

C E A

Community Energy Action
Annual Report

2016

Community Energy Action in 2016

Providing practical, sustainable, energy efficient solutions to help create healthy living and working environments for our community.

Snapshot of the year:

3,011

people received
help from CEA

1,815

houses
insulated

828

homes provided
with curtains

260

heating appliance
grants provided

729

households
assisted with
heating costs

437

earthquake damaged
homes provided with
energy efficiency
measures

640

Home Energy
Checks performed

123

ventilation
appliances
installed

63

presentations
given

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Chair Review

2016 was yet another successful year for Community Energy Action (CEA) as an organisation, in providing insulation and advice to create healthy living and working environments to enhance lives and communities. A number of key projects that led to this year's success include the wrap up of the Canterbury Earthquake New Zealand Red Cross Repair Well and Warm and Well programmes that saw the number of homes and families benefiting being exceeded.

CEA's delivery of service over the last year has seen the team working in and around Christchurch, South and North Canterbury and the West Coast. To be able to service these areas we have been very fortunate to continue having very strong relationships and on-going support from New Zealand Red Cross, Canterbury District Health Board, lines companies, and councils and many other partners and contributors. Collaboration and partnership and aligned organisations objectives and goals are key things that led to the success of all the projects developed and completed in 2016.

There have been a couple of changes to the CEA Trust Board this year; a big thank you to Stephen Godfrey and Raewyn Moss who both stepped down as trustees after many years of leadership and commitment. Raewyn and Stephen's collective energy sector knowledge and market insight at local and national levels has been appreciated and we wish them the very best.

As we head into 2017, as an organisation we recognise we are in a changing world of

community and customer expectations and needs, combined with a shifting government energy and funding focus. There remains a strong need for the services and advice of CEA now and beyond. Over the coming 12 to 18 months the board along with Caroline and team will be ensuring CEA's strategic focus has diversity of funding so we continue to provide relevant services and support for years to come.

Lastly as an organisation we are nothing without the on-going dedication, enthusiasm and hard work of the CEA team in the office and out and about.

Don Chittock
Chair (2016-present)

Chief Executive Review

Community Energy Action (CEA) has been working tirelessly in the community for over 22 years, last year celebrating its 21st anniversary. Our area covers from Ashburton through to Kaikoura and more recently across the West Coast. It now gives me pleasure to present our annual report for 2016.

2016 has been a challenging, yet exciting year for all at CEA. Through it, it has been my privilege to work with our staff, partners and funders. The passion and commitment, not only from the staff, but also felt towards CEA throughout our communities, is humbling. We have seen the benefits of consolidation and partnership, throughout the communities we work in, by working across all sectors; NGOs, public, private as well as local and national government.

In the heart of everything we do is the commitment to providing practical, sustainable energy efficient solutions to help create a healthy living and working environment for all of our community. This means that whether you are a homeowner, landlord, tenant or business, our independent advice will be tailored to your individual requirements and budget.

Over this year, CEA has had a great deal to celebrate, as we continued to move forward whilst diversifying to ensure CEA's sustainability into the future.

One of our flag ship services, our Curtain Bank, turned 21, not to mention it having its most successful year to date. We celebrated the milestone in the first part of the year, with our friends, partners, funders and referrers.

CEA's earthquake repair and assistance programmes, in partnership with New Zealand Red Cross, were successfully completed and over achieved. 4,600 individuals directly benefited from those programmes alone.

Other successes included our continuation of partnership with the Energy Efficiency Conservation Authority (EECA) and its subsidised insulation programme, Environment Canterbury (ECan) and their clean heat programme, and working closely with the Canterbury District Health

Board (CDHB) and its public health department.

We entered into new collaborative relationships with other NGO's and philanthropic partners, and will continue these partnerships and others in the years to come. However, we know there is still much more to do. We estimate that over 50,000 homes in our area have no insulation or are inadequately insulated. We also know about, and there are many studies to show, the benefits of living in sustainably warm, dry, healthy homes. These will keep people healthy, and more importantly, out of hospital.

The challenges we face will continue through the years, as we work in the different demographics of our communities. I know that despite these challenges we all have the courage of our convictions. We have to be a voice highlighting the issues, whilst bringing to the attentions of councillors, politicians and community groups what our 22 years of experience has shown us. This in conjunction with the continuation of our work, helps make our communities a better place to live. CEA also has to continue to diversify and transition to enable its sustainability into the future.

I would like to take this opportunity to thank each and every staff member and volunteer for their commitment to CEA during a sometimes challenging, busy year. Change is never easy, however your commitment to the individuals and communities who reach out to CEA has never wavered, and their needs have remained paramount.

Finally I would also like to thank all our sponsors, funders and supporters for your commitment to CEA. It would not be possible to fulfil our mission without your continued support, and I look forward to continuing CEA's journey with you all into 2017 and beyond.



Caroline Shone

Chief Executive (2013 - present)

Summary

Community

Is at the heart of everything we do at Community Energy Action (CEA). Our goal is to help every home in our community to be warm, dry, healthy, and sustainably energy efficient. In 2016 we expanded our community to include the West Coast region, whilst continuing to run community projects in Canterbury with our partner organisations.



Energy

Is our expertise. Our qualified assessors and staff, who have been trained to a high standard, excel in customer service and have comprehensive knowledge of home energy and how to best utilise it. CEA takes a holistic approach to home health, including heating, insulation and ventilation, education and behavioural patterns, lighting, draught proofing and power bills.



Action

We help thousands of households every year to improve the quality of their home and energy usage. Almost every home in our community can benefit from our services. These range from free advice and information, to comprehensive home energy checks, cost effective energy efficiency solutions and insulation and heating. Our services can be catered to any income and situation.

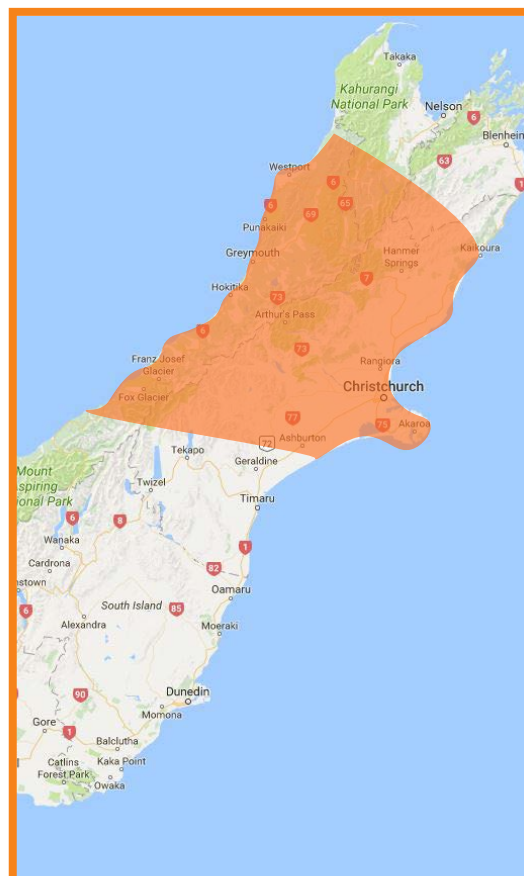


Energy efficiency as a means to achieve a warm, dry, healthy home is at the core of CEA's values. The three pillars of a healthy home are insulation, heating and ventilation. With this in mind, we aim to provide a holistic approach to improving the health of our community's housing.

Since CEA was established in 1994, we have improved the energy efficiency of tens of thousands of homes. These actions have ensured that people in our community are better educated, warmer and healthier, and many dollars have been saved in energy bills.

CEA's range of services include:

- Insulation
- Heating
- Ventilation
- Draught proofing
- Lighting
- Curtain Bank
- Energy Advice Service
- Affordable energy efficiency products.



CEA currently provides services in the Canterbury region, from Ashburton to Kaikoura, and on the West Coast.

Thanks to our funders

CEA is able to operate sustainably due to a variety of funding streams. Some examples of these:

Long-term funding partners, such as Orion, Mainpower, Genesis Energy, and the Energy Efficiency Conservation Authority (EECA), enable us to provide consistent, high quality services, such as energy advice, subsidised insulation, and curtains through our free Curtain Bank.

Project partners, like New Zealand Red Cross, Age Concern, and Environment Canterbury enable us to work with likeminded organisations, to provide much needed services and assistance to targeted groups. We have also benefitted from working with a number of philanthropic funders on our journey.

Self-generated revenue from insulating non-subsidised households. Any surpluses help us to fund insulation for low-income families, and to be prepared for unexpected additional costs on funded jobs, so that we don't need to pass these costs onto vulnerable households.

Our Organisation

At CEA, we are driven by a desire to make a positive difference in our community. With a diverse range of skills and backgrounds, and a strong sense of teamwork, we are continually moving forward as an organisation in the energy efficiency industry.



Some of our team in 2016

Our team

We are an organisation full of passionate people with a common goal; to empower people in our community to live sustainably.

- Our energy advisors, assessors and insulation installers are highly experienced, with many having more than 10 years experience in their field.
- A team of committed volunteers regularly assist our Curtain Bank staff to get donated curtains to those who need them as efficiently as possible. Our longest standing volunteer, Margaret, has been with us for 9 years.
- Our office based team undergo continuous training and have extensive experience communicating with people from a variety of backgrounds.
- Our dedicated Maori and Pasifika ambassadors, who are fluent in Te Reo and Samoan languages, help us to connect with communities who may otherwise not be aware of our services.

Maori & Pasifika Outreach

In 2015, CEA elected two existing staff members to establish new part-time roles as Maori and Pasifika ambassadors. In these roles, Hayley and Uma allocate time to establish closer connections with these communities, to ensure that CEA's message and services are highlighted to the most vulnerable Maori & Pasifika people in our community.

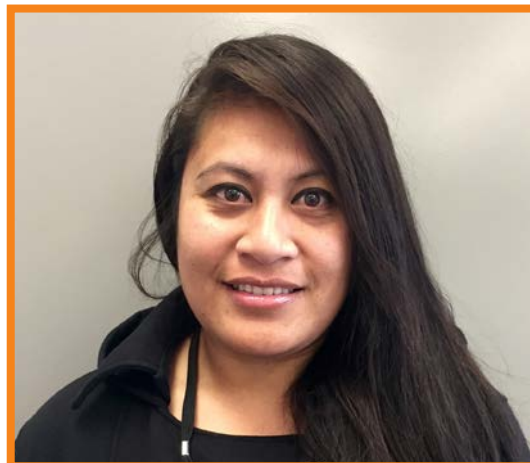


Hayley Mahanga
Māori Liaison Officer
Energy Advisor

In the eight years that Hayley has been with CEA, she has worked in many different facets of the organisation. She began in customer service, and is currently one of three female assessors on our team. As our Māori Liaison Officer, Hayley attends hui to talk about Māori-specific needs, and has done several presentations at maraes in both Te Reo Māori and English. After an event that Hayley spoke at, she received this feedback:

"The room (which was full of people from all walks of life) was totally absorbed in the way Hayley delivered her korero. Hayley understands implicitly the realities for Māori living with unsatisfactory housing that is often damp and very hard to heat."

Christina Henderson
Health Promotion Advisor - Māori Health



Uma Neli
Pacific Island Liaison Officer
Administration Assistant
& Customer Service

Uma has been with CEA for three years. Fluent in Samoan, she has the ability to engage with people who do not have a strong grasp of English, and approach them in an empathetic manner.

In 2016, Uma increased her community engagement in her role as Pacific Island Liaison Officer. Throughout the year, Uma made several appearances on local Samoan radio; speaking to listeners about the services CEA has available, the rights that tenants have in regards to housing quality, and the effect of a cold, damp house on peoples' health. Her appearances led to a flurry of enquiries, made more successful by Uma's ability to speak in Samoan to potential customers, in the office and on the phone.

Health and Housing

The Latest Research

In 2011 a Healthy Homes Programme was developed to help keep people in their own homes and communities rather than using hospital services. This project recognised Canterbury's compromised housing stock following the 2010 and 2011 earthquakes. The Canterbury District Health Board (CDHB), CEA and partnering organisations understood the potential benefits for frequent users of the health system, of living in warm and dry homes, including improved physical and mental health.

In 2016, the findings of three years of research into health and housing was published by CEA and the CDHB. The project involved providing insulation and heating appliances to households where occupants had previously been hospitalised due to cold-related illnesses. Of the 1500 households assisted, 900 frequently hospitalised people were included in the study.

Beyond the reduction in hospitalisation, there are a number of continuous benefits for recipients of this energy efficiency intervention programme:

- A single intervention of insulation has a life span of 40 years, which benefits the recipient, other people living in their household, and any future occupants of the dwelling.
- Occupants may feel a sense of empowerment through improved physical health, mental health and/or an improved general state of mind.
- Reduction in absenteeism from work/school for all home occupants due to improved overall health.
- Reduction in other primary and community services required for intensive post-discharge rehabilitation.
- Establishment of other successful working relationships with a range of organisations, with a focus to assist vulnerable families.

Key findings*



*From the 900 patient sample. The full report is available on our website at www.cea.co.nz/research

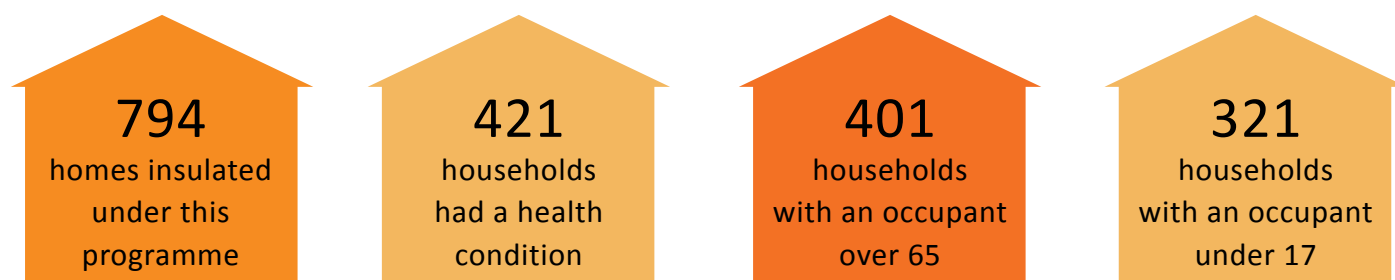
The Healthy Homes report was published in a number of media outlets, including The Press, NZ Doctor, TV One News, and many local newspapers and newsletters. CEA would like to thank the following organisations for their contribution and collaboration on this study; CDHB, EECA, Orion, Mainpower, Primary Health Organisations.

Energy Efficiency Conservation Authority: Warm Up New Zealand

CEA has been a service provider for the Energy Efficiency Conservation Authority (EECA) on a number of energy efficiency initiatives since 2008. From 2013 to 2016, the Warm Up New Zealand (WUNZ) programme, which provided insulation subsidies for both homeowners and rental properties, assisted occupants who met the following criteria;

- A health condition, or
- A child under 17, or
- A person over 65.

In 2016:



In addition to the EECA funded insulation installations, CEA was able to assist households in other ways to help them become more energy efficient. Many households were provided with curtains from the Curtain Bank, and took advantage of our free Energy Advice Service.



Paula's Story

Paula had ceiling and underfloor insulation installed with a polythene vapour barrier. She received an EECA subsidy for homeowners.

"It's made a great difference, it's much warmer when I get up in the morning. The temperature is steady, it doesn't drop... I am comfortable. I love coming home, it's so cosy, and that's why everyone comes here!"

Elderly Health: Age Concern Partnership

In 2016:

78

households
assisted

62

insulation
installations

16

heating
installations

It is undisputed that a warm, dry home results in healthier occupants. By forming collaborative partnerships with like-minded organisations, we can ensure that vulnerable groups in our community receive the services they need to keep healthy. In 2016, one such collaboration was between CEA and Age Concern Canterbury.

CEA and Age Concern Canterbury recognise that a healthy home is particularly pertinent in the elderly community, and the two NGO's have worked together in various programmes over a number of years.

Most recently, Age Concern provided funding that allowed CEA to install insulation and, where needed, heating appliances, in over 100 homes occupied by older people.

We know that the elderly population is over-represented as a proportion of hospital admissions. By providing tools to prevent common illnesses, which frequently lead to more serious ones, there is no doubt that there is benefit for the individual, and the wider community.



"CEA have been there, done that, and got the insulated T shirt. So when Age Concern Canterbury needed to partner with someone to support older people with winter warmth – they were the obvious choice. We had some funding, generously donated, and they had the skills knowledge and reach we needed to maximise the funding we had, to ensure older people in Canterbury were not cold over the winter months. Aside from the hardware, as it were – insulation, heat pumps, curtains and double glazing cling film – the service I am most impressed with is the 'energy advice' they can give everyone on how to minimise their power bills and make their homes warmer, dryer and safer. I have not met a single person who has not learnt a new trick that will see them manage the cold winter better.

It's been great working with CEA –and we look forward to a continued strong relationship, working towards the common goal of ensuring winter warmth for older people."

Simon Templeton, Age Concern

Environment Canterbury Air Quality Programme

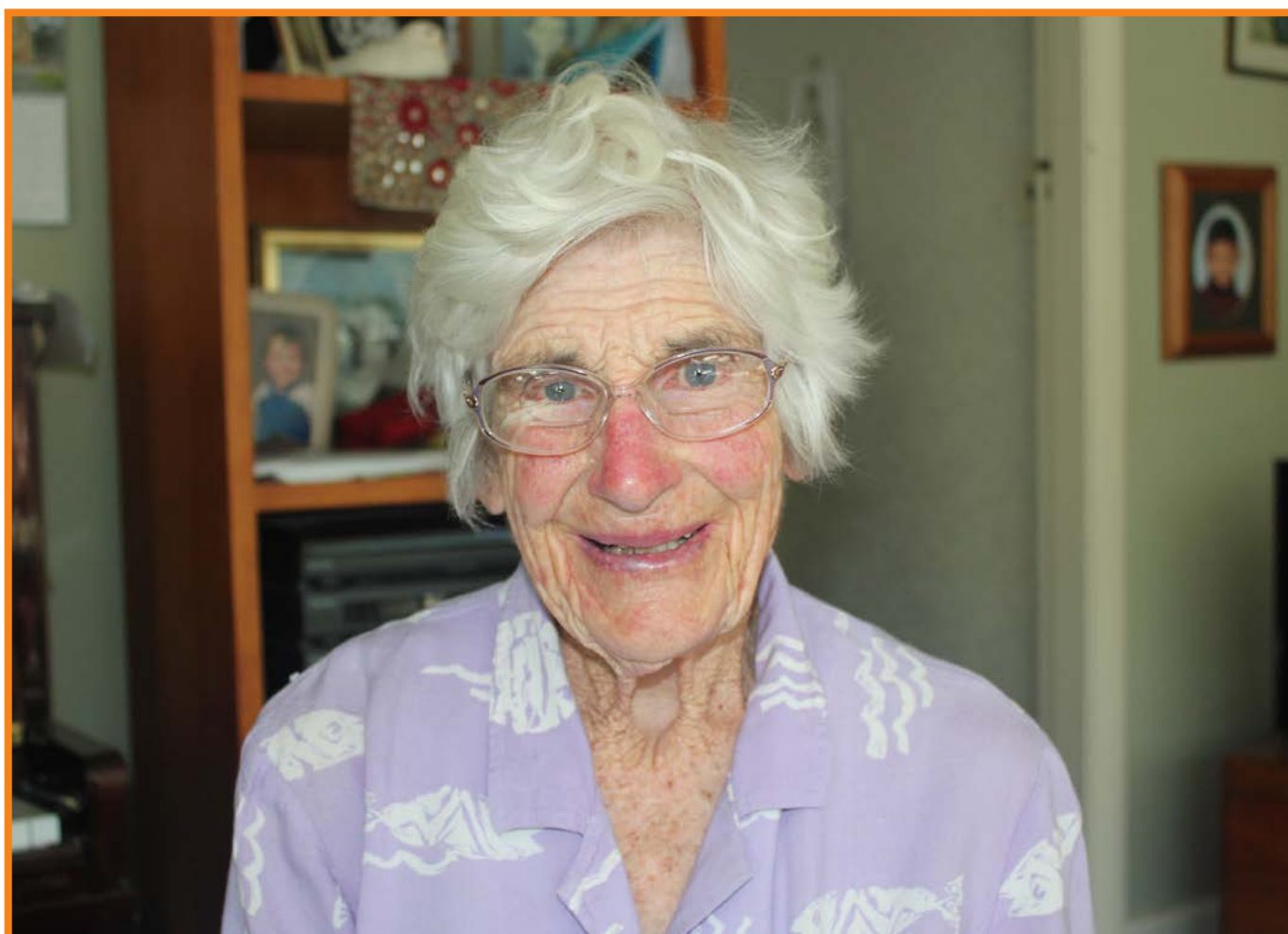
Approximately
13
heat pumps
installed

Approximately
30
wood burners
installed

The Environment Canterbury (ECan) Air Quality Programme is an ongoing initiative to improve the air quality of the Canterbury Clean Air Zones (Christchurch, Kaiapoi, Rangiora, Ashburton), in an effort to meet the national environmental standards for ambient air quality.

CEA began working in a community partnership with ECan in 2016 to identify households within the clean air zones that have woodburners over 15 years of age. Qualifying households are referred to CEA, and one of our Energy Advisors perform a Home Energy Check.

Once the Home Energy Check is completed, a quote is issued, and an advisor then discusses with the customer the affordability of the quote. Taking into account several factors, including financial circumstances, the number of occupants in the house and their ages, and any health issues in the household, CEA provides recommendations to ECan regarding funding; if approved, CEA then arranges with the household and a heating company to have either a heat pump or low emission wood burner installed. The programme is set to continue in 2017 with updated eligibility criteria (see www.ecan.govt.nz).



Changes to Residential Tenancies Act

In mid-2016, the Residential Tenancies Act was amended, with new minimum requirements for housing introduced. New laws state that; social housing must be insulated where possible, in 2016, and; all rental properties are now required to have insulation, where possible, by 2019. The level of insulation must also be stated on all new tenancy agreements as of January 2017. Additionally, new laws for smoke alarms have been introduced.

EECA provided new criteria subsidies for landlords to insulate their properties, of which CEA is a service provider. 2016 saw us working closely with landlords and property managers to ensure their properties meet the new standards. In 2017 CEA will continue to insulate rental properties in Canterbury and the West Coast, in order to help landlords meet the 2019 deadline.

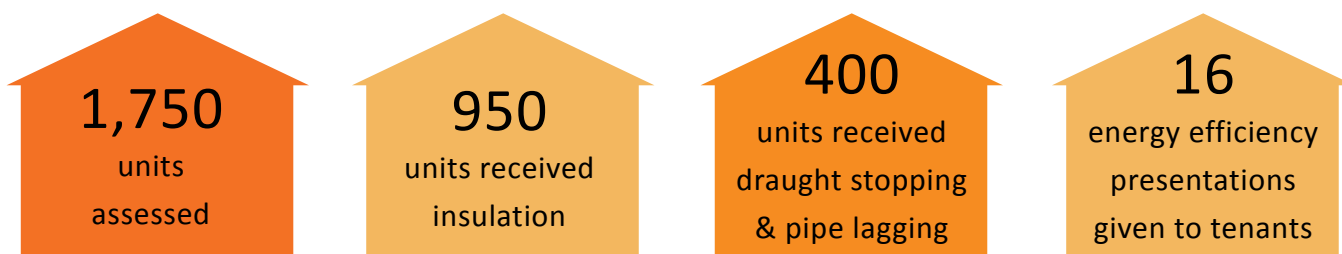
From July to December 2016:



Social Housing Insulation

In the Healthy Homes Programme report, a number of people assisted were identified as being Christchurch City Council (CCC) Social Housing tenants. In October 2015, CEA joined with the Christchurch City Council to formalise a programme that was already underway to assess and insulate Council-owned social housing units. Working in partnership with funding from EECA, the Christchurch City Council and CEA have been able to help improve the living conditions of hundreds of social-housing occupants in Christchurch.

As of December 2016:



The mobile curtain bank visited the majority of the CCC social housing complexes to provide free, good quality, recycled curtains to anyone who needed them. Draught proofing measures were also provided where needed. Where units were not able to be insulated due to physical restrictions, CEA provided blankets and hot water bottles to tenants to help them keep warm.

“There are still an estimated 50,000-80,000 low income family homes that are either uninsulated or under-insulated in Canterbury and the West Coast”

Caroline Shone, CEO



Expanding CEA: West Coast

Recognising that many people are in need of our services beyond our community in Canterbury, CEA reached out to local government agencies and local businesses on the West Coast in 2016, and begun some highly successful partnerships. This included working with district councils to improve the energy efficiency of their social housing, with Grey District Council taking the initiative to help their elderly tenants keep warm.

Elderly Social Housing

Working with the Grey District Council, and sourcing materials via the locally owned Mitre 10 Mega Greymouth, CEA assessed 115 social housing properties for the elderly. CEA provided ceiling and/or underfloor insulation for 103 properties, and where it was not possible to upgrade insulation, the remaining houses were given blankets, hot water bottles, and scoopies to reduce condensation.

CEA also provided free information on behavioural changes the tenants could make, which would help make their homes healthier. This included advice about ventilation, utilising solar gain, and removing condensation.

An interim evaluation of these tenants found that 91% of them identified an improvement in the warmth and dryness after two months. Despite the short time frame between insulation and evaluation this improvement was statistically significant. One third of tenants reported the insulation had already made a positive change in their lives. The Grey District Council received positive feedback from a number of tenants about the improvement to their health and wellbeing, after the interventions.

"Working with CEA to bring our flats up to current standard was zero fuss, their team worked fast and efficiently. We have had reports from many tenants about how much warmer and drier their flats are now with the upgrade. Thank you."

Sarah Conroy, Grey District Council

91%

of tenants reported*
an improvement in
warmth and dryness

one third

of tenants reported*
experiencing a positive
change in their lives

*after two months

CEA intends to work with other district councils on the West Coast in 2017; Buller District Council and CEA are currently collaborating to insulate the district's social housing in the near future.



CEA Chief Executive, Caroline Shone & Grey District Council Corporate Support/Property Officer, Sarah Conroy

21 Years of Free Curtains

In 2016, our Curtain Bank celebrated its 21st birthday, and CEA reflected on its journey -

1995

The Curtain Bank opens for business with 150 sets of curtains. Initially it is supported by a grant from EECA, and collaborates with ten community agencies that provide referrals.

1998

Continuation of funding application successful through the Government's Energy Saver Fund.

1999

Crown Health provides support for the Curtain Bank.

2000

CEA moves from premises at the Orion building to our own building.

2004

Mainpower becomes a long term sponsor.

2009

The Curtain Bank begins to provide curtains for the whole house.

2010

Having outgrown a few premises, CEA and the Curtain Bank move to a larger building on Moorhouse Ave. One month later, a storm hits, flooding the building (thieves had stolen the copper from the roof) and closing the Curtain Bank for several days.

Genesis Energy becomes a long term sponsor of the Curtain Bank.



2011

The Christchurch earthquakes displace CEA and the Curtain Bank multiple times over a three year period - the Curtain Bank operates from a variety of temporary premises, including a staff member's garage.

2012

The Curtain Bank begins to provide linings for all curtains.

2013

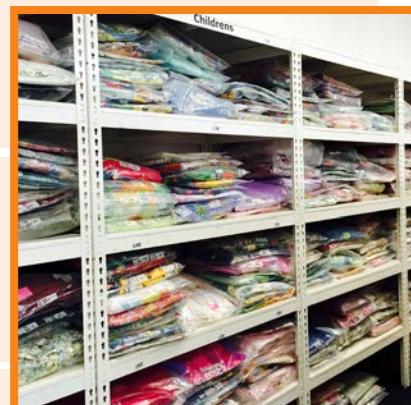
CEA removes the Community Services Card criteria, and makes curtains available to all households. Increased number of donation bins placed in greater Christchurch.

2014

CEA moves one final time, to current premises on Tuam St.
Mobile Curtain Bank begins operating.

2016

Long time volunteer Margaret appears on TV One's Good Sorts segment. The Mobile Curtain Bank begins visiting rural areas.



2016

In February, the annual Curtain Bank morning tea was held to celebrate 21 years of Curtain Bank operations and as always, raise awareness of the service with referrers and interested stakeholders. Over 50 people attended this event, representing health, social and community organisations. One of CEA's Senior Energy Advisors provided a short presentation on energy advice tips that referrers could pass onto their clients.



2016 birthday celebrations: Glenn Livingstone with Curtain Bank staff and Margaret (volunteer)

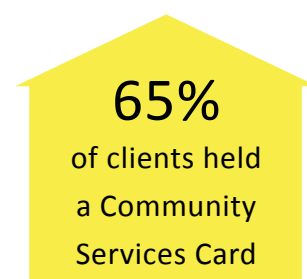
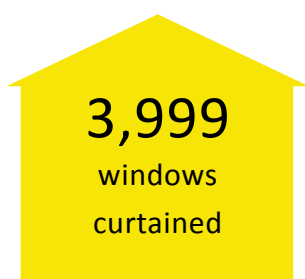
The Curtain Bank in 2016

Windows are the easiest route for heat escape in most households, particularly if they are single-glazed and have gaps. The average house can lose up to 20% of heat from these windows alone. We know that it is expensive and inefficient to heat a room where the heat is escaping. Supplying free, recycled double-layered curtains for vulnerable households is a simple, practical measure that helps increase the warmth, comfort, privacy and wellbeing of occupants within their homes.

The Curtain Bank is recognised by the community, referrers, funders and other community organisations as CEA's flagship service. CEA has been supplying good quality, second hand curtains to households in need for 21 years. Double-layered curtains are the most cost effective way of reducing heat loss through windows, especially in rooms which are heated the most - typically the living room and bedrooms. Other options such as buying new curtains or retrofitting double glazing are unaffordable for hundreds of households. The Curtain Bank meets this need effectively.

Recycling good curtains also helps to reduce the amount of waste going to a landfill, which is a significant ongoing environmental issue throughout the country.

2016 by the numbers



Mobile Curtain Bank

Our Mobile Curtain Bank has been in action since 2014. Some of our most vulnerable customers are unable to get to the Curtain Bank to choose their curtains, for various reasons. In these circumstances, the Mobile Curtain Bank can visit vulnerable customers in their homes, and assist with measuring, choosing and installing curtains. The Mobile Curtain Bank visited 40 private properties in 2016.

The Mobile Curtain Bank also helps CEA to maintain a presence in the less centralised parts of our community. Visiting libraries, schools and churches in greater Christchurch, as well as journeying to other towns such as Kaikoura, help us to reach more people in need.

Curtains for Christchurch City Council Social Housing

During the year our Mobile Curtain Bank visited a number of Christchurch City Council social housing complexes to provide curtains to vulnerable occupants. This programme was extremely well received by the tenants and applauded by the Councillors and Housing Department of the Christchurch City Council.

70

social housing
units curtained

Thanks to our Curtain Bank supporters



Partnering with socially responsible organisations and other community groups is invaluable to what we do at CEA. By working together, we can ensure that the most vulnerable members of our community have access to the essential services they need. The Curtain Bank could not function without the consistent and generous support from our sponsors.



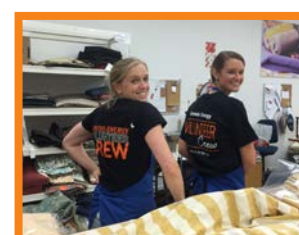
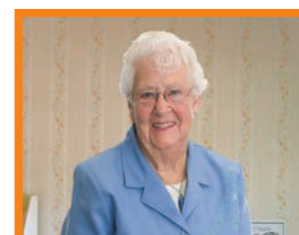
Thank you to Genesis Energy and the NZ Lottery Grants Board, for their many years of sponsorship of the Curtain Bank. We would also like to thank Pub Charity, who kindly provided funding for a new sewing machine, which we purchased in 2016.

Thanks to our volunteers

The Curtain Bank could not operate without the help of its loyal volunteers. Regular, reliable volunteers help out on a weekly basis, measuring, folding, labelling and helping to create a warm and convivial atmosphere. Sadly in late 2015 we said goodbye to one of our most loyal volunteers, Val Katene.

One of our long serving volunteers, Margaret Cone, has been coming in to work in the Curtain Bank regularly, for many years. She was featured on TV One's Good Sorts programme.

We are also lucky to have the support of various organisations, who allow their staff to come in for a day and help out. Genesis Energy volunteers visited the Curtain Bank in February, to assist for the day. In August, BNZ held its annual "Closed for Good" day, and several of the local BNZ staff spent the day working in the Curtain Bank.



Earthquake Repair Projects

The Repair Well and Warm & Well programmes were a three year collaboration between CEA and New Zealand Red Cross. The programmes, which ended in December 2016, were aimed at improving the lives of vulnerable, low-income households affected by the Canterbury earthquakes. Together these programmes improved the lives of over **4,600** direct recipients.

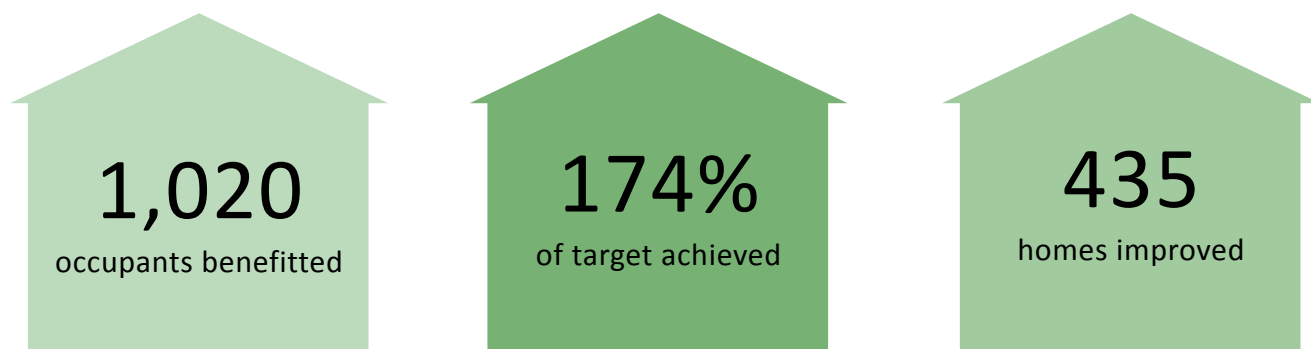
The programmes also improved the condition of **1,707** homes, through the provision of repairs, insulation, energy efficient heating and lighting, and ventilation. These interventions will benefit both current and future occupants of the homes. A report detailing the success of these two projects will be published in mid-2017.

Repair Well

The Repair Well programme was established in January 2014 with a view to assist repairing 250 earthquake damaged homes, to be warmer, drier, and more energy efficient than they had been prior to the earthquakes. The aim of the programme was to improve the lives of vulnerable families living in earthquake damaged homes. The three year programme assisted vulnerable, low-income households with occupants with health issues, by installing insulation and providing heating, ventilation, and weather-tightness, security and sanitary repairs.

Quantitatively, the programme was a success, exceeding the target by nearly 200 homes. But the real benefit to the household is found by talking to the householders, and seeing just how much the programme changed their lives. Anecdotal evidence has shown that after interventions, occupants saw an improvement not only in their physical health, but in their mental wellbeing.

Project totals:

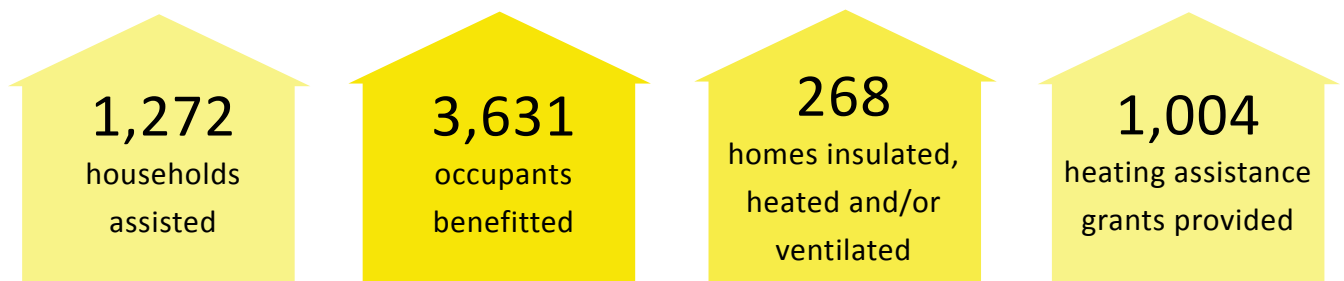


Warm & Well

In 2015, in the midst of the success of the Repair Well programme and the publication of draft results from the Healthy Homes Initiative, the Warm & Well programme was created. With the same goal of improving health outcomes for vulnerable people by improving earthquake damaged homes, the programme provided Full Home Efficiency Grants (insulation, heating and ventilation), and Heating Assistance Grants (electricity payments or firewood).

Many of those assisted under this programme were identified through the earlier Repair Well programme but due to funding constraints had not been able to be assisted. Others were identified by CEA Assessors through normal day to day interactions as the programme progressed. A significant number of households assisted through the programme heard about it from family, friends and neighbours; or were referred from health or social services providers. Due to the high volume of word of mouth referrals, the programmes were never highly publicised.

Project totals:



Post intervention surveys of Warm & Well clients found a marked improvement in the quality of life for the majority of respondents:

- 99% reported that their home is now more comfortable to live in
- 94% reported that the energy advice given to them by CEA assessors has made a difference to them being able to take actions to improve the health of their home
- 92% reported an increase in their quality of life
- 75% reported that receiving the interventions has or may have made a difference to them being able to remain in their own homes (rather than going into assisted/residential care)
- 53% reported an improvement in their overall health
- 30% reported having fewer medical appointments.



Nannette & John's Story

"With the battles we've had with insurers and builders, when someone comes along and says 'I want to help you' you don't know whether to laugh or cry. We were surprised, delighted, gobsmacked...incredibly appreciative".

Collaborative Partnerships

The Repair Well and Warm and Well programmes highlighted the effectiveness and value in organisations with similar goals and ideals, working together in an effective collaborative partnership. The results of both programmes exceeded expectations in terms of the number of homes assisted, and the impact on the wellbeing of the occupants.

Feedback from recipients identified that the programmes not only benefitted their physical health, but also their mental wellbeing. Many of those assisted had faced years of uncertainty and stress following the earthquakes; they had few other options or places to turn to for assistance.



Nicky & Renee, Repair Well Project Support Officers



Some of the thank you cards from our customers

Repair Well Video

In May 2016, a video showcasing the Repair Well programme was launched in Christchurch. The Celebration of Partnership event, hosted by CEA and New Zealand Red Cross, was attended by over 60 stakeholders, including leaders from the business, community and political arena. The video focuses on the stories and impact of the programme on the individuals and families who received help. It has been viewed over 7,000 times, and feedback has been extremely positive.



To watch the film, follow the QR code, or visit
www.cea.co.nz/programmes



Customer Feedback



Roy & Lorraine

An elderly couple that were referred to CEA through their doctor, were delighted with the assistance they received. CEA was able to assist them through both the Find & Fix and Repair Well programmes.

"The house was draughty, cold, rattling. It's a lot warmer now. We started to get crook in winter because it was so cold. We had no insurance, but thought we had. We don't get colds and flus as much."

"A very big thank you very much for everything you (CEA and New Zealand Red Cross) have done for us. You all went well overboard for us. Thank you all once again as we cannot thank you enough for the work you all have done for us. Thank you all again...Here we go again, we just cannot thank you enough!"

Roline & Mark

Roline and Mark live with their four children and their older parents. They own their home which was insured and has had earthquake repairs completed.

They are multigenerational Samoan, with occupants both over 65 and under 17 years of age, including a daughter who suffers from severe asthma.



"Our home is definitely warmer and sunnier. CEA organised some of the trees to be cut down to let in the light, it's less damp. The thermal curtains have kept it warmer too. Our middle daughter is asthmatic, she was wheezing all the time. Emily hasn't been sick at all this winter and her skin has improved – she has eczema which was related to her asthma. No-one has been sick this winter. Emily has hardly had to use her inhaler."

"Getting up in the morning used to be really hard. The air in the house was so icy cold. It was really hard getting the kids up. We used to sprint from one heated room to another. It's much easier in the morning now...we leave the heat pump on and it heats the whole house, and our power bill is less. In the morning I used to turn the oven on to heat up the kitchen for when the kids would eat breakfast. It's warm when we wake up in the morning now."

CEA in the Media

As usual, CEA was a regular contributor to print media across Canterbury and the West Coast in 2016. Many neighbourhood newsletters included a seasonally relevant article in every issue, as energy efficiency is important year-round. CEA provided a regular “top tips” column for the Ellesmere Echo, which ran throughout autumn and winter, and into the start of spring.

Regional Press have also picked up on some of CEA’s human interest stories, such as Warm & Well client Ngaire, who was provided with a firewood grant, but, unable to stack it herself, had help from CEA staff, St John, and three Crusader rugby players.

CEA’s main message to the public in 2016 was encouragement to take up the available insulation subsidies while they are available. Alongside this message, the Curtain Bank, free energy advice service, and affordable energy efficiency tools were promoted.

Social media has become an increasingly important communication channel for all businesses. CEA actively focussed on maintaining a presence online in 2016, and our following on Facebook is growing. Running competitions, Q&A’s, and providing regular tips and advice, as well as uploading our videos from 2015, helps us to do this.





A selection of the many print media articles that CEA contributed to in 2016

Recognition & Awards

CEA has been recognised on a local and national level for our contribution to the community.

In 2016:

We were recognised at the annual Energy Efficiency Conservation Authority (EECA) Awards as a highly commended runner up in the Fujitsu General New Zealand Community Category.

CEA was also highly commended at the Canterbury Business Awards, in the Community Category.

Education & Advice

A large part of achieving CEA's goal of warm, dry, healthy homes for our community, is education. Behavioural changes are equally as important as insulation and heating in keeping households healthy and energy efficient. CEA provides a free energy advice service over the phone or by email, available to anyone who needs information about energy efficiency. In addition to this we provide a number of other educational services:

Presentations

CEA provided over 60 educational presentations in 2016. Talks were given to householders, community groups, and health organisations in our community, and information was tailored to suit the needs of each group. Michael Begg (Senior Energy Advisor), CEA's marketing team, Chief Executive Caroline Shone, Hayley Mahanga (Maori Liaison Officer) and Uma Neli (Pacific Island Liaison Officer) all gave informational talks in 2016.

Some of these presentations took place on CEA premises, allowing us to utilise our display room to demonstrate the issues discussed. The display room is a useful tool to help individual clients, and we also encourage people who work within the community to visit the display room, to gain a better understanding of how we can assist their clients.

CEA also maintained a presence at many relevant expos, such as the Christchurch Home Show, and University of Canterbury's Winter Wellness Expo. These events are an opportunity for CEA to showcase their services and have one on one discussions with people about energy efficiency.

CEA also spoke at a number of Council deputations, to community boards, public health boards, Canterbury and West Coast Regional Councils, and Christchurch City Councillors.



Home Energy Checks/Build Back Smarter

2016 saw the continuation of Home Energy Checks – comprehensive home energy assessments that investigate insulation, heating, ventilation, hot water, curtains, draught stopping, power bills, and behaviour. Our qualified energy advisors then produce a written report of recommendations, prioritised by importance and categorised by cost to implement. This effectively provides the home with a blueprint to optimise their energy efficiency. CEA has received significant positive feedback about the immediate and ongoing usefulness of this service.

CEA energy advisors completed 640 Home Energy Checks in 2016. Thanks to MainPower, Orion, Environment Canterbury, New Zealand Red Cross and Christchurch City Council for providing funding.

Design Well Checks

Design Well Checks are an assessment of new building plans, where a qualified energy advisor provides information about how to make the new home as energy efficient as possible, accounting for occupancy and lifestyle factors. In 2016, we performed 4 of these assessments. An unreleased report by Christchurch City Council commended CEA's work performing Build Back Smarter assessments on their behalf.



Online Education

As online communication becomes more prevalent, CEA has worked to increase our online presence in 2016. CEA invested in growing our online following on Facebook, and utilised the platform to educate followers about simple behavioural changes that increase the warmth, health, and energy efficiency of a home. We also began to upgrade our website, making changes to the ease of access and depth of information available to householders, funders, landlords and community organisations.

Student Engagement

With the changes to the Residential Tenancies Act meaning that more and more students qualify for subsidies, CEA worked to strengthen our communication to the student community. CEA attended three university events in 2016, holding a stall with curtains and CEA merchandise to give away, as well as a tip sheet outlining how to check your insulation, and how to know if you qualify for subsidies.



Annual Curtain Bank Coffee Morning

The Curtain Bank Coffee Morning is an annual opportunity to update referral organisations about our services and how we can help their clients. As usual, the educational event was attended by various individuals and organisations who work with our community – we provided a behind the scenes look at how the Curtain Bank works, and a short presentation about our other services. 2016 was also an opportunity to celebrate the 21st birthday of the Curtain Bank and reflect on its' journey within the community in that time.



2017 Educational Calendars

CEA produced three calendars for 2017, each partnered with a different likeminded organisation. Like previous years, the calendars included top tips for each month of the year, and a built in temperature strip that measures the warmth of the room. All three calendars were fundraisers, and money raised from sales went to a good cause relevant to the partner organisation.

Grey District Council x Mitre 10 Mega Greymouth x CEA



Following the successful social housing project, CEA, Grey District Council, and Mitre 10 Mega Greymouth teamed up again to create locally focussed educational calendars.

The 2017 calendars were partially funded by Mitre 10 Mega Greymouth. Grey District Council donated some beautiful images of West Coast scenery.

The calendars were sold and promoted by all three organisations, and proceeds from sales were collected as a fundraiser for the 2017 Grey District Waitangi Day Community Picnic. However due to poor weather, the picnic was cancelled. It was decided that the money raised will now go toward the 2018 picnic.

Orana Wildlife Park x CEA



This collaboration aimed to target a group that is highly responsive and can have a surprising level of influence on family education – children. Orana Wildlife Park provided 12 lovely photos of their different animals, alongside information about the animals that demonstrated their similarity to humans, in respect to keeping warm and/or cool.

On every page, our collaborative mascot, the meerkat, explained the top tips for keeping human households energy efficient during each month.

The proceeds from these calendar sales went toward the care and conservation of the animals at Orana Wildlife Park.

New Zealand Conservation Trust x CEA

These calendars showcased New Zealand's precious native species; 11 species of bird and one native eel. The New Zealand Conservation Trust's (NZCT) focus is to help ensure a healthy environment for our native species to thrive in – this mission aligns closely with CEA's goal of creating healthy living environments for our communities.

Facts about the animals were also included, with many of them relating to the environment in which they live. Not surprisingly, their environment is a significant factor in the endangerment of some species. Helping to protect our natural environment is a by-product of being energy efficient, and CEA plans to focus more on this area in the coming years.

Funds raised from these calendars were put towards caring for the animals under care of NZCT, specifically the construction of a new kiwi enclosure at their



Funders & Partners in 2016



Our Funding Relationships

CEA has always maintained a diverse range of funding streams. Many funders have been supporting us for over 10 years – a special thanks to EECA and Orion (formerly Southpower) who have supported CEA for 20 years or more.

As well as generating income from working on non-subsidised work with general income households, CEA relies on its varied funding streams to help those in the community who need it most. We would like to thank our sponsors from 2016, for their shared vision in a warm, dry, healthy and energy efficient community, and their valuable contributions to help us achieve this goal.

CEA as a Sponsor

Organisation-wide, CEA has a unanimous love of animals, as well as people. Wanting to reach out and help other likeminded organisations who have a positive impact in our community, as well as on the environment, CEA approached two other charitable trusts, Orana Wildlife Park and Willowbank Wildlife Reserve.

Both of these organisations aim to create healthy environments for the animals we share the world with. By reaching out to them and developing a relationship, CEA is able to reach people who may not otherwise know about our services, some of whom may really need them. This synergy between organisations further demonstrates our core message, of creating healthy living and working environments for all our living world, be they animals or people.

Orana Wildlife Park

CEA continued to sponsor the meerkats of Orana Wildlife Park in 2016. Recognising the connection between the family orientated mammals, and what we do in our organisation, we sponsored the meerkat enclosure for the third year running.



Willowbank Wildlife Reserve

The kiwi is one of our most vulnerable native birds, and a healthy, predator free environment is essential to ensure their livelihood. CEA also works to provide a safe and healthy living environment for the most vulnerable people in our community, and recognising the similarities in the two trusts missions, CEA decided to continue sponsorship of the kiwi for a second year.



Financial Statement

CEA would like to thank its funders and sponsors that continue to support the valuable goal of creating warm, dry, healthy homes for our community. In 2016, a number of programmes CEA was involved in came to an end, as well as a reduction in Government funded subsidies for insulation. As a result of this, CEA has worked to diversify its income streams, focussing on generating non-subsidised insulation work, and expanding services to the West Coast and Kaikoura.

Statement of Financial Performance for Year Ending 31 December 2016

	2015	2016
Income	\$2,567,789	\$4,584,944
Less cost of sales	\$1,692,043	\$3,201,193
Gross margin	\$875,746	\$1,383,751
Other income	\$1,272,601	\$498,862
Gross surplus	\$2,148,347	\$1,882,613
Less expenditure	\$2,523,097	\$1,831,937
Net Surplus	\$(374,750)	\$50,676

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 2016. The auditor was BDO Christchurch.

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

Sources of Income

- Products sold
- Insulation and other non-subsidised services provided
- Grants received
- Research
- Curtain Bank maintenance



CEA's ability to attract funding from multiple providers and to connect the various services and funding streams with those who need it most... results in better outcomes and warmer, healthier homes for our Canterbury communities.

Karen Upton, Environment Canterbury

Looking Ahead

Research from the European Union shows non-government organisations are important intermediaries between household communities and government. We know, from numerous media stories, and the results of the Healthy Homes initiative discussed in this report, that people who are living in warm, dry homes are less likely to become unwell, and less likely to need hospital assistance when they do fall ill.

With this in mind, CEA will continue to focus on improving living and working environments. This focus is not only a solution to housing quality issues, but a preventative intervention in the health sector. Going forward, we will continue to concentrate on insulation, heating and ventilation, but also look to include other areas of energy efficiency and conservation.

Sustainability through Diversification

CEA takes a holistic approach to home health; part of creating healthy indoor living environments is protecting our wider, outdoor environment. CEA is increasingly focussed on sustainability.

Environmental protection is intrinsically linked with energy efficiency, and as our climate continues to change, it is imperative to ensure that our organisation and its services are environmentally friendly.



Rental Properties

In 2017, CEA will continue to encourage landlord uptake of EECA subsidies for rental properties. This will involve working closely with property managers and using marketing material to educate private landlords and tenants about their responsibilities.

Website Launch

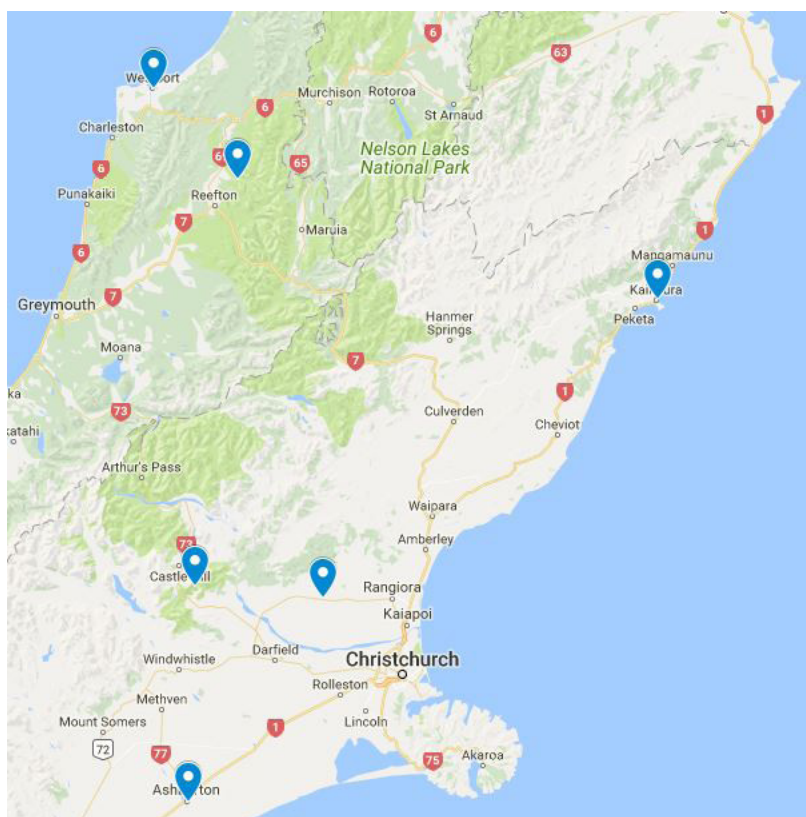
CEA's website is in the process of being updated, and the launch of the new platform is planned for early 2017. The new site will be sectioned according to stakeholders, and reveal an updated logo.

Geographic Diversity

50,000-80,000 homes in Canterbury and the West Coast have no insulation, or inadequate levels by the current standards. In 2017, CEA will continue working with district councils, property managers, landlords and homeowners to reduce this figure, and ensure healthy homes for everyone.

The 2016 Kaikoura earthquake resulted in significant damage to many homes in North Canterbury. CEA's previous experience assisting earthquake damaged homes in Christchurch and surrounding areas means we have the processes, systems, and trained staff in place to help North Canterbury households recover. The Mobile Curtain Bank will be making trips up to provide households with curtains and advice. In order to provide the level of assistance required in the region, additional funding is required from sponsors.

CEA also has plans to work with the district councils in our wider community, such as Selwyn, Ashburton, Waimakariri, Buller and Westport to ensure that households living in rural areas have access to the services they need, and receive necessary education to maintain a healthy home, and a healthy life.







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