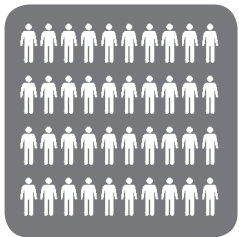


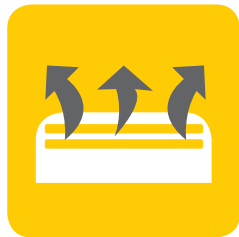
21<sup>st</sup> ANNIVERSARY

# ANNUAL REPORT 2015





Nearly **6500**  
people helped



More than **240**  
heating grants



More than **1200**  
houses insulated



Downlights replaced with  
LED's in **89** homes



**780** Homes  
fitted with curtains



Nearly **700**  
Home Energy Checks



More than **600**  
Emergency repairs



**50** Energy efficiency  
presentations to  
professionals &  
community groups



Energy efficiency  
measures for nearly  
**200** earthquake  
damaged homes



Nearly **300**  
households assisted  
with power bills

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## Chair Review

Organisation-wide, 2015 was a busy and productive year for Community Energy Action Charitable Trust (CEA). The need for CEA's services is as high as ever and we continued to play an essential role in assisting the vulnerable within our community to have warmer, dryer, healthier homes. In this Annual Report, we look back over 21 years of operation and I would like to take this opportunity to thank CEA's current and former trustees, management, employees and volunteers. I would also like to extend a very special thank you to two people; Ian McChesney and Delle Small. Ian and Delle were two of the primary driving forces behind the establishment of CEA. Their energy, commitment and intelligence led to the creation of CEA in 1994 and greatly contributed to establishing an organisation that has become highly successful today. CEA has proven its ability to work successfully and collaboratively with partners to improve people's lives. Delle resigned as a Trustee a few years ago and Ian sadly resigned as a Trustee this year; both made a fantastic voluntary commitment for the benefit of others. CEA has improved the living quality of tens of thousands of homes and the lives of all those people who lived, and continue to live, within those homes. Providing insulation and energy efficiency improvements to Canterbury houses to improve living conditions remains our core business activity.

We continue to be able to offer these and other services thanks to our partners, sponsors, funders and supporters. We are extremely grateful for all the support we receive. We know that there are still up to 50,000 homes in Canterbury alone occupied by low income families that are inadequately insulated. Many of these homes will be cold and damp, which directly impacts on the physical and mental health and wellbeing of those who live in them. Our focus is, and will continue to be, to assist these households. As an organisation, CEA has a strong focus on identifying new sources of funding and revenue generation. We need to ensure CEA is a sustainable organisation that will be able to carry on the valuable work it does for many years to come. We constantly look at more efficient ways to deliver our services. I am confident CEA will continue to assist in making homes warmer, dryer and healthier to live in for many years to come. Finally, thanks to my fellow trustees and CEA's employees and volunteers. Without their dedication we would not be able to continue our work in supporting vulnerable households within the region.



Stephen Godfrey  
Chair (2014-2016)



## What We Do

CEA's goal is to keep our community warm. We help thousands of people every year by providing insulation, energy advice, heating grants, recycled curtains and selling energy efficiency retail products. In 2015 we also managed a number of community projects especially around earthquake related issues, helping rebuild earthquake damaged homes better than they were before the earthquakes.



## Energy Efficiency

Energy efficiency as a means to achieve warm, dry, healthy homes is at the core of CEA's values. Wherever possible CEA will look for whole house solutions instead of focusing on separate areas within the home. Tens of thousands of homes have been made more energy efficient since CEA was established in 1994, meaning many dollars saved in power and firewood bills and warmer and healthier occupants.

### CEA's energy efficiency services:

Heating bill assistance  
Draught proofing **Insulation**  
IC-rated LED lighting  
**Recycled curtains** Energy retail products  
Heating grants  
**Independent energy advice**  
Managing community projects  
**Earthquake repairs**

## Health

It has been well documented that a warm, dry home can keep people healthier. Many children, older people and those with health conditions can have sub-optimal immune systems. These people can benefit greatly from living in a warm, dry home. CEA services play an important role in keeping Canterbury households healthier.

## Health Research

Between 2011 and 2014, CEA, the Canterbury District Health Board (CDHB), the Energy Efficiency and Conservation Authority, Orion, MainPower and Primary Health Organisations worked together in a collaborative partnership on a project where energy efficiency measures were installed in the homes of those hospitalised with cold-related illnesses. Preliminary results show a considerable decrease in bed-days amongst those assisted, resulting in significant savings for the CDHB. The report is due to be published in 2016.

## Creating a Healthy Home

For CEA the three pillars of a healthy home consist of insulation, heating and ventilation. Insulation and draught proofing prevents heat escaping. Most Canterbury homes will need some form of heating to be comfortable and healthy. Ventilation ensures the air is dry and healthy and moisture doesn't build up. All three pillars will need to be addressed to achieve a healthy indoor environment, which CEA achieves by installing actual measures. However, CEA takes a holistic approach, including behavioural advice on energy efficiency and providing good curtains if needed.

### The three pillars of a healthy home:

Insulation

Heating

Ventilation



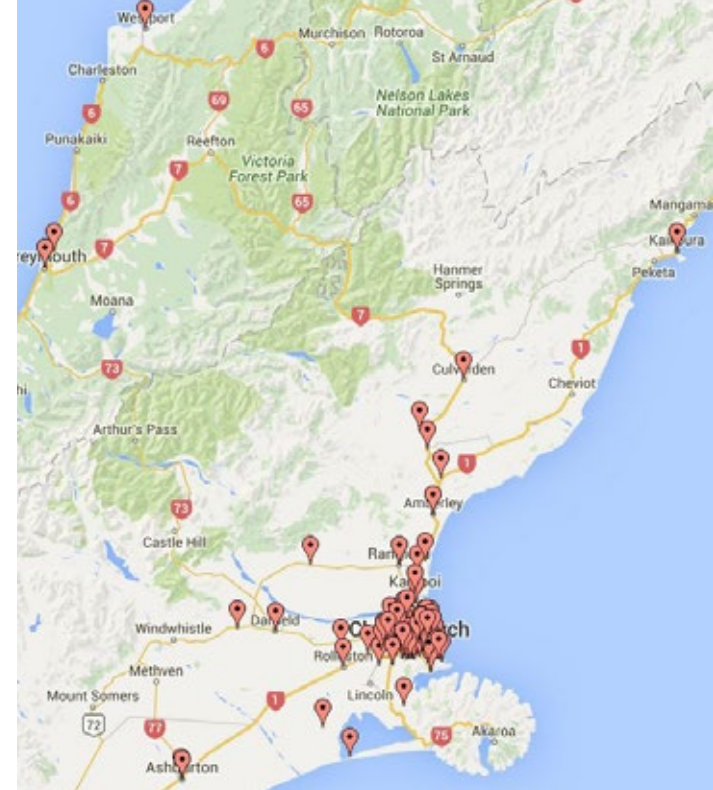
## Effective Results with Compassion

With sophisticated data systems and robust processes in place, CEA is able to effectively deliver measurable results. At the same time it never compromises its compassion towards those in need. This approach makes CEA unique in the Canterbury environment.

## What we did in 2015

Over the last 21 years insulation has always been at the core of CEA's services. This is complemented by heating, draught proofing, objective energy advice and re-cycled curtains. New in 2015 was the provision of energy efficient lighting.

The geographical area CEA works in is also expanding. Where projects were mostly limited to Christchurch in the early years, CEA has increased its services to throughout most of Canterbury over the last couple of years and this year increased the number of insulation installs on the West Coast, a region that is in need of assistance.



## CEA coverage in Canterbury and the West Coast

Previously CEA has been working in all of Canterbury, north of the Rangitata, including Christchurch, Ashburton, Oxford and Kaikoura. In 2015, CEA expanded its work area to Westport, Hokitika and Greymouth on the West Coast.

## Community Energy Action 21 years

Community Energy Action Charitable Trust (CEA) was founded in 1994. It was the first charitable trust in New Zealand to focus on practical help to homeowners to make existing homes warmer.





## CEA was established in 1994

From a small trust working with hired equipment and volunteers, it has since developed and diversified into a professional organisation with over 40 staff. Nowadays CEA brings its years of experience and local knowledge into creating practical solutions for energy efficiency in the community.

## 21st Celebrations

In March 2015 CEA celebrated its coming of age. Celebrations were attended by many stakeholders, funders, partners, referrers and dignitaries. During the celebrations, the new building was officially opened by Vicki Buck, Deputy Mayor of Christchurch and a Maori carving unveiled and blessed by Matua Ruawhitu

## Thank you to our Trustees

Over the years there have been a number of trustees who have been involved in the governance of CEA. We would like to thank all former trustees, who have provided governance leadership over the last 21 years:

CEA trustee from:	
<b>Delle Small</b>	<b>1994 – 2009</b>
<b>Ian McChesney</b>	<b>1994 – 2016</b>
<b>Jim Lamb</b>	<b>1994 – 1997</b>
<b>Roger Sutton</b>	<b>1999 – 2007</b>
<b>Sheila Hailstone</b>	<b>2007 – 2011</b>
<b>Alan Christie</b>	<b>2007 – 2013</b>
<b>Stephen Lewis</b>	<b>2009 – 2014</b>

In addition, we would also like to thank our current Trustees Stephen Godfrey, Ian McKenzie, Don Chittock, Sam Uta'i.



## History of CEA

1994	<ul style="list-style-type: none"><li>• CEA officially established</li></ul>
1995	<ul style="list-style-type: none"><li>• CEA is offered a free home in the Southpower (now: Orion) building</li><li>• Curtain Bank starts with 150 sets of curtains with EECA grant</li><li>• Commercial hot water cylinder wrapping</li></ul>
1996	<ul style="list-style-type: none"><li>• Paid coordinator appointed with Lotteries grant</li><li>• Start of subsidised energy efficiency projects</li></ul>
1997	<ul style="list-style-type: none"><li>• Southpower (now: Orion) becomes funder</li></ul>
2000	<ul style="list-style-type: none"><li>• Launch of Warm Babies for families with a new-born</li></ul>
2001	<ul style="list-style-type: none"><li>• Winner EECA award (residential category)</li></ul>
2003	<ul style="list-style-type: none"><li>• Start of working for CDHB and Environment Canterbury (Clean Heat Project)</li></ul>
2004	<ul style="list-style-type: none"><li>• Launch of Elderly Health for the elderly</li><li>• MainPower becomes funder</li><li>• Runner-up EECA Awards (Sustained Achievement Category)</li></ul>
2007	<ul style="list-style-type: none"><li>• Start pilot EECA's Warm Up New Zealand insulation scheme</li></ul>
2008	<ul style="list-style-type: none"><li>• Top Achiever Award by EECA</li><li>• CEA expands, Curtain Bank moves to other premises</li></ul>

- **EECA provider in nationwide Warm Up New Zealand scheme**
- Launch Energy Advice Service
- Curtain Bank extends service to whole house curtaining

**2009**

- **Winner EECA Award** in the Community Category (with Community Energy Network)
- CEA moves to Moorhouse Ave, first own building which is severely damaged in the earthquake later that year

**2010**

- Staff work from home for several months before moving to temporary premises

**2011**

- Healthy Homes Project for hospital patients with CDHB starts
- Curtain Bank extends service to lining all curtains

**2012**

- **Milestone of 20,000 houses insulated**
- First project helping earthquake affected starts

**2013**

- **Winner EECA Award** (Champion Christchurch Earthquake Recovery Category)
- Repair Well for earthquake affected homeowners with NZ Red Cross starts
- Move to permanent premises in CBD
- Curtain Bank broadens client criteria, increases staff and starts Mobile Curtain Bank
- Four assessors trained as thermographers, majority of assessors trained as Home Performance Assessors

**2014**



## Our Carving

The main symbol in our carving consists of a Manaia, symbol of protection for staff in the building and in a wider sense protection for the community from sickness due to unhealthy housing. The carving also includes a Mata Kupenga (fishnet) symbolising how we work in collaboration in the community. “It takes many people to make fishnet work.” The beaks of the Manaia are decorated with the Te Ahi Tipua (sacred fire) pattern.



## CEA Premises through the Years



Armagh Street • CBD • 1994 - 2009



Moorhouse Avenue • CBD • 2009 - 2010



Hazeldean Road • Addington • 2010 - 2011



Beresford St • New Brighton • 2011-2014



Tuam Street • CBD • from 2014



## Some of our longest serving staff:

**Barbara Ching, Curtain Bank administrator, with CEA for 10 years**

“I have always liked working with and for people. I have a heart for people. I see CEA as an extension of that. I’m really proud when we get letters from people telling us how our interventions have really changed their lives.”



**Adam Reid, energy advisor, with CEA for 7 years**

“It’s great being able to help people to improve their lives, to make their homes healthier and warmer. Hearing it’s making a difference is the most rewarding part of working for CEA.”



**Josh Watson, insulation installer, with CEA for 10 years**

“I’ve been working here for a long time. It’s a great company to work for. There are some really nice people out there.”



## One of our newest staff members:

**Colleen Hughes, joined CEA in 2015**

“I love the fact that we are a charity and we help people, I’m a social justice sort of person. It spins my wheels that I can help people.”



## Energy Efficiency

CEA worked on making homes more energy efficient, warmer and healthier in a variety of ways in 2015. Insulation through the Energy Efficiency and Conservation Authority (EECA) subsidy programme was one of the main projects to make homes more energy efficient. Draught proofing, curtains, downlight replacement, grants for energy efficient heating and the sale of DIY energy efficiency products all contributed to warmer and healthier homes as well.





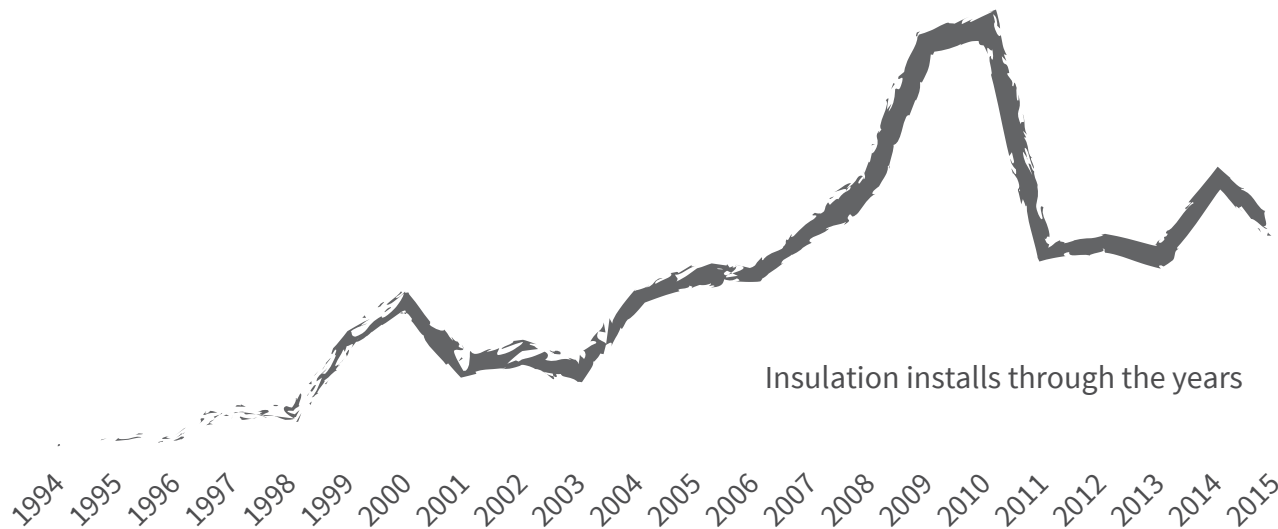
## Insulation

CEA continued its insulation service, installing insulation in over 1200 properties throughout Canterbury. It also started a project to provide insulation to homes on the West Coast. Many customers received funding from various sources. In cases where there is a high need but the householder does not qualify for any of the subsidies available, CEA itself also provides assistance.

During 2015, a substantial number of customers who were on a middle to high income, paid for the insulation themselves, with surpluses from this unsubsidised insulation supporting CEA community projects.

### CEA's insulation services are provided to:

Homeowners  
Private rentals  
Social housing



THEN

Insulation installs  
through the years:

over **1200** properties are warmer  
and healthier after CEA installed  
**insulation** in 2015.



NOW



**“It’s made life better,  
it’s made life normal.”**

## Martyn from Linwood

“I’ve got lung cancer and a whole lot of other things, and air temperature and dampness really affect it.”

Martyn received free insulation through Community Energy Action’s subsidy programme.

“It was all done in a couple of hours. They (installers) were kind, courteous, polite, quick and very professional. No mess, no fuss.”

“Up until the insulation installation I couldn’t get up until noon, because of the air temperature. Now I’m up at 7am.”

“I sleep much, much better. I don’t wake up in the middle of the night coughing. It’s more comfortable.”

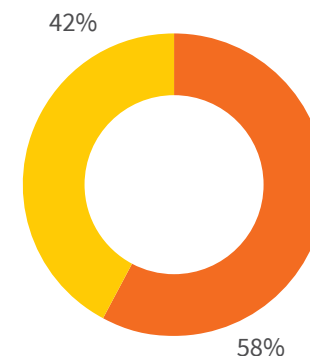
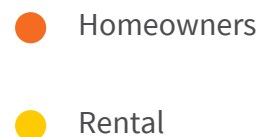
“This (insulation) has made a hell of a difference. I recommend it to anyone.”

## Insulation in rental properties

CEA is playing an important role in improving the Canterbury and West Coast rental housing stock when it comes to energy efficiency. Landlords consisted of nearly half its insulation customers.

Tenancy legislation that is currently being reviewed is likely to change and the new requirement will see private landlords having to insulate their properties by 2019. This has created an increased interest from landlords to insulate their properties. The legislation also proposes that social housing should be insulated by mid-2016. During 2015, CEA has been working with the Christchurch City Council (CCC) to upgrade their social housing stock. This will continue through 2016.

## Homeownership



For people with a serious health condition such as Martyn, installing insulation can be **life changing**.



## Christchurch City Council Social Housing Project

Christchurch City Council (CCC) Social Housing complexes house some of the most vulnerable people in our community. CEA together with the CCC, and with funding from Christchurch City Council, Energy Efficiency and Conservation Authority (EECA) and Orion, continued to upgrade insulation in these complexes.

Improving the energy efficiency didn't stop there though. The insulation was complemented by draught proofing and fitting good recycled curtains. Presentations to tenants by an energy adviser showed residents how they could best keep warm and save power in their units.

Curtains were delivered via the Mobile Curtain Bank service.

In 2015, CEA installed insulation in over **200 CCC units**, provided curtains for over **50** of their tenants and held presentations to **15 groups**, each consisting of CCC tenants from multiple complexes.

## Elderly Health

Seeing a clear need to assist low income, elderly people who were living in cold homes, Age Concern provided funding to CEA to provide insulation and/or heating to over 55 applicable homes in 2015.



**A project keeping  
Christchurch City Council  
tenants warm and  
healthy provided:**

insulation  
**draught proofing**  
curtains  
**ventilation**  
energy advice





THEN

**The Curtain Bank services include:**

**curtains for the lounge and bedrooms**  
**fitting linings on all curtains**  
**that don't have them**



NOW

## Curtain Bank

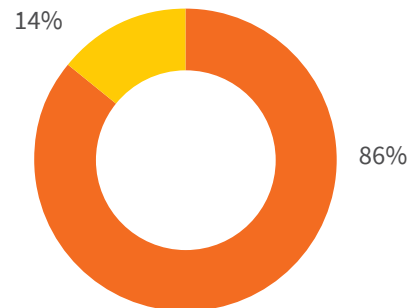
Windows can be a weak link in many homes when it comes to energy efficiency, particularly if they are single-glazed windows. Generously fitting, good quality curtains can help prevent heat being lost.

The Curtain Bank helps low income households by supplying recycled curtains. The service is free for anyone in need in Canterbury; homeowners and tenants including those living in social housing. A mobile service goes out to people who, due to mobility issues, cannot come to the Curtain Bank.

The Curtain Bank helped 780 households in 2015 curtaining multiple windows in each house, a new record and handed out over 27,000m<sup>2</sup> of fabric. Of these customers 14% used the Mobile Curtain Bank.

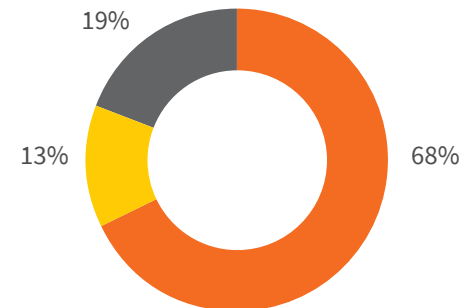
The Curtain Bank also makes products from offcuts and fabric that is surplus to requirements for retail sale as a fundraiser. From handbags to door sausages, all products are for sale though CEA's online shopping facilities.

CEA is grateful to all Canterbury residents and retailers who donated curtains and curtain fabric to the Curtain Bank.



### Customers

- Curtain Bank
- Mobile Curtain Bank



### Income of Customers

- Community Services Card holders
- No Community Services Card
- unknown

Households assisted by the Curtain Bank



The **Curtain Bank** assisted **780** households, in most cases curtaining multiple windows per house, distributing more than 27 thousand square metres of curtain fabric.



**“I suppose the only word you could use is awesome.”**

### **Melissa from Parklands**

Melissa used the Curtain Bank in 2015.

“The curtains we had were thin, unlined, and some of the windows only had blinds.”

She was impressed with the Curtain Bank service: “I was amazed it’s a free service. I suppose the only word you could use is awesome.

”The curtains have made a real difference to her family’s health:

“The temperature of the house has raised a few degrees. All of us have asthma, and if we get a cold we get a really bad cough, and get breathless. But having the house warmer means that happens less often.”



**“Respiratory illnesses,  
colds and flus,  
no problem anymore.”**

## **Leigh-Anne from Broomfield**

With four asthmatics in the house Leigh-Anne’s family needed warmth. “It was really cold and damp, with black mould growing up the walls. Then you guys gave us insulation and the heat pump and it’s amazing.” “We tried everything before that. My son got pneumonia, we almost lost him. Now that we’ve had the insulation and the heat pump, we haven’t been to hospital. Respiratory illnesses, colds and flus, no problem anymore. And the power bills are so cheap. From over \$700 to under \$250.”

## **Heating Appliances**

Most homes in Canterbury, even those that are well insulated, will need some form of heating to achieve World Health Organisation recommended temperatures for a healthy home (18-21° celsius). Especially for those with a health condition, a heating appliance can make all the difference.

CEA successfully worked with New Zealand Red Cross and Environment Canterbury (ECan) to provide assistance over 240 heating appliances, for 231 households, in 2015. The assistance was targeted at vulnerable households with earthquake damaged properties and those with expired wood burners respectively. CEA itself also provided some funding in cases of extreme hardship.

Heating included mostly heat pumps but also compliant wood burners and panel heaters. In 2015 there was limited funding available for heating with demand vastly exceeding availability.

**CEA provided (grants towards)  
over 240 heating appliances for 231 households in  
2015.  
Most of these were heat pumps.**



## Retail

As in previous years CEA offered a limited amount of retail products focusing on those that can be of benefit to low income customers who want to improve the warmth and/or energy efficiency of their house. The retail selection also included products made by the Curtain Bank. All sales are a fundraiser for CEA's community projects.

## Energy Efficient Lighting

Standard downlights create draughts, are energy inefficient and cannot be insulated over or even have insulation abutted. IC-rated LED lighting which can be insulated over now has become much more affordable. CEA offers a downlight replacement service, installed ahead of insulation installation. CEA replaced standard downlights in 89 homes, most under its Repair Well earthquake repairs project.

**89** homes are warmer  
and more energy efficient with  
IC-rated **LED downlights** that allowed  
full coverage of ceiling insulation.



## Earthquake Help

In 2015 CEA continued to provide help to earthquake affected residents with a variety of projects funded by New Zealand Red Cross and the Christchurch Earthquake Appeal Trust.





The earthquakes affected many people, it was even harder for the more vulnerable in the community; elderly, families with small children, and people with health conditions. They found it more difficult to cope with the effects of the aftermath of the earthquakes.

Emergency repairs, energy efficiency measures, heating appliances, ventilation, power bill and firewood assistance were all available through CEA, mostly funded through New Zealand Red Cross.

## Repair Well

This three year project adds energy efficiency measures during earthquake repairs in the homes of vulnerable homeowners. Insulation, DIY window insulation, heating, ventilation, etc. where appropriate were all included in the project. In addition, our project support officers were able to refer vulnerable families to other social services and programmes for pastoral care as required. Now in its second year, the project assisted over 180 households. For many participants the project had a significant positive impact on their lives, improving both their physical health and mental wellbeing. With a target of 250 homes over three years, the project is well on its way to exceed the target ahead of schedule and under budget.

Over **180** vulnerable, low income homeowners had **energy efficiency measures** installed in their homes during **earthquake repairs**.



**“I have had no hospital visits in the last year.”**

## Jenny from Southbridge

Jenny lives in a 130 year old cottage which was badly damaged in the earthquakes. An asthmatic and recovering from a stroke, she was in hospital regularly. “A simple cold which used to take me weeks to get over, is now gone in a couple of days,” Jenny recalls. Under the Repair Well project a raft of interventions including insulation, curtains and curtain tracks, during earthquake repairs has made her house a lot warmer. “The people from CEA were great, they made me feel at ease. I have had no hospital visits in the last year and additionally my power bill has more than halved.”



## Find & Fix

Find & Fix provided emergency repairs to the homes of uninsured homeowners to ensure the house is liveable although not fully repaired. Repairs focused on weather tightness, sewers and drainage, and security issues such as windows and doors not closing properly. In 2015, 619 householders received help through this programme. Many participants were further assisted under Repair Well.

**619** uninsured homeowners received **emergency repairs** to make their house liveable.

## Warm and Well

A new programme for low income households affected by the earthquakes, providing insulation, heating and ventilation as well as help with paying for power or firewood started in the latter part of 2015. This programme proved very popular and even without much publicity, the uptake has been huge, demonstrating a great need in the community.

Nearly **300** households received one-off **help paying** for **power** and firewood.

**Project for earthquake affected residents, managed by CEA:**

Energy efficiency measures during repairs

**Emergency repairs for uninsured**

Help with power bills and firewood

**Help with insulation, ventilation and heating appliances**

## Education

Having insulation and other energy efficient measures fitted alone is not enough to keep our population warm and healthy. Knowing how to best 'use a house' for good energy efficiency outcomes, is just as essential and complements the energy efficiency measures CEA installs. Our Energy Advisors are highly trained and are able to provide independent advice to those looking at renovating or building a new home. CEA has provided advice to many thousands of householders over the years.





## Community Presentations

CEA staff delivered over 50 presentations on energy efficiency in the community in 2015. These varied from a presence at relevant expos such as Age Concern's 'Positive Aging Expo', to presentations to relevant hospital staff such as the Maori Health Services and presentations to community groups such as Two Rivers Community Trust. We also had regular sessions on Samoan radio. As part of our holistic approach, we will continue to increase the number of presentations in the community.

## Home Energy Checks and Design Well

CEA energy advisers completed personalised Home Energy Checks on nearly 700 homes with funding from New Zealand Red Cross, MainPower, Environment Canterbury and Orion. After being called to relatively new homes by owners who struggle to keep warm or are facing high heating bills CEA developed "Design Well", an energy check for new build plans.

## Curtain Bank Coffee Morning

2015 was the first time the Curtain Bank coffee morning was held in our new premises, as we now have facilities to host such events. The educational and networking event was well attended by nearly 100 social workers and staff from referral agencies.

## Display Area

The display area has attracted even more people in 2015, with more frequent walk-ins especially in winter. The display area has also been used for visiting groups to assist them to see and understand basic energy savings measures. Having demonstration models adds to the value of talks.





[illegible]

Other people are becoming interested in doing worthwhile projects in the workplace. For example, the American Red Cross is recruiting people to do volunteer work in the workplace. The company can benefit from the project, and the employee can gain experience and training. The company can also benefit from the project by having a more motivated and productive workforce.

Nature Play Action will be a series of events designed to increase participation and to help bring in new families to the forest. The first event is a new program that will be held on the first of each month. It will be a family event, with a focus on the forest. The program will be held on the first of each month, and will be a family event, with a focus on the forest. The program will be held on the first of each month, and will be a family event, with a focus on the forest.

[illegible][illegible]

...ing some help paying  
...ing? Do you struggle to pay  
... power bill or are you unable to  
... and Internet? Many and their  
... the Community Energy Action  
... grant funded by the  
... and Red Cross, offering one-on-  
... to for power bills for low-income  
... problems. The grant is available  
... measures and benefits.  
... project may also be able to  
... with purchasing air filters to  
... appliances to make heating  
... affordable next winter  
... are likely  
... ing were as winter is in  
... particularly for older  
... ters," says Carolyn  
... and Executive of CREA. "We  
... people who are worried

11

When Lee Ruthigen and her husband built their new home, they had a goal in mind: to make it as energy efficient as possible. In May this year they called in the help of an energy auditor from Community of an Energy Charitable Trust (CEA) Energy Action Charitable Trust (CEA) to see how they could improve their home's energy efficiency. They thought their power bills were quite high.

"High power bills didn't seem right for a new home," Lee said.

CEA's auditor Michael Sheng didn't have to look far why it was so hard to beat the house.

"The energy efficiency of Lee's house is very typical for many new houses," he says.

Lee said they are replacing the downlights with LED's and are planning to put in more insulation. LED downlights do not get hot and insulation can be installed over them.

CEA chief executive Caroline Shone said most people who are building new homes realize that the building code only provides minimum standards for insulation.

"Improvements of the design stage, which can often be simple and inexpensive, can make a big difference in energy," she says.

Lee, Ruthigen, Sheng and CEA's chief executive Caroline Shone are shown in the photo.

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Throughout 2015 CEA contributed to many newspaper and newsletter articles providing information on services and a variety of energy efficiency topics.



## Social Media

As insulation and heating appliances are often one-off interventions, maintaining a relationship with customers can be challenging. Community Energy Action mostly uses Facebook and Twitter to keep interacting with its existing customers.

## Maori and Pacific Ambassadors

This year saw the establishment of the two new part-time roles, our Maori and Pacific Ambassadors. Two of the existing staff, Hayley and Uma, were given time to establish tighter connections with their own communities. Information sharing, talks and radio presentations by the ambassadors ensured underprivileged groups among the Maori and Pacific communities were reached and assisted with CEA services.

## Videos

In 2015 CEA produced a series of informational videos on CEA and several energy advice topics. A video on the impact the Curtain Bank makes in the community was also produced. A video highlighting the success of the Repair Well programme commenced production in 2015 and will be launched in 2016.





## Partners

CEA works with many different partners in the community. From organisations that fund our activities, partners with whom we work towards common goals and other organisations in the community who refer those in need to us. Without them we wouldn't be able to provide the help to those who need it.



## Funders and Partners

CEA has always had a broad base of funders. Many funders such as EECA, Orion, and MainPower have been our collaborative partners for many years. In 2015 funding sources further diversified and CEA now receives funding from a record number of organisations. New Zealand Red Cross, Christchurch City Council, Christchurch Earthquake Appeal Trust and Age Concern are examples of relatively new funders.

CEA successfully partnered with New Zealand Red Cross, the Christchurch City Council and Environment Canterbury in 2015 to achieve mutual goals assisting of the most vulnerable people in our community. As CEA has many different funding streams, it can make more efficient use of resources, adding value for our partners.

CEA was **funded** by **14** different organisations in 2015

## Sponsorships

For the first time ever CEA itself became a sponsor. After a team building event at Orana Park, CEA decided to sponsor the park's meerkats. We felt a special connection with this highly social species, which are known as a community-oriented species in the wild animal kingdom. In winter, meerkats sit on heated rocks to keep warm.



New Zealand Red Cross uses CEA's expertise in managing programmes to assist a large number of vulnerable customers in a compassionate but efficient way. Under the programmes which span three years, approximately 1,400 households with earthquake damaged homes will receive multiple interventions per house working around insurers' repairs.



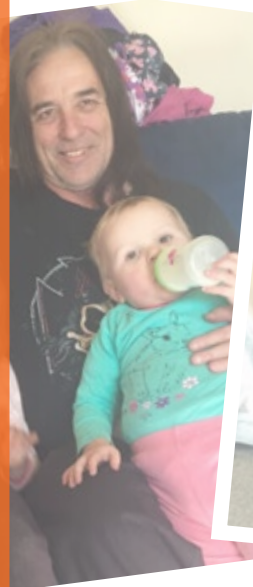
Environment Canterbury works together with CEA on its air quality projects, with CEA managing funding for heating and energy efficiency education including woodburner training for woodburner users.



The project with the Christchurch City Council involves the energy efficiency upgrade of their social housing stock, installing insulation and offering recycled curtains, draught proofing and energy advice where needed.

## Customers

Most of CEA's services are available for all households. Low income households can often access subsidies, grants and free services. Despite CEA providing services to all kinds of households most of its customers can be classified as vulnerable.





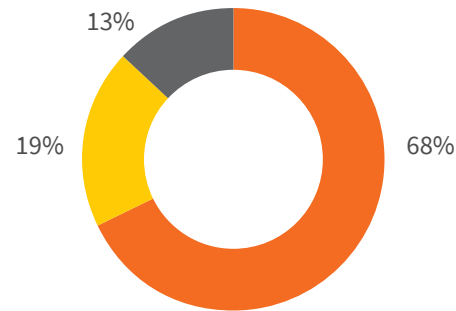
## Health condition in household

- with health condition
- without health condition
- unknown

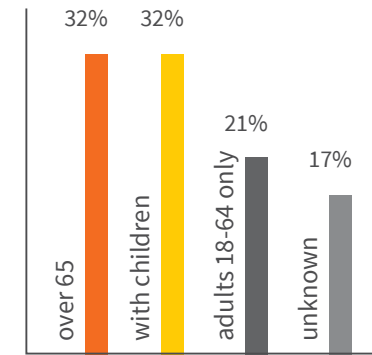


## Income

- Community Services Card holders
- non-Community Services Card holders
- unknown



## Household Composition



## Vulnerability of CEA customers:

**Around half of those assisted by CEA had someone in the household with a chronic health condition.**

**A third were over 65 and a third had children living in the house.**

**CEA assists families of all cultures.**

# Financials

CEA is grateful to its funders and sponsors that continue to support its cause. However with a reduction in government funding and use of other funding streams ending, CEA has to look at ways to generate its own income streams to continue to meet demand.



## Statement of Financial Performance for the year ended 31 December 2015

	2015	2014
Income	\$2,567,789	\$4,146,837
Less cost of sales	\$1,692,043	\$3,155,879
Gross margin	\$875,746	\$990,958
Other income	\$1,272,601	\$561,296
Gross surplus	\$2,148,347	\$1,552,254
Less expenditure	\$2,523,097	\$1,893,136
Net surplus (deficit)	(\$374,750)	(\$340,882)

CEA is actively reducing its reserves, allowing it to assist vulnerable households. This is done in a sustainable manner.

## Sources of income for the year ended 31 December 2015

- Products and services sold
- Grants received
- Research and Curtain Bank funding
- Donations
- Interest

## 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 2015.

The auditor was BDO Christchurch.

## In 2016 CEA plans to use surplus and reserves funding to:

- contribute to co-funding of insulation under the WUNZ scheme,
- continue funding vulnerable customers in the community for energy efficiency improvements, including those who do not meet criteria required to access other funding and
- finance CEA's heating fund, special health related projects.

A full financial report is lodged with Charities Services and is also available on request from CEA.



## Looking Ahead

From our research, which confirms EECA's research, we know there are still over 50,000 homes in Canterbury and the West Coast that are either uninsulated or under-insulated. And that is just insulation. Our work will continue in 2016 and beyond.

## Quality of Insulation

The quality of insulation is the next big issue in energy efficiency. Under-insulated homes are homes where too little insulation is installed compared to today's standards or where old insulation has compacted and is not as effective as it should be. Few people realise their home is under-insulated. An estimated over 50,000 Canterbury and West Coast homes are uninsulated or under-insulated. Downlights that require holes to be left in ceiling insulation are another issue that has long reduced the effectiveness of insulation with few practical and affordable solutions. However, with IC-rated LED-downlights becoming more affordable, solutions are within reach of many people.

Over **50,000** Canterbury and West Coast homes are uninsulated or **under-insulated**.

## A changing environment

The environment in which CEA operates is rapidly changing. Reduced government funding and increased competition for existing grants has required new strategic partnerships where multiple partners are working together to achieve their goals.

CEA has foreseen this change, which is expected to continue into 2016, and has long prepared itself for it. Detailed client data collection has enabled sound reporting on how CEA is able to reach specific target groups and meet project goals.

Assistance to make homes warmer will still be needed in 2016 despite years of government subsidies and CEA will do its best to provide that help.

**Compulsory insulation for rental properties** is likely to be introduced in 2016.



## Health Research

Quantitative results on the health projects with the Canterbury District Health Board will be published in 2016. Preliminary qualitative analysis has already shown that installing insulation and heating in the homes of people with a health condition has beneficial effects and reduces hospital admissions.



## Changes to Residential Tenancies Act

It is likely that 2016 will see important changes to the Residential Tenancies Act that will include compulsory insulation for rental properties.



### **Community Energy Action Charitable Trust (CEA)**

CEA is a registered charitable trust under the Charities Act 2005.

Registration number CC28706

299 Tuam St  
PO Box 13759  
Christchurch 8141  
New Zealand

Keeping our community warm



By using recycled paper (Cocoon Offset, Cocoon Silk) to print our Annual Report, environmental impact was reduced by:



**20** kg of landfill



**601** litres of water



**3** kg greenhouse gases



**34** kWh of energy



**29** km car travel



**33** kg of wood

Printed on recycled paper. Carbon footprint data evaluated by Labelia Conseil in accordance with the Bilan Carbone® methodology. Calculations are based on a comparison between the recycled paper used versus a virgin fibre paper according to the latest European BREF data (virgin fibre paper) available.

Nearly **6500** people helped . More than **240** heating grants . More than **1200** houses insulated . Downlights replaced with LED's in **89** homes . **780** Homes fitted with curtains . Nearly **700** Home Energy checks . More than **600** Emergency repairs . **50** Energy efficiency presentations to professionals & community groups . Energy efficiency measures for nearly **200** earthquake damaged homes . Nearly **300** households assisted with power bills . Nearly **6500** people helped . More than **240** heating grants . More than **1200** houses insulated . Downlights replaced with LED's in **89** homes . **780** Homes fitted with curtains . Nearly **700** Home Energy checks . More than **600** Emergency repairs . **50** Energy efficiency presentations to professionals & community groups . Energy efficiency measures for nearly **200** earthquake damaged homes . Nearly **300** households assisted with power bills . Nearly **6500** people helped . More than **240** heating grants . More than **1200** houses insulated . Downlights replaced with LED's in **89** homes . **780** Homes fitted with curtains . Nearly **700** Home Energy checks . More than **600** Emergency repairs . **50** Energy efficiency presentations to professionals & community groups . Energy efficiency measures for nearly **200** earthquake damaged homes . Nearly **300** households assisted with power bills . Nearly **6500** people helped . More than **240** heating grants . More than **1200** houses insulated . Downlights replaced with LED's in **89** homes . **780** Homes fitted with curtains . Nearly **700** Home Energy checks . More than **600** Emergency repairs . **50** Energy efficiency presentations to professionals & community groups . Energy efficiency measures for nearly **200** earthquake damaged homes . Nearly **300** households assisted with power bills . Nearly **6500** people helped . More than **240** heating grants . More than **1200** houses insulated .