



**ACT**  
Government

ENERGY EFFICIENCY IMPROVEMENT SCHEME

# APPROVED ENERGY SAVINGS PROVIDER APPLICATION GUIDE

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### 1. Introduction

The Energy Efficiency Improvement Scheme (EEIS) aims to reduce greenhouse gas emissions and costs associated with the production and use of energy. It does this by requiring electricity retailers in the ACT to deliver energy savings to households and small-to-medium businesses. Electricity retailers are classified into two groups: smaller, ‘Tier 2’ retailers can either undertake eligible energy savings activities or pay the Energy Savings Contribution (ESC) fee; larger, ‘Tier 1’ retailers are required to deliver energy savings activities.

The *Energy Efficiency (Cost of Living) Improvement Act 2012* (the Act) allows for the Energy Efficiency Improvement Scheme (EEIS) Administrator (the Administrator) to approve a person/entity as an Approved Energy Savings Provider (AESP). An AESP is a registered person/entity under the EEIS who can deliver energy savings activities by partnering with Tier 2 retailers. However, the EEIS provides **no government funding** for the delivery of eligible energy saving activities, and it is up to the applicant to make an assessment of whether the investment in registering as an AESP is suitable for their business.

Part 3 Section 17A(1) of the Act states:

- (1) A person, other than a NERL retailer or a contractor engaged by a retailer, may apply to the administrator for approval to undertake an eligible activity as an energy savings provider.

Note 1 If a form is approved under s 56 for this provision, the form must be used.

Note 2 A fee may be determined under s 55A for this provision.

This enables an entity to undertake approved EEIS activities and trade or sell the energy savings obtained with/to a NERL (National Energy Retail Law) retailer.

All applicants should ensure they understand the requirements applied to an AESP under the Act.

When applying to become an AESP, it is important to remember that successful participation will require your business to meet the EEIS administrative and compliance obligations and relevant licencing for the intended eligible activity.

Once your application is approved, the business will appear on the Register of Approved Energy Savings Providers on the EEIS website <https://www.environment.act.gov.au/energy/smarter-use-of-energy/energy-efficiency-improvement-scheme/registers>.

**Note:** The EEIS team can be contacted at [EPD-EEIS@act.gov.au](mailto:EPD-EEIS@act.gov.au). We will provide assistance with the application process and understanding eligibility requirements. While we can provide limited assistance with interpretation of legislation, we do not provide advice on draft applications. However, we may request further information to assess the application once submitted. The EEIS team does not broker partnerships between AESPs and Tier 2 retailers.

## 2. Eligibility

- a. Applicants must be an Accredited Certificate Provider (ACP) in the NSW Energy Saving Scheme (ESS) and/or an approved person in the Victorian Energy Upgrade (VEU) program and/or a Registered Agent in the Clean Energy Regulator (CER) Small-scale Renewable Energy Scheme (SRES).
- b. Applicants should be able to: outline evidence that they have the means to provide energy savings to an NERL retailer under the EEIS; and provide details of their intended method for doing so.

## 3. Application process

To be approved as an AESP, an entity must apply to the administrator as required under Part 3, Section 17A of the Act.

This will include but may not be limited to the steps below:

- a. All applications must include information and/or evidence that the applicant meets the requirements set out in the Eligibility section of this guide.
- b. All applications must include the information listed in the Application Requirements section of this guide.
- c. Applications will be reviewed by the Administrator:
  - i. The Administrator reserves the right to reject applications based solely on the submitted application,
  - ii. The Administrator may request further information or clarifications as may be required to assess the application, and
  - iii. If an application is rejected, the Administrator will endeavour to provide feedback to the applicant regarding reasons for the decision.
- d. Successful applicants will be notified and added to the publicly available EEIS AESP Register upon successful review.

When submitting your AESP application, consider which activities you are applying to deliver and ensure that you have registration to deliver the intended eligible activity under the ESS, VEU or CER



schemes. Your AESP application and **must** align with the activities you are registered to deliver under one of the aforementioned schemes.

For guidance regarding the application process, please contact the Energy Efficiency Improvement Scheme team on (02) 6207 8022 or email [EPD-EEIS@act.gov.au](mailto:EPD-EEIS@act.gov.au).



#### 4. Application and energy saving acquisition process chart



## 5. Application requirements

The lists below detail the initial information that must be supplied to the Administrator as part of an application.

### a. Information

#### i. Applicant details:

1. Name
2. Legal Name
3. Trading name
4. A.B.N
5. A.C.N
6. Physical address
7. Mailing address
8. Phone
9. Email
10. Website
11. Contact name
12. Contact phone
13. Contact email
14. Primary function of the business

*Include a statement that describes your organisation's core business.*

#### ii. Registration details:

1. Details of the applicant's registration as an ACP in the ESS and/or an approved person in the VEU and/or a Registered Agent in the SRES,  
*Include a statement detailing which scheme you have registration under, when this was achieved, and the activity you are registered for under the relevant above mentioned programs.*
2. Proposed EEIS activities,  
*Include a statement describing your organisation's relevant experience in the industry/field relating to the prescribed activities you have applied for. For instance, if you are applying to undertake prescribed activities associated with water heating, describe your organisation's experience in the water heating industry.*
3. Expected energy saving creation  
*Include the energy saving calculations for the relevant activities from the [Energy Efficiency \(Cost of Living\) Improvement \(Eligible Activities\) Determination 2020 \(No 2\)](#)*
4. Whether contractors or third parties proposed are to be utilised,  
*Include the role of the contractor or third party in the delivery of the eligible activity*
5. Contractors'/third parties' details,  
*Include details such as contractors' contact details and relevant industry experience including formal qualifications.*
6. How contractors will be engaged,  
*This **can** include any contracts that you intend to use when engaging third parties to deliver EEIS eligible activities on your behalf.*
7. Roles and responsibilities of all persons involved,



*Provide an organisation chart that outlines the structure and roles and responsibilities of all persons involved in delivery of eligible activities under the EEIS; or submit a statement that details the roles and responsibilities of all persons involved in the delivery of eligible activities under the EEIS including administrative functions, customer management and installation of product (if relevant).*

8. Quality assurance arrangements/processes,

*Provide a statement that identifies the personnel responsible for compliance and quality assurance, the systems your organisation will use to monitor EEIS compliance.*

9. Record keeping and reporting details and QA, consistent with the form approved by the Administrator.

*Include a description of your organisation's record keeping policy. To be deemed complete, your statement must include reference to the methods of collecting and storing relevant information as detailed in the Energy Efficiency (Cost of Living) Improvement (Record Keeping and Reporting) Code of Practice 2020.*

#### b. Supporting documents

- i. A declaration giving the Administrator the right to request and receive documents, information and advice regarding the applicant's compliance history in the ESS, VEU, SRES and/or other similar schemes operated in the Territory or another jurisdiction as applicable.
- ii. Insurance details.
  10. Company:
    - a. Public Liability,
    - b. Professional indemnity insurance.
  11. Contractors:
    - a. Public Liability,
    - b. Professional indemnity insurance.
- iii. Example of the Activity Record Form to be used,
- iv. Customer service and complaints procedures,  
To be deemed complete, your answer must address both
  1. complaints regarding the products your representatives installed and
  2. complaints regarding the conduct of your representatives.
- v. Training that will be provided,
  1. Provide a description of internal training that will be provided. To be deemed complete include reference to:
    - a. how the training will be delivered
    - b. who will deliver the training (including their qualifications/experience)
    - c. any testing or assessment that will be conducted at the conclusion of the training.
  2. Provide a description of external training that will be provided (if any), including mandatory safety training (if required).
- vi. Risk assessments and SWMS for activities to be undertaken,
- vii. Example of data to be recorded for the activity in line with EEIS requirements,  
*Refer to the corresponding eligible activities under the [Energy Efficiency \(Cost of Living\) Improvement \(Eligible Activities\) Code of Practice 2020](#) to identify the required data for the eligible activity*
- viii. Example of evidence to be collected in line with EEIS requirements, and
- ix. Delivery process flow chart for each activity, including persons, documents, QA, processes etc

*Note: The above must be supplied for the applicant and any proposed contractors or third parties that will be involved in the delivery of activities.*

## 6. Legal context

This guide and the underlying requirements for Approved Energy Savings Providers (AESPs) is provided for by the following source documents:

- a. Energy Efficiency (Cost of Living) Improvement Act 2012*
- b. Energy Efficiency (Cost of Living) Improvement (Eligible Activities) Determination*
- c. Energy Efficiency (Cost of Living) Improvement (Eligible Activities) Code of Practice*
- d. Energy Efficiency (Cost of Living) Improvement (Record Keeping and Reporting) Code of Practice*

These documents and other relevant legislation are available at [www.environment.act.gov.au/eeis](http://www.environment.act.gov.au/eeis).

*Note: This document is a guide only and should not be relied upon as legal advice. Where there is inconsistency between this guide and the legislative source documents, the content in the source documents apply.*

## 7. More information

More information on the EEIS can be found on our website at [www.environment.act.gov.au/eeis](http://www.environment.act.gov.au/eeis).