

12 December 2019

WHAT

You can make an enquiry at any time and for any number of matters.

This fact sheet provides information on how to make enquiries in relation to the Energy Savings Scheme (**ESS**), our guidance or procedures and any specific matters.

Making an enquiry about the ESS is distinct from seeking the review of a decision of the Scheme Administrator. For information on which types of decisions can be reviewed, refer to the separate fact sheet “How to have an ESS decision reviewed”.

The IPART Secretariat provides advice, undertakes administrative functions, and makes decisions on matters delegated to it by the Scheme Administrator.

WHY

The ESS operates under the principles of due process. This generally includes giving parties a right to be heard, and the opportunity to submit any information for consideration before decisions are made.

We receive enquiries on matters typically ranging from interpretation of the *Energy Savings Scheme Rule of 2009 (ESS Rule)*, audit processes and findings, to amendments to existing accreditations, and applications for new accreditations.

Before you make an enquiry, please see our website for answers to a range of [Frequently Asked Questions](#) that may help you.

If you would like to provide feedback about the ESS Rule, or our governing legislation, you should contact the [Department of Planning, Industry and Environment \(DPIE\)](#).

HOW

You can submit your enquiry by:

- ▼ Emailing us regarding general matters at ess@ipart.nsw.gov.au
- ▼ Emailing us regarding specific matters to our email addresses for the different sectors of our program. These are listed in the [Contact Us](#) page on our website, or
- ▼ Calling us at (02) 9290 8452.

More details on how to make an enquiry are outlined below.

WHEN

We do our best to answer all questions in a reasonable timeframe.

We typically aim to respond to enquiries in less than 10 business days. Where we anticipate a delay, we will notify you. Our response time will depend on the complexity and nature of your enquiry.

We generally prioritise questions that:

- ▼ Impact ESS risk and integrity
- ▼ Relate to statutory deadlines, or
- ▼ Are received from the general public.

Within these priorities, we typically ‘taxi rank’ – first come, first served.

1 What we need from you

In general, our process follows the IPART procedures listed on the [IPART website](#).

Putting your enquiry in writing will get you an appropriate response sooner

Please email your enquiry to the contact emails noted above. We ask that you describe the situation and the nature of your enquiry in detail, including the:

- ▼ relevant energy savings activity and calculation method (if applicable), and
- ▼ context in which your enquiry arose from (eg, audit outcome, planning an implementation).

The more details provided in relation to your enquiry, the better. This helps us to provide you with an appropriate response.

Benefits of emailing enquiries

By emailing your enquiry to us:

- ▼ We can allocate the enquiry to an appropriate analyst.
- ▼ We have a record of when you made the enquiry, which holds us accountable in terms of a timely response.
- ▼ We have an accurate record of our response and any follow up questions and answers. This is particularly useful if issues are revisited down the track.
- ▼ We can track patterns of enquiries, which can help us identify compliance trends or information gaps.

Telephone enquiries

- ▼ Please be as clear as possible as to the nature of your enquiry.
- ▼ We may request that you follow up and submit your enquiry in writing to us, particularly if the enquiry relates to a complex matter or an interpretation of the ESS Rule.

A template outlining some of the details we need from you when making an enquiry is included at **Appendix A**.

2 What you can expect from us

You can expect confidentiality, where requested

Our practice is to treat your enquiry confidentially, where requested, unless required to do so by a law. To resolve some issues (eg, complaints) we may need to contact the other parties involved, but will do so with your permission and in line with any privacy requests.

You can expect a timely response

Following the receipt of your enquiry:

- ▼ You should receive an acknowledgement of your query.
- ▼ We may seek further clarification from you (if required).

- ▼ We will provide you with a response. We typically aim to respond to enquiries in less than 10 business days.
- ▼ If we anticipate a delay, we will notify you.

Our response time depends on the complexity and nature of your enquiry. Sometimes your enquiry may need to be referred to the Scheme Administrator. This is particularly the case if your enquiry raises matters which may affect other stakeholders in the future or legal interpretation, or if, under the legislative framework, the Scheme Administrator needs to approve a particular course of action.

3 A note on disputed audit findings

If you are disputing audit findings, this can require more time to resolve.

We make our best endeavours to resolve disputed audit findings quickly, but sometimes these disputes are unable to be resolved straight away and they are not always resolved in your favour.

If you are concerned that the audit process is holding up your ability to create additional energy savings certificates (**ESCs**), then the use of pre-registration audits may enable Accredited Certificate Providers to continue creating ESCs while we assess the disputed audit findings.

4 What if you are still not satisfied with our response?

If you do not consider your matter resolved, there is an escalation process:

1. **In the first instance**, please contact the ESS General Manager, with your issue, dispute or complaint.

Please email ess@ipart.nsw.gov.au, marked to the attention of the General Manager.

The General Manager will investigate, assess, and will respond to your enquiry.

2. If, after receiving the response from the ESS General Manager, you still do not consider your matter resolved, then you can escalate the matter to the IPART CEO.

Please email ipart@ipart.nsw.gov.au, marked to the attention of the CEO.

Appendix A

Details of enquiry on an ESS matter

Name	<i>[Insert the name of the person who has an enquiry.]</i>
Organisation	<i>[Insert the name of the ACP or relevant organisation.]</i>
Contact address	<i>[Insert your preferred address where we can contact you and notify you of our response. This can be an email address.]</i>
Email address	<i>[Insert your preferred address where we can contact you and notify you of our response.]</i>
Contact number	<i>[Insert your preferred contact number so we can call you if needed.]</i>
ESS category	<i>[Tick the box below to identify the relevant category that your enquiry relates to.]</i> <input type="checkbox"/> An accreditation <input type="checkbox"/> An application for accreditation <input type="checkbox"/> An application for an amendment to an accreditation condition <input type="checkbox"/> A specific calculation method (please specify which): Choose an item. <input type="checkbox"/> An audit <input type="checkbox"/> ESC registration <input type="checkbox"/> Lighting products approval <input type="checkbox"/> An Accredited Certificate Provider <input type="checkbox"/> Other matter
Enquiry details	<i>[Provide the details of your enquiry – what is your question? what is the context?]</i>
Other information	<i>[Provide any other information that you would like us to consider.]</i>