

9 October 2023

via email

Dear ESS

Re : Consultation - draft heat pump water heater fact sheets

Thank you for this consultation; please see our response below by question.

1 Is there any content you think we should amend or add to the fact sheets?

HEER

On Page 1 and Page 3

Include the minimum copayment amount in dollars, eg; [2. Make a minimum payment of \\$30/\\$200 for the heat pump. The Heat Pump may cost more than this \(depending on the types , size , model etc\) however you need to pay at least this amount towards your upgrade. The scheme requires a minimum payment to ensure you are engaged in choosing your Heat pump.](#)

Including the minimum payment amount will enable consumers to understand that they are paying for quality over and above the minimum amount, which will result in the engagement conversation around what they are paying for and why.

HEER/IHEAB

On page 2

How do I know what product is right for me? You should consider factors including the type of system that is best for your situation (e.g. a split or integrated system), system size, the climate and product warranties when choosing a heat pump water heater. Some heat pumps struggle in air temperatures near freezing so may use a resistive electric booster to ensure hot water is available on very cold days. [A booster will deliver hot water at these times, but if used frequently could impact your energy savings. Consider your own needs. This can reduce your energy savings. Look for a system that will operate under very cold conditions without the need for a resistive booster if you live in a cold area. \(reasoning: infrequent use of a booster may better than choosing an oversized system without booster\)](#)

HEER

On page 2

The rough guide of 100L per bedroom seems very high. We recommend 60 – 70L is more appropriate guide, with the option to increase based on climate zone, ambient temperature, and current usage patterns.

This could result in huge 400L tanks being installed for a standard 4 bedroom home. A more appropriate qty of water would be between 240 - 300 litres.

2 How would you provide the fact sheets to customers (e.g. a paper copy, a pdf in an email, a website link in an email or text message, a combination of these)?

Strategic Partners/installers should be allowed to supply to the consumer before upgrade in any format.

3 What interactions could be used to give customers the fact sheets? Are some interactions better than others? Should it be different for HEER and IHEAB? For example:

- **the first contact point (e.g. with a mailbox flyer, door knock or first phone contact)**
- **during the site inspection**
- **another time (please provide details).**

Strategic Partners/installers should be allowed to supply to the consumer at any time before the upgrade.

4 How much lead time do you need to get your business processes ready to provide customers with the fact sheets?

Minimal (eg 2-3 weeks)

5 What evidence could you provide to show the customer received the fact sheet (e.g. a tick box in the nomination form)?

Confirmation from the installer that they have supplied the Fact Sheet - either on the Site assessment or Installer Declaration would suffice. Combined with random phone audits, we would ensure this was done.

6 Does a requirement to provide customers with the fact sheets have any impacts for your business?

A little more training and administration, but not material. No.

7 Do you have any other feedback on any aspect of the fact sheets

No.

Thank you