







We are a best practice regulator



Performance Measure	Rating	Performance Summary
90% of Accredited Certificate Providers and auditors are aware of our compliance priorities	Achieved 	<p>We published our annual compliance priorities on our website in September 2022, and circulated a link to them through an EDM to all ACPs and auditors.</p> <p>We followed up with an official launch of the Compliance Priorities at our annual Stakeholder Forum in October 2022, and discussed them at the ESIA Forum in April 2023. Our priorities have been discussed as a standing item at auditor and ACP meetings. We also talked about our 2023-2024 Compliance Priorities at this year's Stakeholder Forum.</p> <p>While only 31 of 73 respondents surveyed at the 2023 Stakeholder Forum were aware of the compliance priorities, we note that the audience was made up of new entrants to the schemes as well as representatives from Government and Industry who may not have been involved in the scheme before attending the Forum. Given the efforts described above we are confident that we have made ACPs and auditors aware of the priorities.</p>
Improve compliance behaviour in priority areas	Achieved 	<p>Key compliance priority areas in 2022/23 included refrigerated cabinets and heat pump water heater activities as these activities were introduced into the ESS Rule in early 2022.</p> <p>We received reports of poor compliance behaviour in both activities including but not limited to providing equipment that was not fit for purpose to consumers and high-pressure sales tactics. We took the following steps to address it:</p> <ul style="list-style-type: none"> • We worked with industry and OECC to develop changes to the ESS Rule to reduce the incentive for refrigerated cabinets, introduce a co-payment and split the replace the new refrigerated cabinet activities into 2 activities to improve activity tracking. Since these changes were made reports of poor behaviour decreased significantly. • Published a notice in March 2023 for ACPs setting out consumer concerns relating to the installation of heat pump hot water systems as reported to us and our compliance approach to address them. This was reiterated in a notice published in July 2023 which set out where multiple heat pump installations were permissible and how to calculate the savings. We have also worked with the OECC to identify changes to the Rule to reduce the incentive and improve customer engagement as well as developing a fact sheet for consumers to help them make better informed decisions. This work has resulted in improved compliance for heat pump hot water system installations as evidenced by voluntary forfeits made by ACPs who identified errors in their approach to calculating energy savings.

<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 consider the compliance and enforcement policy as guidance for decision-making. Where decisions depart from the policy, our Statement of reasons contains the rationale for the decision that is made, and for the departure from the policy.</p> <p>Our internal process identifies when a decision falls outside the scope of our compliance and enforcement policy.</p> <p>In 2022-23, no regulatory decisions were made which did not align with the published compliance and enforcement policy without providing clear written reasons for the departure.</p>
<p>Key regulatory decisions are supported by context and underlying rationale</p>	<p>Achieved</p> 	<p>Key regulatory decisions, such as determination of applications or compliance decisions, are all supported by rationale and context through briefs to the decision-maker. The underlying rationale for key decisions is provided to the applicant or regulated entity in the statement of reasons that accompanies all correspondence informing the stakeholder of the decision.</p>


We effectively and efficiently administer the schemes

Performance Measure	Rating	Performance Summary
<p>98% of queries acknowledged within 2 business days</p>	<p>Unable to measure</p> 	<p>We were unable to measure these indicators in 2022-23 because our system for capturing this data did not work as expected. New systems are being implemented that will allow us to capture it in future.</p>
<p>100% of open queries receive progress updates at fortnightly intervals</p>	<p>Unable to measure</p> 	<p>We were unable to measure these indicators in 2022-23 because our system for capturing this data did not work as expected. New systems are being implemented that will allow us to capture it in future.</p>

We effectively engage and communicate with our stakeholders

Performance Measure	Rating	Performance Summary
75% of attendees report that information session/engagement activities improved understanding	Achieved 	<p>More than 75% of attendees at our events in 22-23 reported that the session or engagement activity improved their understanding.</p> <ul style="list-style-type: none"> • OECC/IPART session on amendments to the <i>Electricity Supply Act 1995</i> and Regulation. <ul style="list-style-type: none"> - 12/12 (100%) survey respondents found the session helpful • October 2022 Stakeholder Forum, when asked if the forum improved their understanding of their Safeguard obligations: <ul style="list-style-type: none"> - 31/42 (74%) respondents strongly agreed or agreed - 6/42 (14%) respondents somewhat agreed • May 2023 auditor information session on the ESS Rule change <ul style="list-style-type: none"> - 7/8 (88%) survey respondents indicated the session improved their understanding of how to comply with changes to the ESS Rule • May 2023 PIAM&V and MBM information session on the ESS Rule change <ul style="list-style-type: none"> - 12/12 (100%) survey respondents indicated the session improved their understanding of how to comply with changes to the ESS Rule • November 2023 Stakeholder Forum, <ul style="list-style-type: none"> - 83% (31/37) voters said that the forum improved their understanding of the way we regulate and how to comply.
An Events Calendar is published on our website	Achieved 	An Events Calendar for 22-23 including joint events with OECC was published in May 2022 and maintained on our Upcoming Events page.

Our people have the right mix of skills and are engaged

Performance Measure	Rating	Performance Summary
10% increase in engagement in the team year on year as shown in survey results	Not achieved 	We saw staff engagement increase year on year between 2020 and 2022 from 54% to 66%, representing a 22% increase across two years, as measured in the PSA-run People Matter Employee Survey. In 2023 the engagement score dropped to 59% representing a drop of 10% year on year. This disappointing result may have been due to the increased workloads across the teams due to the introduction of PDRS and increased activity and interest in the schemes. We are working to improve staff engagement.