






Objective 1: We are a best practice regulator

Performance Indicator	Rating	Performance Summary
ACPs, scheme participants and auditors are made aware of our annual compliance priorities	Achieved 	<p>We publish our compliance priorities early in each financial year. Being transparent about our compliance priorities can help Accredited Certificate Providers (ACPs) and Scheme Participants understand where our compliance attention will be focused and take steps to address identified risks.</p> <p>We published our 2024-25 compliance priorities in October 2024 and circulated them to all ACPs, scheme participants and auditors through an email with an open rate of 39%. We followed this up:</p> <ul style="list-style-type: none"> • in our December newsletter • at our Safeguard Stakeholder Forum in September 2024 • at the Energy Savings Industry Association's ESS + PDRS Insights forum in October 2024. • with ACPs and auditors when relevant, such as during audit close out meetings.
Regulatory effort is targeted to address risk areas	Achieved 	<p>We developed and published our compliance priorities, which helped us target our regulatory effort to key risk areas:</p> <ul style="list-style-type: none"> • heat pump water heater installation • battery activities • deceptive, fraudulent or seriously misleading conduct • scheme participant liability • consumer protection. <p>We focused our compliance resources and regulatory effort on these compliance priorities, including:</p> <ul style="list-style-type: none"> • implementing a heat pump water heater action plan to improve installation quality and consumer outcomes • requiring and leveraging product data to identify trends in equipment and installations • working closely with other regulators to coordinate inspection of installations, share details of consumer complaints for resolution, and coordinate our responses to deceptive, fraudulent or seriously misleading conduct • taking action to manage risks associated with battery activities, including working with other agencies to identify critical installation requirements, developing risk-based audit scopes, and running battery-specific information sessions to help ACPs understand their obligations • developing documents and guidance and running information sessions to improve ACP and Scheme Participant capacity in risk areas • simplifying Scheme Participant processes by changing our processes and focusing audits on data not verified by the Australian Energy Market Operator • developing fact sheets for heat pump water heaters and batteries to help consumers make informed decisions.




Performance Indicator	Rating	Performance Summary
<p>100% of decisions are aligned with published compliance and enforcement policy, except where clear written reasons for departing from the policy are provided</p>	<p>Achieved</p> 	<p>IPART's regulatory decisions are aligned with IPART's Compliance and Enforcement Policy, which sets out our risk-based regulatory approach. Where decisions depart from the Compliance and Enforcement Policy or our guidance our Statement of Reasons contains the rationale for the decision that is made and for the departure.</p> <p>In 2024, no regulatory decisions were made that did not align with the published compliance and enforcement policy. Our internal processes identify when a decision falls (or would fall outside) out of the scope.</p>
<p>Key regulatory decisions are supported by context and underlying rationale</p>	<p>Achieved</p> 	<p>Key regulatory decisions (i.e. decisions that impacted more than one entity or that addressed large-scale issues) were all supported by rationale and context through briefings to the decision-maker. The underlying rationale for key decisions is provided to the affected regulated entities.</p>

Objective 2: We effectively engage and communicate with our stakeholders




Performance Indicator	Rating	Performance Summary
75% of attendees report that information session/ engagement activities improved understanding	<p>Achieved</p> 	<p>For 2024, 94% of surveyed attendees reported that our information sessions or engagement activities improved their understanding or were useful.</p> <p>2024 Safeguard Stakeholder Forum</p> <ul style="list-style-type: none"> - 20 of 21 survey responses (95%) indicated that the forum helped them better understand the way we regulate and how to comply - 36 of 38 responses (95%) indicated that they were satisfied or very satisfied with their overall experience. <p>Becoming an ACP for Battery Activities online forum</p> <ul style="list-style-type: none"> - 73 of 75 respondents (97%) found the session either very useful or somewhat useful. <p>Understanding the PDRS online forum</p> <ul style="list-style-type: none"> - 37 of 42 respondents (88%) found the online forum useful.
EDM open rates are above industry standard	<p>Achieved</p> 	<p>Our electronic direct mail (EDM) open rate for the year 2024 was 41.3%, higher than the industry standard of 30.5%.</p>
Safeguard engagement scores improve	<p>Achieved</p> 	<p>Survey results for 2024 from the bi-annual IPART Stakeholder Engagement Survey improved compared to results from the 2022 survey.</p> <p>IPART Stakeholder Engagement Survey 2024</p> <p>Stakeholder responses were generally positive:</p> <ul style="list-style-type: none"> • 22% of responses were very positive (improved from 11% in 2022) • 50% of responses were somewhat positive (improved from 39% in 2022) • 16% of responses were somewhat negative (improved from 19% in 2022) • 2% of responses were negative (improved from 5% in 2022) • 9% of responses answered not applicable or did not answer (down from 26% in 2022).

Performance Indicator	Rating	Performance Summary
<p>Information about how we can support stakeholders is published on the website</p>	<p>Achieved</p> 	<p>We refreshed and published our 2024 Safeguard Stakeholder Engagement Strategy, which sets out how we engage with and support our stakeholders, and principles that we follow when planning our engagements with stakeholders.</p> <p>We have published information on our website on the ways in which we can support stakeholders. Consistent with our engagement principles, we provide stakeholders with a variety of formats in which to engage with us, including:</p> <ul style="list-style-type: none"> • IPART newsletter • Online enquiry form or email • Live events and online events, such as information sessions and forums are actively promoted on our website. We also publish recordings of past events where appropriate.

Objective 3: We effectively and efficiently administer the schemes

Performance Measure	Rating	Performance Summary
98% of queries acknowledged in 2 business days	Achieved 	Our automated system for managing and tracking customer interactions commenced in July 2024 as part of our online platform's (TESSA) consumer interaction tracking (CIT) functionality. Combined with manual recording, we received and tracked 1578 enquiries received through our enquiry form and issue-specific mailboxes. Of these, 1572 (99.6%) enquiries were acknowledged within 2 business days.
100% of open queries receive progress updates at fortnightly intervals	In progress 	<p>Our automated system for managing and tracking customer interactions commenced in July 2024 as part of TESSA's CIT functionality. While most enquiries were closed within a few days, other enquiries took longer to resolve, including where enquiries were more complex or required stakeholders to provide us further information. In these cases, our stakeholders will generally know that their enquiry will take longer to resolve given the ongoing dealings that are needed to finalise the issue. Of the 177 enquiries that were open for longer than a fortnight, 133 (75%) received fortnightly progress updates.</p> <p>We are improving our CIT functionality and supporting processes to ensure stakeholders receive fortnightly progress updates where appropriate.</p>
The use of engagement plans for key communications campaigns increases by 10% year-on-year	In progress 	<p>Prior to 2024 we were not recording the proportion of key communications campaigns for which we had an engagement plan in place. This means we do not have a baseline for 2023 to measure our 2024 progress against. We have now established this baseline and will be able to better report against this KPI in the future.</p> <p>During 2024, we developed engagement planning tools and began embedding their use in communications planning. Nine of the 14 communications campaigns (64%) in 2024 included engagement planning. We expect this to increase in 2025.</p> <p>Consistent with our Safeguard Stakeholder Engagement Strategy, we have also centralised our communications functions to allow us to tailor our messaging and improve our stakeholders' experience.</p>
Discussions about challenges and risks at audit close-out meetings increases by 10% year-on-year	In progress 	<p>Prior to 2024 we were not recording the proportion of close-out meetings where risks and challenges were discussed. This means we do not have a baseline for 2023 to measure our 2024 progress against. We have now established this baseline and will be able to better report against this KPI in the future.</p> <p>We are driving a culture shift in our regulation to encourage ACPs to share information and engage with us so that we can understand their business models and processes better. As a result, we are seeing more ACPs be forthcoming about their challenges and risks.</p>

Performance Measure	Rating	Performance Summary
		<p>For 2024, discussions about challenges and risks occurred at 29 (12%) of the 243 audit close-out meetings held in 2024. Note that such discussions may not be relevant to all close-out meetings (e.g. if the audit did not find any issues of concern or make any recommendations).</p>
<p>Issues-specific opportunities for engagement are provided to stakeholders</p>	<p>Achieved</p> 	<p>We engaged with stakeholders in a variety of ways, providing many issue-specific opportunities to engage with us directly. For example:</p> <ul style="list-style-type: none"> • We ran formal consultations to seek stakeholder feedback and input on topics that affected the way our stakeholders interacted with the scheme. • We ran information sessions to help stakeholders understand specific issues and answer questions. • We met with relevant industry associations and interest groups and participated in panel discussions hosted by other organisations. <p>We encourage stakeholders to lodge any issue-specific enquiries through the enquiry form on TESSA, and we actively follow up and engage with stakeholders on issues.</p>
<p>Stakeholders report that it is easy to find information on our website</p>	<p>In progress</p> 	<p>We received mixed feedback about finding information on our website. Feedback generally said that while the content of documents has been useful and high-quality, finding the correct documents on our website has been challenging.</p> <p>In 2024 we commenced a project to develop a more user-centred information architecture and improve the user experience. This will lead to the redevelopment of our website in 2025 with a refreshed look and feel. .</p> <p>Stakeholder survey results</p> <p>Surveys in 2024 found that difficulties with our website centred around navigating to the correct page and finding content using the website search functions:</p> <ul style="list-style-type: none"> - 2024 IPART Stakeholder Engagement Survey: Twenty-one respondents felt positive about finding information on our website, while the remaining 11 respondents felt negative about it. - Understand the PDRS Online Forum event survey: Four respondents of 28 surveyed stakeholders indicated that they found it easy to find information on our website. - Document review project questionnaire: Stakeholders agreed that finding information was challenging, citing the complexity of the website and the document ecosystem as challenges.

Performance Measure	Rating	Performance Summary
Information about our roles and responsibilities as they relate to consumers has been published on our website and shared with other relevant agencies	Achieved 	<p>IPART's roles and responsibilities as they relate to consumers is limited by its functions and responsibilities as Scheme Administrator. We clarified the information on our website and in our consumer fact sheets to help consumers understand our role and responsibilities relating to consumers and how other agencies (e.g. NSW Fair Trading) may be better able to help resolve issues.</p> <p>We also:</p> <ul style="list-style-type: none"> clarified roles and responsibilities with the NSW Department of Climate Change, Energy, the Environment and Water (DCCEEW) and the Building Commission NSW regarding heat pump water heater activities under the Safeguard coordinated our website content for consumers with DCCEEW to improve the consumer experience published a co-branded factsheet with the Building Commission NSW to clarify installer licensing requirements.
Positive feedback from stakeholders received about the usefulness of our information	Achieved 	<p>We received 23 positive responses of 32 respondents who were asked to rate the quality of IPART's written information and guidance as part of the 2024 IPART Stakeholder Engagement Survey.</p> <p>Stakeholder feedback in our document review project showed that stakeholders generally found the information in our documents useful. Our website review project also found that ACPs and Scheme Participants generally found our information useful. Both projects found that while stakeholders generally found our information useful, it was often difficult to find the correct information on our website. This is addressed in the <i>Stakeholders report that it is easy to find information on our website</i> performance measure above.</p>
Accurate and up-to-date information about the schemes for householders and businesses is made available	Achieved 	<p>We updated our website and documents to improve the quality of information available to householders and businesses.</p> <p>We developed new consumer fact sheets for residential and business heat pump water heater installations and residential and small business battery activities and updated our existing fact sheet for residential consumers. These fact sheets must be provided to the consumer before an installation takes place.</p> <p>We regularly updated our website content to ensure it is accurate and useful for householders and businesses, and worked with DCCEEW to ensure our website dovetails effectively with the Energy Security Safeguard information on the NSW Climate and Energy Action website.</p> <p>In May 2024, we began providing public access to live implementation data, allowing interested parties to analyse and understand current trends in scheme activity. We also published a Schemes Update and our Annual Report to provide information about the performance of the schemes.</p> <p>Before PDRS battery activities commenced, we held 3 information sessions to help interested businesses understand the scheme and how to get involved before they applied for accreditation.</p>

Objective 4: Our people have the right mix of skills and are engaged

Performance Measure	Rating	Performance Summary
Engagement, job satisfaction and wellbeing results for the team increase year-on-year	Achieved 	<p>IPART Energy Sustainability Schemes staff engagement, job satisfaction and wellbeing scores measured in the NSW Public Service Commission's annual People Matter Employee Survey increased from 2023 to 2024:</p> <ul style="list-style-type: none"> Engagement scores increased from 59% to 63%. Job satisfaction scores increased from 65% to 69%. Wellbeing scores increased from 63% to 77%.
Training is regularly provided or made available on relevant expertise areas	Achieved 	<p>In 2024, we organised training in relevant expertise areas including engagement and leadership, and scheme-relevant training. This also included attendance at relevant industry conferences.</p> <p>We regularly run internal training sessions to develop staff skills relating to regulation of the Safeguard, including on administration and regulation, Rule changes, case studies, and new technologies. All staff are also required to complete organisational mandatory training.</p>
IPART staff have shared expertise and intelligence with other regulators, including the Victorian Essential Services Commission, NSW Fair Trading, and the Clean Energy Regulator	Achieved 	<p>We have worked closely with other regulators to share our experience and benefit from their skills, knowledge and intelligence. Regulators we worked with include the Victorian Essential Services Commission, NSW Fair Trading, the Clean Energy Regulator, and Building Commission NSW.</p> <p>We coordinate our regulatory efforts with other regulators to address improper conduct. We refer matters to other regulators when we suspect non-compliance with other legislation.</p>

Glossary

Term	Definition
Accredited Certificate Provider (ACP)	Voluntary participants that are accredited under the ESS or the PDRS. ACPs can create certificates based on the amount of energy saved or peak demand reduction capacity created from their activities.
Department of Climate Change, Energy, the Environment and Water (DCCEEW)	The NSW Department of Climate Change, Energy, the Environment and Water is responsible for developing the policy and legislation underpinning the Safeguard.
Energy Savings Scheme (ESS)	The Energy Savings Scheme is a certificate-based scheme that incentivises activities that save energy.
Energy Security Safeguard (Safeguard)	The Energy Security Safeguard is designed to improve the affordability, reliability and sustainability through the creation of financial incentives. It is comprised of three certificate-based schemes: the Energy Savings Scheme, the Peak Demand Reduction Scheme, and the Renewable Fuel Scheme.
Peak Demand Reduction Scheme (PDRS)	The Peak Demand Reduction Scheme is a certificate-based scheme that incentivises activities that reduce consumption of electricity during peak summer hours.
TESSA	Our online system and portal for the schemes. It houses the Registry of Certificates and the Accepted Products List and is where ACPs and Scheme Participants can conduct most of their business relating to the scheme. Stands for The Energy Security Safeguard Application.
Scheme Participant	Mandatory participants in the ESS and PDRS, primarily electricity retailers. Scheme participants have an annual obligation to buy and surrender certificates to meet their legislated certificate targets.