

Draft fact sheets – heat pump water heaters

15 September 2023

1 We are seeking feedback

We are inviting submissions on a change to a requirement for the Home Energy Efficiency Retrofits (**HEER**) method that involves giving customers a heat pump water heater fact sheet prior to implementation. We are also seeking feedback on a proposal to require that a heat pump water heater fact sheet be given to business customers for the Installation of High Efficiency Appliances for Business (**IHEAB**) method. The requirements relate to:

- Activity Definitions D17 and D19 under the HEER method and
- Activity Definitions F16 and F17 under the IHEAB method.

2 Why we prepared the fact sheets

Heat pump water heater technology isn't well understood by consumers. While there is a lot of information available, some consumers are not aware of potential issues relating to sizing, noise and cold air when the heat pump is installed. This has led to customer complaints that installations are not fit for purpose or don't consider the best solution for the customer (see [ESS Notice 01/2023 – Concerns about installation of heat pump water heaters](#) for more details).

Some of these complaints could be avoided by providing customers with relevant information to help them make informed decisions before the implementation takes place.

3 Our proposed approach

We intend requiring that a heat pump water heater fact sheet is provided to consumers before implementation for both the HEER and IHEAB methods. For installations under the HEER method the HEER heat pump fact sheet would replace the existing [HEER Fact Sheet](#) for heat pump water heater installations only (that is, for other installations under the HEER method you would still be required to provide customers with the existing HEER Fact Sheet).

The fact sheet will need to be given to customers before they agree to install a heat pump water system to help ensure they can make an informed decision.

4 Consultation questions

We are seeking your feedback on the following consultation questions. Please include a detailed response including your reasons. (Note this is not the final graphic design of the fact sheet – we are working on a more user-friendly design.)

No.	Question
1	Is there any content you think we should amend or add to the fact sheets?
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)?
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: <ul style="list-style-type: none">• 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).
4	How much lead time do you need to get your business processes ready to provide customers with the fact sheets?
5	What evidence could you provide to show the customer received the fact sheet (e.g. a tick box in the nomination form)?
6	Does a requirement to provide customers with the fact sheets have any impacts for your business?
7	Do you have any other feedback on any aspect of the fact sheets?

5 Next steps

Please send your submissions addressing the consultation questions to ESS@ipart.nsw.gov.au by **13 October 2023**.

Ensure you include a completed [ESS submission cover sheet](#) with your submission to confirm you have read and accept [IPART's Submission Policy](#). We will publish your submission on our website unless you ask us to keep it confidential. We will also publish your name unless you ask us to keep it confidential.

We will consider all submissions in finalising our approach and publish a response on our website.

The finalised fact sheets will be published on our website later in 2023. We will keep you informed on timing and requirements.