



# Home Energy Management Service

## Client Activity Report

### Report 1.

8 October 2019

#### Period of review:

1 July 2019 – 30 September 2019

#### Summary

- This report is an attachment to the Energy Consumers Australia Progress Report and summarises work carried out providing service to clients of St Vincent de Paul in South East Queensland over the reporting period 1 July 2019 to 30 September 2019
- Client contact has been minimal due to time spent preparing and delivering HEMS promotional material to group meetings throughout South East Queensland area of care.
- Steering committee members recruited include Rose McGrath and Liz Ward.
- HEMS Volunteer Champions recruited to date are Jill Farrer (Noosaville) and Mark Brennan (New Farm)

#### Results of review period 1 July 2019 to 30 September 2019:

#### Client Numbers:

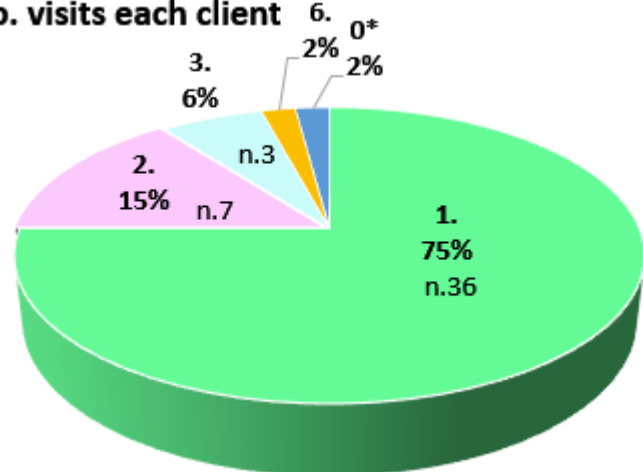
#### Appointments conducted:

	No.	%
Clients	48	
Returning from previous period	15	31

#### MEPS assistance requests:

	No.
electricity accounts	47
natural gas accounts	4
electricity and gas accounts	4
other (phone, water, NDIA)	3

#### No. visits each client



**Client service offers and value:**

	regular fortnightly payments via CentrePay	HEEAS** application	entry to retailer's hardship program	personal billing audit***	energy efficiency advice	QLD Govt concession application	new deal	SvDP funds	energy retailer special funds	total client benefit
discussed	28	9								
HEMS instigated request		8								
HEMS assisted to action	23	4	14			8	16	4	2	
HEMS advised of outcome		2								
HEMS completed				17	22					
HEMS action total No.	<b>23</b>	<b>21</b>	<b>14</b>	<b>17</b>	<b>22</b>	<b>8</b>	<b>16</b>	<b>4</b>	<b>2</b>	
HEMS action total client value \$*		<b>\$1,128</b>		<b>\$ 3,400</b>		<b>\$9,764</b>		<b>\$1,063</b>	<b>\$136</b>	<b>\$15,491</b>
HEMS action total energy provider value \$*	<b>\$32,916</b>									

\* over the next 12 months

\*\* Home Energy Emergency Assistance Scheme

\*\*\* @ \$200 valued average

AA Comment: Paying fortnightly reduces bill shock

**Family Structure:**

family structure	Account holders	No. people			
		adults	children	adult children	TOTAL
<b>Total No. people assisted</b>	<b>48</b>	<b>69</b>	<b>71</b>	<b>11</b>	<b>151</b>
singles	10	10			10
couples (no children)	4	8			8
single parent families	17	17	38	4	59
partnered parent families	17	34	33	7	74

AA Comment: 70% clients assisted were families with children

**Financials:**

	\$	%
average fortnightly income	<b>\$1,178</b>	income
average rent pf	\$519	44
average energy spend pf	\$64	5
highest spend	\$195*	
lowest spend	\$22**	

n. 36 hh

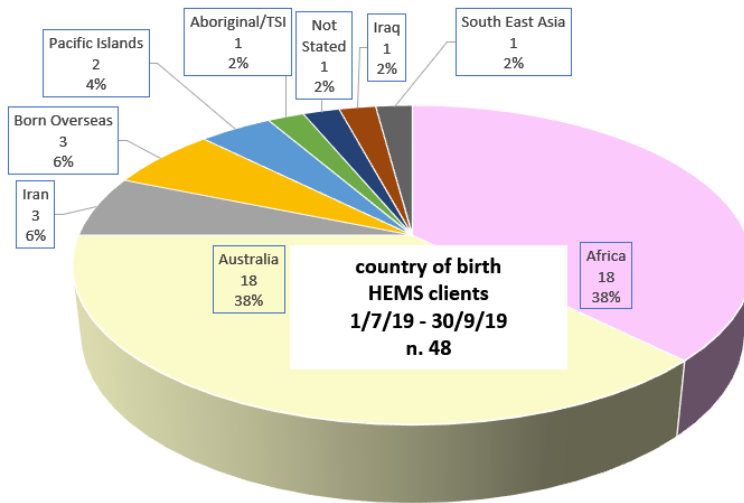
\*(5 person hh)

\*\* (1 person hh)

	\$
total amount owed	<b>\$37,903</b>
highest	<b>\$4,142</b>
average	<b>\$861</b>
lowest	<b>\$0</b>

n. 44 hh

**Clients country of Origin:**



<b>Africa</b>	Africa	4
	Somalia	3
	Congo	4
	Burundi	3
	Ethiopia	1
	Sudan	1
	Liberia	1
<b>South East Asia</b>	Kenya	1
	Vietnam	1
<b>Pacific Islands</b>	Samoa	2

AA Comments: Similar numbers of clients identifying as Australians and Africans /

TIS interpreters valuable aide to successful communication most of the time

**Energy clients referring conference:**

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	No.
Inala (St Mary of the Cross)	31
Acacia Ridge (Our Lady of Fatima)	2
Corinda (Christ the King - St Joseph's)	2
Darra (Our Lady of the Sacred Heart)	2
Ipswich housing support services	2
Nundah (Real Presence)	2
Cleveland (Our Lady Star of the Sea)	1
Annerley (Mary Immaculate)	1
SVdP Settlement Services	1
Springfield (Our Lady of the Southern Cross)	1
Tewantin (Our Lady of Perpetual Succour)	1
Yeerongpilly (St Fabian's)	1
Zillmere (St Flannan's)	1
<b>TOTAL</b>	<b>48</b>

## Case Studies

### Case No. 1.

#### Disconnection

10/7/19 **T** was referred to us by XXX XXX from a Kenmore based Intensive Family Support Agency

**T** has had her electricity disconnected today. She says she has been focused on a custody battle with her son's father and both her rent and energy accounts have been neglected.

She owes Origin \$1298.39 for electricity and they will not re-connect her power supply until they receive at least \$389.50. Even if this money was paid, the network provider would be unable to get there today so she and her two children (aged 4 and 7) must spend the winter's night with no power.

Origin say **T** has broken several Hardship Program agreements in the past and this is the reason for their firm action.

**T** has said she has recently purchased a refrigerator (HEEAS) and is prepared to regularly pay \$110 pf via CentrePay. I have proposed we split the re-connection costs with referring agency and will check if the \$200 expenditure is within budget.

11/7/19 Called Origin We paid \$200 each to enable **T**'s power to be re-connected today and organised for **T** to pay \$110pf via CentrePay from 24/7/19.

HEEAS form will be sent to **energyaid** Email together with copies of last 8 accounts for analysis and advice.

**T** has been using a dryer (because someone gave it to her) and air conditioning. She now has running cost information sheets and is aware they are expensive items to use.

Her children have no sheets - provided \$40 voucher for purchase and also provided her with form for school expense fund application. She may return for help as she is heavily in debt (Also gave her card for Financial Counsellor, Salvo's Ipswich). Together we hope **T** can move out of survival mode and cope better with life.

15/7/19 **T** says her power was not reconnected until Friday, she and her children spent two days in the dark., she also says her wallet was stolen on Friday at local shops and she lost \$90 shopping money.

**NB: Account copies received; analysis Emailed to Caseworker. HEEAS application form may have been sent to T.**

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### Case No. 2.

#### Asylum Seeker assisted by HEMS and energy provider:

....she said that she is living in a very poor condition because her benefit has been cancelled. Conference provided food and referred her to HEMS.

**S.** is billed for electricity monthly by AGL. She owes \$151.54 due tomorrow and needs help. Called AGL explained she was an asylum seeker, her special benefit income had been cut, and was dependent on Family Tax Benefit payments to pay \$680pf rent and other expenses. Advised AGL she had a health care card active since 2017 and was not registered for QLD Govt Rebate. This probably due to language barrier (Farsi interpreter required). AGL agreed to backdate and apply concession payment to time account began in 2017 AND change plan from PayOn Time discount to Essentials Plus Plan (low rate, no discount) AND backdate plan to begin 1 July 2019 (for 2 years). Agreed for **S.** to enter hardship program and pay \$20 pf via Centrepay from 17/9/19 AND AGL also gave her a credit of \$25.00! How nice! (Code 36.)

### **Case No. 3.**

#### **Excerpt from Email to client who sought financial assistance only from SVdP with accounts**

...We have reviewed the energy accounts you forwarded to us and advise the following:

As you are not the account holder on the bills you forwarded to us:

- We suggest you call AGL (if authorised by the account holder to do so) - Ph No. 1300 659 935, explain to them why you are unable to pay these accounts in full on the due date and ask for confidential support and assistance from their hardship department.
- Clients on their hardship program (Staying Connected) are given more time to pay and while you are actively participating in the Staying Connected Program, they will ensure your home gas or electricity is not disconnected and there is no collection action on your account.
- They may be able to help you access funds from the Queensland Government's Home Energy Emergency Assistance Scheme to pay up to \$720 towards existing energy accounts. Please note, account holders can only apply for this assistance once every two years.
- We also suggest you seek to update electricity and gas contracts to take advantage of lower energy charges and rates available at this time.
- Your current consumption is considered to be low and costs for electricity \$33.51 per fortnight and \$19 for gas.
- Changing plan from a Pay on Time discount to the low rate, Residential Essentials Plus Plans would reduce your rates to \$29.10 per fortnight for electricity and \$17.70 for gas.
- We note over 90% of your gas costs are supply charges and ask you to consider whether you are able to satisfactorily use portable electrical appliances (we assume for cooking) and have the gas supply disconnected. This may need to be discussed further with the owner or the property or their agent if you are using gas for hot water. (Code 2.)

### **Case No. 4.**

#### **Embedded Network Client**

**A.** owes Origin \$1009.08. Called Origin. Her electricity is supplied as part of an embedded network (no discounts applicable) her peak rates are 19.5 cents/ kWh and Supply charges \$1.1273 per day. She has not been working since becoming ill 6 months ago. Centrelink are yet to supply her with any money and have sent her to us. Origin say they have forwarded HEEAS to her, we registered her concession (card start date Jan 2019) and she will return to us with HEEAS form for assistance.

01/07/19 We assisted **A.** to complete HEEAS form, attached to file (Code 5.)

**(Embedded networks** are private electricity **networks** which serve multiple premises and are located within, and connected to, a distribution or transmission system through a parent connection point in the National Electricity Market)

### **Case No. 5.**

#### **Example of HEMS assistance (via telephone only):**

Referral of **D's** name and phone number received from Paul (Nundah conf). Called and left message 18/9/19/.

**D** called back and we completed the HEEAS form sent to him from Origin using a blank document on file.

Emailed completed form to **D** for confirmation of details contained therein and Emailed form to Concessions Queensland (copy on confidential CARE file)

30/9/19 **D** called to confirm his HEEAS grant application was successful and his debt is now \$720 lower. Thanks to all angels who assisted him. (Code 8.)

### **Case No. 6.**

#### **Bill review highlights savings opportunities**

Aided by Somali interpreter (TIS No. 190679212) **H** seeks assistance with his electricity account. He is not receiving a concession (health care card) and is on a basic plan with Origin. Called Origin, registered for QLD Govt concession, and now on Daily Saver choice with a 13% g'teed discount off usage. They will not accept him on their hardship program yet. Origin asked for \$72 pf and **H** can only pay \$52pf via CentrePay. This plan is in place until 30/10/19 He says he is unable to pay any more as he is on NewStart benefits and has his 5 kids stay with him on weekends. He may need a new fridge as he says the one he has is noisy all the time. Asked Origin if their hardship charity partner assisted with replacing faulty appliances and they said they did not think consumption was high enough to warrant assistance of this service. Saving estimations / next 12 mths - \$410 deal related and \$430 (QLD Govt Rebate) (Code 12.)

**Case No.7.**

**HEMS helps client make an informed decision:**

J was referred to HEMS by Darra Conf. She is a Click energy customer and has a solar PV system. Her energy account is in credit (due to Feed in Tariff of  $-\$0.58 / \text{kWh}$ ), yet wonders if there is a better deal available that will save her money. J shared copies of her last four bills for analysis together with details of the Click Banksia offer which would have saved her  $\$840.95$  over the next year (if consumption and generation were unchanged from the period under review). Comparison results based on her annual consumption and generation showed her current deal was the costliest to her. Energy Aust offered the best new deal and we calculated it to be  $\$1333.65$  cheaper than the current one ( $\$492.70$  better than the Click Banksia offer). Other companies' offers were also cheaper: RED  $-\$1102.21$  / Alinta  $-\$1061.72$  / AGL  $-\$846.31$ . Origin's offer was  $\$723.93$  cheaper than J's current plan ( $\$117$  more than Click's new Banksia offer). (code 20.)

28/8/19 J sent thank you note advising she will change her plan with confidence. -

I look forward to discussing this report in further detail with interested parties.

Sincerely.

**Anne Armansin**



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