

# ANNUAL REPORT

# 20

KEEPING OUR COMMUNITY WARM

# 22



community  
energy action  
charitable trust



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# Keeping Our Community Warm

Welcome to our 2022 Annual Report. This is a showcase of our achievements, progress, and commitment to excellence throughout the year.



# About Us

At CEA, we believe that every family has the right to live in a warm, dry, and healthy home. Through various funding streams and donations, we can provide subsidised insulation and heating services across Canterbury and the West Coast. This removes the financial barrier for many families, allowing them to have a warm, dry, and healthy home.

Based in Christchurch, we currently have 32 staff and 16 volunteers who work on projects across Canterbury and the West Coast. Our head office is in Riccarton and our Curtain Bank and insulation warehouse share premises inside the central city.

We are proud to present our 2022 Annual Report. Following the restrictions of COVID-19 in previous years, this year allowed us to reconnect with customers and our community. Read on to learn about the work we undertook, our highlights, our financials, and our future plans.







# A Message From Our Chairman

Community Energy Action continued its great work delivering home energy efficiency measures to the community. These measures included insulation, heating, Home Energy Checks and products to make the home warmer and drier.

During the year, Community Energy Action installed insulation into 1275 homes, undertook 199 Home Energy Checks, performed 1800 home assessments, and gave 24 educational talks in the community.

Our thriving Curtain Bank had enormous demand with 13,500 square metres of curtains supplied. I would like to thank our two key sponsors of the Curtain Bank, Genesis and the Lotteries Commission, for their continued support in 2022. We couldn't have done it without you.

Sponsorship of our insulation program is critical to be able to deliver insulation into low-income homes for free. The Government, via the Energy Efficiency and Conservation Authority, provided 80% of funding to qualifying homeowners. The remaining 20% was made up of funding from the following organisations.

- Orion Group
- Development West Coast
- MainPower
- EA Networks
- Rata Foundation
- Age Concern
- And ourselves - Community Energy Action Charitable Trust

To these organisations, we are extremely grateful. On behalf of those who benefitted from this additional funding - Thank You Very Much. They are now living in a warmer and drier home.

In addition to our insulation work in keeping houses warmer and drier, we have delivered Scoopy's, LED lightbulbs, window kits, draught-proofing, v-seal and curtains to reduce energy costs for the home.

Finally, my thanks go out to the great staff and the Board of Community Energy Action, whose actions have made a significant improvement in the lives of so many people in Canterbury and the West Coast. Keep up the great work. Together we are making a huge difference in the lives of people in our community.

**Robert Linterman**

Chairman of the Board (2022)



# Our Funders

*Orion*



**EA** networks





# Funders



**Lottery Grants Board**  
Te Puna Tahua  
LOTTO FUNDS FOR YOUR COMMUNITY



**MINISTRY OF BUSINESS,  
INNOVATION & EMPLOYMENT**  
HĪKINA WHAKATUTUKI





# Insulation

Insulation is the core service of CEA. Our team of installers and assessors work on a variety of subsidised and non-subsidised projects across Canterbury and the West Coast.

We are registered providers of the government's Warmer Kiwi Homes (WKH) programme. Through this programme, CEA can access 80% of funding for insulation for low-income households.

Through other grants and donations, we often provide 100% subsidised insulation for eligible households. This allows some of our most vulnerable the opportunity to live in a warm and healthy home.

CEA is the largest WKH subsidy provider and insulation retrofit organisation in Canterbury and the West Coast. In 2022, we exceeded productivity targets in all quarters.

**In 2022, we helped approximately  
2,830 people have a warmer  
and healthier home.**



# Key Figures

1,275

Homes insulated  
in 2022

40%

Of respondents were  
over 65 years old

86%

Through Warmer Kiwi  
Homes subsidy

15%

Of respondents had  
children under 5 years old

2/3

Of customers classed  
as vulnerable

40%

Reported health  
condition





# Curtain Bank

The CEA Curtain Bank helps low-income families in need with free high-quality curtains. Donated curtains are double-layered, ensuring they trap heat, and keep the cold out. High-quality curtains are vital in reducing the energy usage required to keep a home warm. There are no restrictions to receive free curtains.

Our Curtain Bank also sells a range of products made from recycled curtain material. All of these profits go back into purchasing essential supplies.

With three staff and 16 volunteers, our Curtain Bank plays a vital role in keeping Canterbury homes warmer and drier at no cost. We rely on sponsors and donations to keep the Curtain Bank free for those in need.

The Curtain Bank's main sponsors are Genesis and The Lotteries Board.

**In 2022, our Curtain Bank  
helped approximately  
1,450 people have  
high-quality curtains.**



# Key Figures

456

Households supplied  
with curtains

13,500 m<sup>2</sup>

Of fabric recycled

2,240

Windows curtained

16

Volunteers







# Energy Advice

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Our Energy Advice Service is a core part of CEA. It is comprised of Home Energy Checks, community presentations, and general advice over the phone/email and on our website.

Our Home Energy Checks are free for most homeowners/occupiers, thanks to our sponsors and funders. They offer tailored advice to homeowners and renters to help them save money on their power bills and keep warmer for less.

This advice can be helpful for people to reduce their power bill and identify areas of high-power usage.

We also present at community groups and gatherings. These presentations allow us to connect with the community and engage with vulnerable people not on social media.

**In 2022, we conducted  
199 Home Energy Checks.**





# Key Figures

23

Community  
presentations

40%

Had Community  
Services Card

99%

Subsidised





# Customer Feedback



*We received an amazing amount of feedback in 2022. Hear from members in the community who we assisted.*





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Thank you for this insulation for our home. This has made a huge difference already to us. The men who installed this were friendly and professional and a big thank you to them both.

**Tracy and Mark**

Karoro

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Now that the work is completed on our house with the new downlights and the provision of additional insulation, we want to say thanks to CEA for the way this project was dealt with to provide us with greater warmth in our home for the later years of our lives. We are indeed very fortunate and want CEA to know we appreciate all you have done for us.

**Glenda and Norman**

Rangiora

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Just want to say thank you very much to the company for the insulation that was installed in our home. Our home feels a lot warmer and couldn't have come at a better time with the weather that we are having at the moment. My partner was also very happy with the worker's efficiency and professionalism during the install. Thank you so much again.

**Jess**

Shirley

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Thank you so much. We had batts put in the ceiling this morning. Your team was great. We can already notice a difference in the warmth of our old house.

**Janet**

Hokitika

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We certainly feel very blessed that we met all the criteria and are now looking forward to the winter and being toasty warm. My children suffer from asthma and my husband has lung issues, so this is really going to make a huge difference to our lives and health.

Thank you, thank you for the wonderful work you are doing and the opportunities you are providing to our community.

**Leanne**St Albans

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Now that the work is completed on our house with the new downlights and the provision of additional insulation, we want to say thanks to CEA for the way this project was dealt with to provide us with greater warmth in our home for the later years of our lives. We are indeed very fortunate and want CEA to know we appreciate all you have done for us.

**Paul**Westport

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Just want to thank you and your awesome team from day one of trying to get the installation sorted as well as the guys who did the installation today. Great customer service and really appreciate all the works done! Thank you.

**Leo and Candice**

Waltham



# Financials

	2022	2021
<b>Revenue</b>	<b>\$3,792,652</b>	<b>\$4,074,435</b>
Less cost of sales	\$2,343,299	\$2,421,062
<b>Gross Margin</b>	<b>\$1,449,353</b>	<b>\$1,653,373</b>
Other income	\$193,781	\$231,465
<b>Total Revenue</b>	<b>\$1,643,134</b>	<b>\$1,884,838</b>
Less expenditure	\$1,821,984	\$1,655,669
<b>Total Comprehensive Revenue &amp; Expense</b>	<b>(\$178,850)</b>	<b>\$229,169</b>
Net Assets	<b>\$1,499,612</b>	<b>\$1,678,462</b>

## Independent audit report

The information in this financial report has been summarised from the Community Energy Action Charitable Trust financial statements for the year ending December 2022, audited by Nexia Audit Christchurch. A full financial report is available on request or available on the Charities Services website.



2023 brings a range of exciting possibilities for us. The year will see a focus on maintaining and improving our core services and exploring new business opportunities. A major initiative for the year is on growing our brand across social media channels and launching a new website.

We want to improve the awareness of CEA and promote our services to those who need them. With continued radio advertisement and increased efforts in digital advertising, we hope the knowledge of CEA and our services will grow.

Recent EECA announcements provide an exciting future for CEA. We look forward to continuing to be at the forefront of insulation and energy efficiency.


# Future Plans



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Te Rōpu āhuru riaka iwi ki Ōtautahi

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