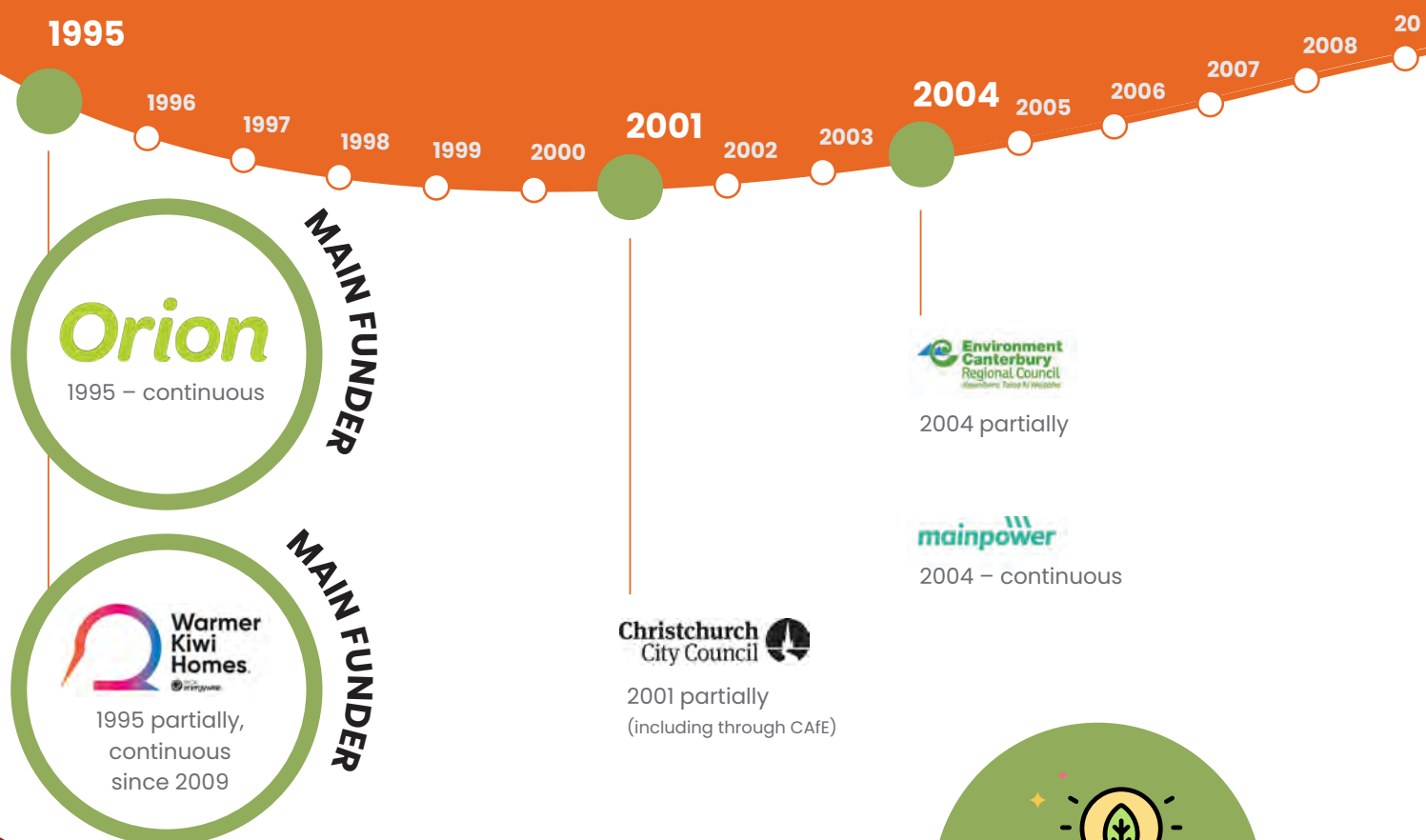
- |                         |                           |
|-------------------------|---------------------------|
| • ceiling insulation    | • downlights replacement  |
| • underfloor insulation | • subsidies               |
| • moisture barriers     | • free, recycled curtains |
| • energy advice         |                           |

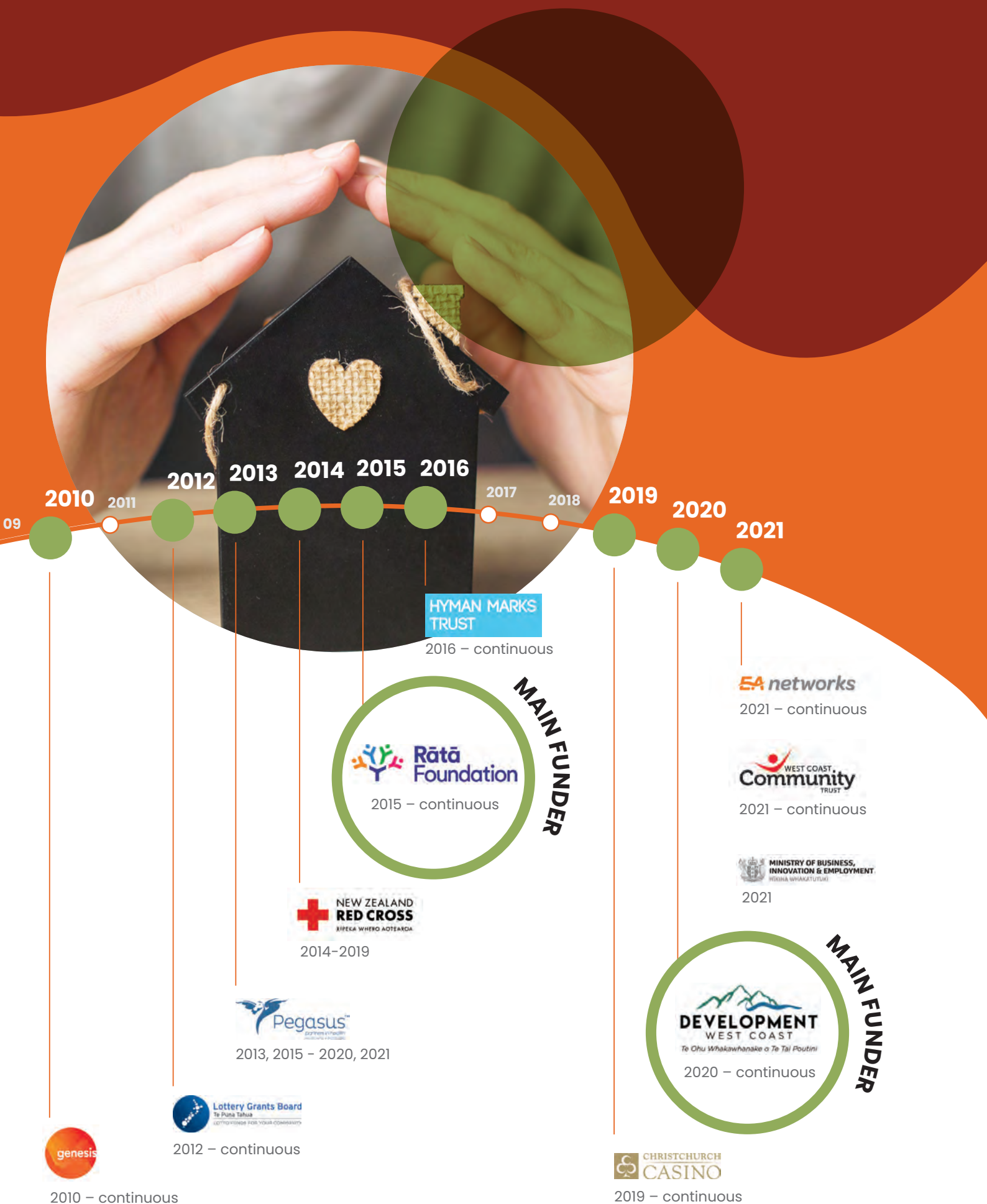
# OUR PARTNERS

None of our services would be possible without the loyal support of our funders, most of which have been supporting CEA for many years.

Most of our funding is accessed through the government's Warmer Kiwi Homes programme, providing an 80% insulation subsidy. CEA has been part of the government's insulation programme since its inception in 2009 and through generous additional funding mostly from Orion, Development West Coast and the Rata Foundation, it has been able to offer a 100% insulation subsidy to low income homeowners.

Other funders have been instrumental in providing extra funding for additional measures around installing insulation which are not funded e.g. cutting of access points to the ceiling and underfloor areas, funding for households with serious health needs who were outside the government criteria or for supporting the Curtain Bank or the Energy Advice Service.







# INSULATION

**Insulation has been at the core of CEA since it was established in 1994.**

Many Canterbury and West Coast homes built prior to 2008 still lack sufficiently high insulation levels. As a result, these houses are cold and damp and expensive to heat. These high heating requirements do not support our efforts as a nation to combat climate change and with more and more pressure on incomes, keeping homes warm consistently becomes unattainable for many with associated adverse health outcomes.

## IN 2021:



**Nearly 1,500 homes insulated**



**Nearly 3,500 people benefitted**

## GOVERNMENT INSULATION SUPPORT

CEA is a registered provider of the government's Warmer Kiwi Homes (WKH) insulation subsidy programme. Through this programme CEA is currently able to access 80% of funding for insulation for low-income households. Prior to 2021, CEA received a 67%-90% subsidy through WKH. CEA is the largest WKH subsidy provider and insulation retrofit organisation in Canterbury and the West Coast.

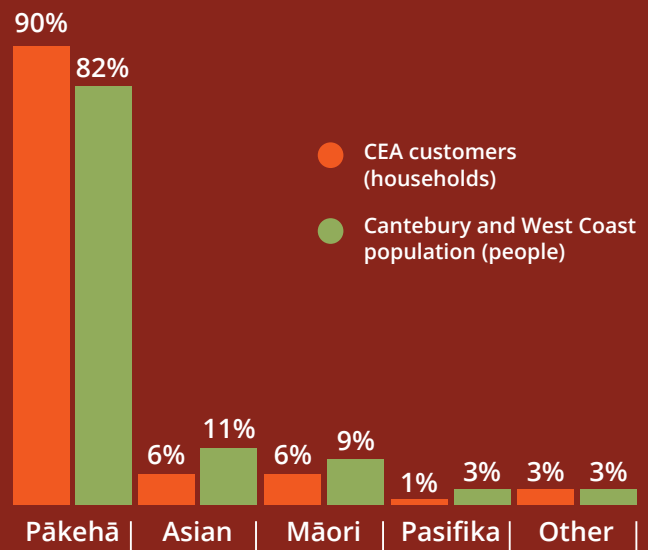
## THIRD PARTY SUPPORT

For many householders the remaining amount (20%) can still be a barrier. Thanks to the support of various third-party funders and among them especially Orion, West Coast Development and the Rata Foundation, CEA was able to offer free insulation in 2021 to low income homeowners, ensuring all financial barriers are removed.

## CUSTOMER PROFILE

### REACHING ALL ETHNICITIES

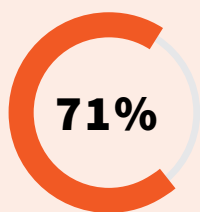
CEA continues to serve disadvantaged groups well. The ethnicities of CEA customers closely follow Canterbury averages, and any differences between Canterbury averages and CEA customers are likely to reflect differences in homeownership rate among the various ethnicities.





## VULNERABILITY

Age and existing health conditions can influence whether people will be more or less prone to suffer serious consequences from living in a cold house. People with chronic, cold-related health conditions such as respiratory conditions, arthritis, cardiovascular diseases, etc. are more likely to end up in hospital when living in a cold, damp house. The immune systems of young children as well as older people do not function as well as that of healthy adults, compromising their health when living in suboptimal living conditions.

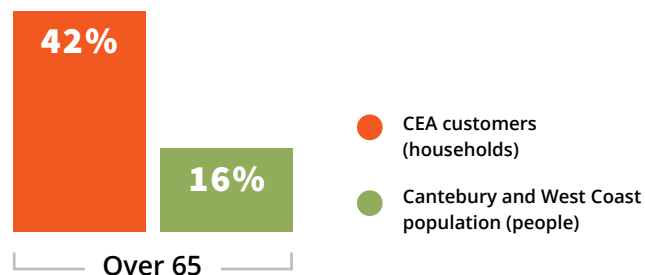


**Households with children under 5 years old, people aged over 65, and/or at least one household member with a health condition**



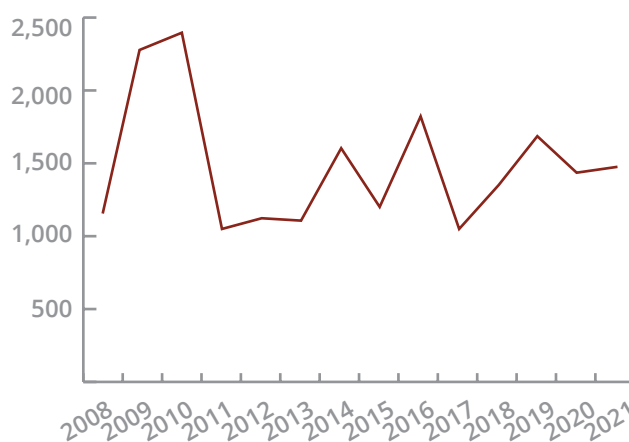
**31%**  
of insulation customers reported having a chronic health condition

## AGE OF CEA CUSTOMERS VS CANTERBURY/WEST COAST POPULATION



Nearly half of the households that CEA provided insulation to, had household members over 65, even though only 16% of the Canterbury and West Coast population is over 65.\*\* In contrast to younger demographics, homeownership is high among this group and many incomes of those over 65 are limited to superannuation. This means many qualify for the free insulation.

## HOMES INSULATED THROUGH THE YEARS



\* CEA was a partner in some of this research: [https://www.cea.co.nz/assets/Healthy-Homes-Investing-In-Outcomes-April-2016\\_71044\\_1.pdf](https://www.cea.co.nz/assets/Healthy-Homes-Investing-In-Outcomes-April-2016_71044_1.pdf)

\*\* Canterbury and West Coast population is based on Census data and is based on individuals while CEA customers is based on households. Also, CEA customers are homeowners only where the Canterbury population consists of owners and renters.

# WHAT CUSTOMERS ARE SAYING ABOUT OUR INSULATION SERVICE



"I'd like to send you my thanks for the great job you've done in insulating my house. The insulation will make the world of difference next winter, especially since the house lost its primary heat-source in the Christchurch earthquakes. This insulation was a fantastic boost for me. And I'd also like to commend the team you have working for you. They arrived on time, were cheerful and friendly, and they did the job in no time at all. I'd have thought they'd need a day or two at least, but they were finished by three o'clock. I can't say how much I have appreciated this excellent performance. I'm not sure you get much feedback, in this day and age, but credit where credit's due is an old Kiwi expression, and in this case it fully applies."

**Gary from Greymouth** 📍

"Just wanted to say a HUGE thank you for insulating our property! At last we are toasty warm! Your two guys that did the work were brilliant. They arrived a day early and did the roof insulation and came back yesterday to do the underfloor insulation. They were prompt on their arrival both days, worked efficiently and tidily, explained the process and evaluated the job before they left to ensure we knew what had been done. Just wanted to give some feedback and a pat on the back for the guys that did the work! Again, THANK YOU."

**Jane and Gary from Blackball** 📍

"I could not speak more highly of Aaron and John – installing floor and ceiling installation today. They both have a very courteous and helpful manner – and I am delighted with the work they have done - quite amazing considering the challenging conditions they are working in. My first Blackball winter was last year – and it was so cold – now the work Aaron and John did today is going to make such a difference. I noticed the temperature difference inside the house this morning."

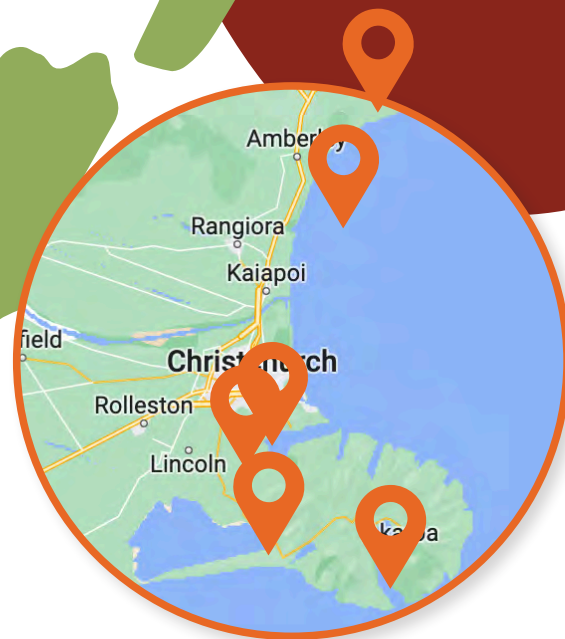
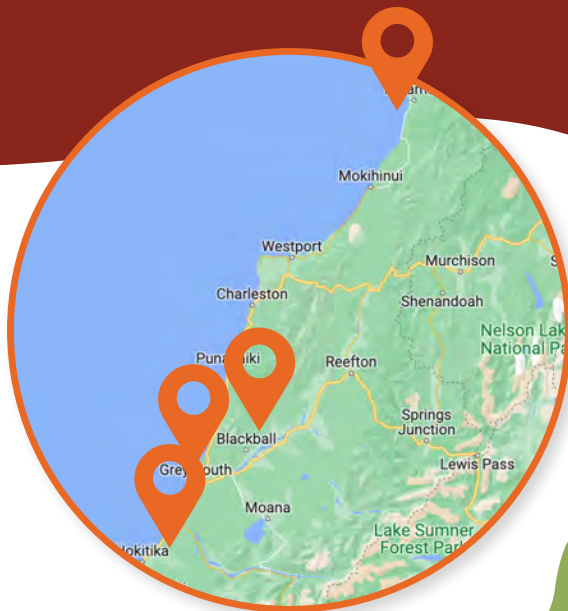
**Graham from Blackball** 📍

"On Monday John and Aaron came and installed our insulation. I would like to let your management know that they were incredible. Our job was not a pleasant one. Very low floor. They were pleasant, professional, conscientious and kind. We are eternally grateful for them going over and above for us and our health and wellbeing."

**Kristina and Darren from Hokitika** 📍

"They did such a great job and our house is so much warmer. Thank you."

**Linda from Karamea** 📍



"Thank you and the team for a job well done. We noticed almost immediately the difference in the house. The boys done a great job. Were very pleasant, worked as a team, got in and got the job done. Very impressive. Once again, thanks very much."

**Bill from Halswell** 📍

"The 'team', a hard-working, pleasant pair were here on time, got on with the job immediately and assured me of a much warmer house this winter. I'm extremely grateful. Thanks to all who put this generous plan in place."

**Nan from Cheviot** 📍

I wanted to drop a line and say how wonderful and warm my house is, thanks to CEA! You guys gave me free underfloor insulation and a top-up in the ceiling, and it has made a big difference to my home, we are all noticing the increased warmth! The house has always been reasonably easy to heat as it's small, but now it holds the heat so well that it still feels warm and dry in the mornings, it's so lovely, thank you!"

**Jo from Birdlings Flat** 📍

"I just wanted to express my heartfelt gratitude for the work you have recently done to improve the insulation standards at my home. Thanks especially to Gary who completed the assessment, Mike who cut a more suitable access way for the subfloor, Andy and Craig who did a long and dusty full day's work installing the products, and your admin staff who coordinated the dates and had to make a last-minute change. And obviously a huge thanks to your management for the relationships they have built with your funders, so that all of this work was affordable for me in my present circumstances. I have respected the work of CEA for all the years it has existed, going back to the first years of The Curtain Bank. Thank you again, and I hope you can continue to offer this great service."

**Maureen from Hoon Hay** 📍

"Many thanks for arranging the two staff Aaron and Cole to do my underfloor insulation installation. They did a great job and I noticed the difference in the warmth of the home the first night after the install of Mammoth batts. I am very grateful to CEA!"

**Judi from Wainui** 📍

"We would like to express our thanks for the insulation that CEA has installed for us. When taken in conjunction with our change of the downlight fittings, we can feel the difference already in the warmth of the house."

**David and Jennifer from Woodend** 📍

# CURTAIN BANK

The Curtain Bank is CEA's longest running project. The recycling of curtains and distribution to low income households started in 1995 and has continued to fulfil a need in the community ever since.

## HEAT LOSS FROM WINDOWS

Heat loss from single glazed windows can be substantial and double glazing is rare in older homes. Especially for homeowners on low incomes the cost of retrofitting double glazing puts it out of their reach. Many (low-cost) private rental homes do not have double glazing and there are no provisions for heat loss from windows in the Healthy Homes Standards for rental properties.

## ROLE OF CURTAINS

Curtains play a vital role in keeping the heat in, even with double glazing! However, they need to be thick, double layered and generously fitting to be effective. Many good quality (i.e. well-functioning) curtains are too expensive for low income households and many rentals lack effective curtains.

## CURTAIN BANK

The Curtain Bank collects good quality second-hand curtains. Curtains are checked, sorted and measured for redistribution to households in need. This is a free service for both homeowners and tenants.

## SUPPORT FOR THE CURTAIN BANK

The Curtain Bank has been supported for many years by Genesis and a Lotteries grant. CEA also substantially supports the Curtain Bank with surpluses from its insulation service. And the Curtain Bank service would not be possible without the support from its loyal volunteers.

### IN 2021:



Nearly **500** Homes fitted with curtains



More than **1300** people benefitted



More than **12,000m<sup>2</sup>** of curtain fabric recycled



**2,100** windows fitted with curtains



## CUSTOMER PROFILE

### HOUSEHOLD TYPES



**45%** of assisted households were owner-occupier

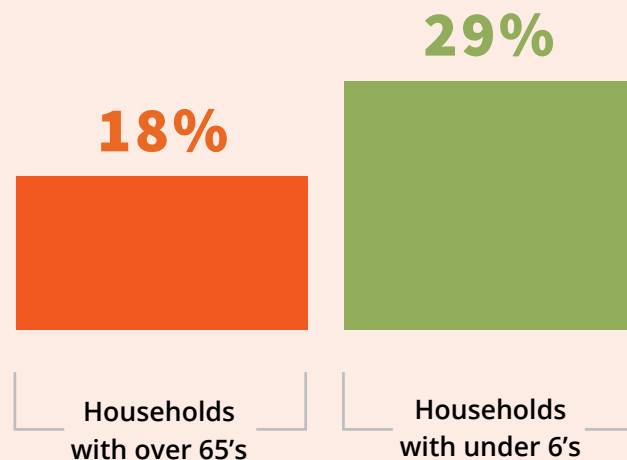


**55%** of assisted households were tenants



**79%** of customers had a CSC

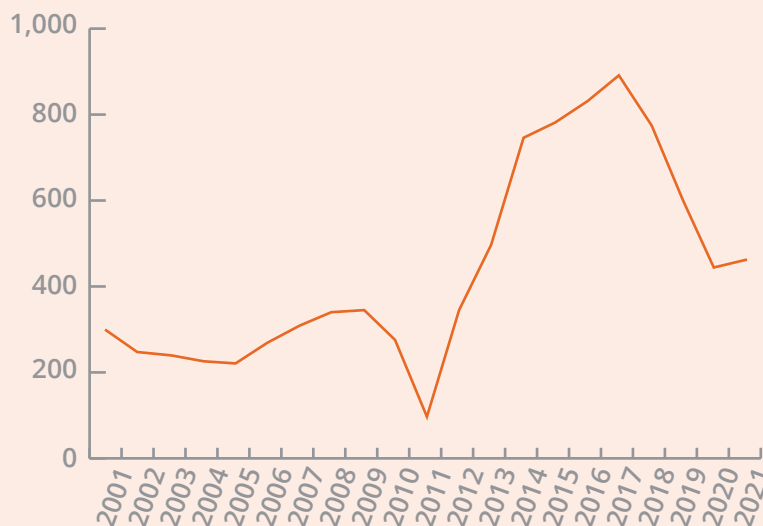
### AGE OF CURTAIN BANK CUSTOMERS



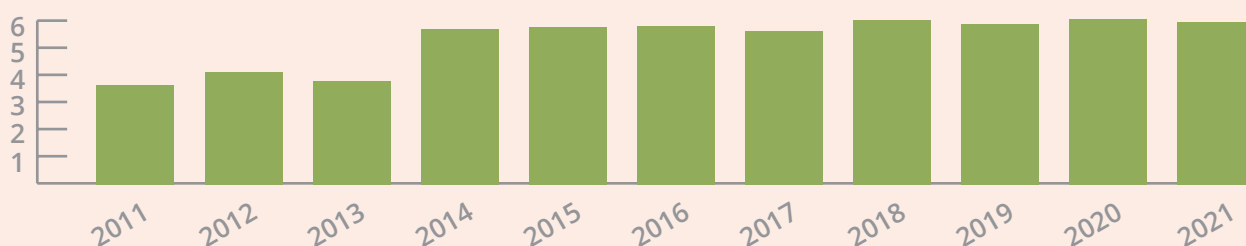
## CURTAIN BANK THROUGH THE YEARS



### HOMES SUPPLIED WITH CURTAINS



### M<sup>2</sup> OF FABRIC PER WINDOW





# ENERGY ADVICE SERVICE

Energy advice has always been part of CEA but was formalised in 2009 through the formation of its Energy Advice Service. It is unique in the way that it is both thorough and independent from sales and products. All CEA assessors are certified Home Performance Advisors and have many years of experience in home energy issues.

## HOME ENERGY CHECKS

The flagship service of the Energy Advice Service is the Home Energy Check (HEC). It provides personalised in-home energy advice to homeowners.

## PRESENTATIONS

On request, CEA regularly talks to community groups and groups of professionals working with vulnerable households about energy efficiency and services available through CEA.

## ADVICE OVER THE PHONE, PER EMAIL AND THROUGH FACEBOOK

CEA receives many requests for information and advice about keeping warm, reducing moisture, saving power and other energy efficiency issues. We also proactively report about energy efficiency issues and news through our Facebook page.

## SUPPORT FOR THE ENERGY ADVICE SERVICE

In 2021 the Energy Advice Service was supported by the Christchurch City Council and EA Networks. CEA also substantially supports the Energy Advice Service with surpluses from its insulation service.





## IN 2021:



More than **200**  
Home Energy  
Checks



Nearly **600**  
people  
benefitted



**38** presentations  
held

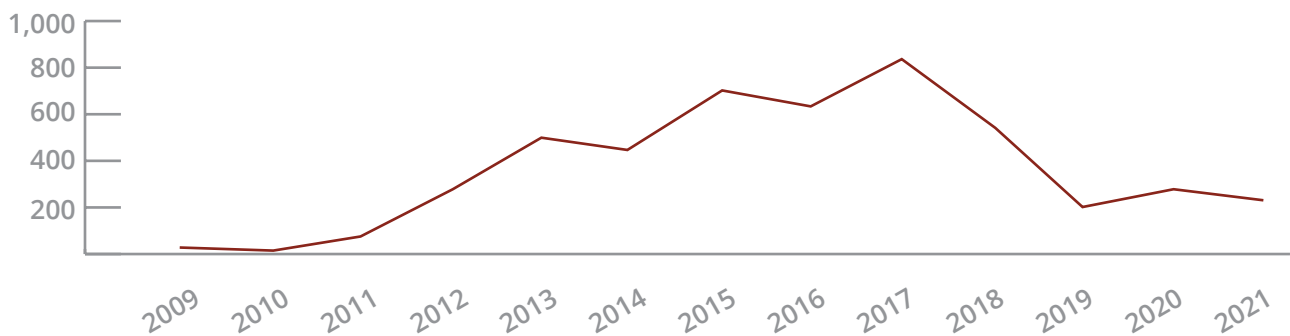


Estimated **760**  
people attended  
presentations



Estimated **120** queries  
answered over the phone,  
per email or via social media.

## HOME ENERGY CHECKS THROUGH THE YEARS



# FINANCIALS

	2021	2020
<b>REVENUE</b>	\$4,074,435	\$3,688,200
Less cost of sales	\$2,421,062	\$2,232,265
<b>GROSS MARGIN</b>	\$1,653,373	\$1,455,936
Other income	\$231,465	\$369,761
<b>TOTAL REVENUE</b>	\$1,884,838	\$1,825,696
Less expenditure	\$1,655,669	\$1,695,748
<b>Total comprehensive revenue &amp; expense</b>	\$229,169	\$129,948

## INDEPENDENT AUDIT REPORT

The information in this financial report has been summarised from the Annual Accounts of Community Energy Action for the year ending December 2021. The external auditor was Nexia. A full financial report is lodged with the Charities Services and is also available on request from Community Energy Action.







Te Rōpu āhuru riaka iwi ki Ōtautahi

**Keeping our community warm**

[www.cea.co.nz](http://www.cea.co.nz)  
[info@cea.co.nz](mailto:info@cea.co.nz)  
0800 GETWARM

16 Leslie Hills Dr.  
Riccarton,  
Christchurch