Department of Climate Change, Energy, the Environment and Water
By email

10 August 2026

To whom it may concern,

Re: Solutions to stimulate demand for home energy ratings

Thank you for the opportunity to respond to the Request for Information *RFI-2016157 – Solutions to stimulate demand for home energy ratings*.

The Energy Efficiency Council (EEC) is the peak body for energy management in Australia. Our members include technology suppliers, energy service providers, governments, education providers and NGOs that have come together to ensure Australia harnesses the power of efficiency, electrification, and demand flexibility to deliver a prosperous, equitable, net zero Australia.

This response refers to general policy settings and opportunities rather than any proposal for specific providers or services.

General comments

Setting a clear date for the introduction of mandatory ratings disclosure remains a critical requirement to increase uptake of home energy ratings. A clear timeframe for the mandatory phase of ratings disclosure will provide certainty to industry and allow for market participants to plan and build capacity to deliver services.

As an enabling and complementary approach to support the transition from voluntary to mandatory ratings, we welcome the consideration of practical solutions to increase uptake of ratings and support assessor workforce development, including a subsidised home energy ratings program. EEC strongly supports the objective of ensuring well-calibrated industry capacity and demand for home energy ratings during any voluntary transition period prior to the mandatory disclosure of home energy ratings. Subsidies, incentives or other complementary measures during a voluntary phase are likely to be necessary and appropriate to achieve this objective and to ensure industry and community readiness for mandatory disclosure.

Responses to selected key questions in RFI

1. *What model or solution could DCCEEW implement to subsidise ratings and to build consumer demand and awareness of ratings?*

Consideration should be given to:

- **Integration of incentives with existing programs and schemes including the Home Energy Saver program.** The recently announced Home Energy Saver program includes a Home Energy Rating as an eligible activity; uptake of this activity would likely be increased if an incentive for undertaking a rating were included *additional* to the cap for loans or discounts, rather than within the capped amount. Subject to constraints of program design, requiring a subsidised Home Energy Rating assessment as a precondition for receiving additional incentives on home energy improvements would provide a meaningful incentive in the voluntary phase.
- **Targeted regional programs and incentives.** To address potential regional variation in assessor workforce and retrofit service capacity, government may consider targeted incentives for regional programs, such as additional training, greater financial incentives or engagement in regional areas.
- **Targeted workforce capacity building for apartments and other complex markets consistent with phased introduction of mandatory disclosure.** A phased approach to mandatory disclosure is expected under the national Home Energy Ratings Disclosure Framework to extend the voluntary disclosure phase for some building or tenancy types. If voluntary disclosure remains in place for longer for dwellings such as apartments or at the point of lease for rental homes, targeted incentives for these categories may encourage uptake of ratings while also growing the assessor workforce and boosting their capacity. Under a phased approach, incentives should remain available for any dwelling types subject to voluntary disclosure.
- Ratings and assessments of **social housing** should be funded and undertaken in alignment with the objective to build an assessor workforce and associated retrofit services.
- Opportunities may exist to **leverage partnerships with existing retrofit providers or trusted third parties such as local government or**

community energy programs to refer households to assessors and subsequent retrofit services. The integration of ratings into existing or innovative new retrofit services offers a significant opportunity to deliver ratings at scale while minimising administrative burden.

2) What model or solution could DCCEEW implement to support people to become accredited assessors and expand the accredited assessor workforce?

- Opportunities exist to build capacity in adjacent workforces. NSW should consider supported training pathways for building inspectors, valuers, property sector professionals or existing trades and retrofit providers. Subject to program design and certification requirements, this approach may include engaging with retrofit providers, real estate agents and other related organisations to train and certify staff as assessors in order to provide bundled retrofit services.

3) What role/s can industry play in supporting and delivering these models? What would be required by industry (if any) to undertake these roles?

- Industry will respond to clear signals from government for the mandatory disclosure. A clear timeline will allow industry certainty to develop key products and integration of ratings within offerings such as real estate, financial services, or bundled retrofit offerings including a rating alongside upgrades.
- Innovative startups and approaches that can streamline the process of undertaking ratings and providing referrals to retrofit and financial products are beginning to emerge. NSW and the Commonwealth should continue to engage with and support the development of third-party interfaces to NatHERS ratings tools in order to bring down the cost and time required to undertake ratings. The accreditation process for new ratings tools and user interfaces should be resourced by government to ensure fast deployment.
- Industry has a role to play in ensuring engagement with training and accreditation, and compliance with all government requirements associated with mandatory disclosure or incentives during the voluntary disclosure phase.

Additional comments:

EEC manages training and certification programs for energy management professionals and related industry, including the Energy Management Fundamentals training program and Certified Insulation Installer certification. EEC has recently partnered with Real Estate Institute of Victoria (REIV) to develop a training module for delivery through REIV's Continuing Professional Development program targeted at real estate professionals needing knowledge and practical tools to understand and communicate Victoria's forthcoming minimum rental standards relating to energy efficiency, electrification, and thermal performance, alongside identifying and communicating the broader benefits of upgrades. Further detailed information on this program is available on request.

Thank you for your consideration of our comments. Please do not hesitate to contact Rob McLeod at rob.mcleod@eec.org.au for further information on any matter related to this RFI.

Yours sincerely,

Jeremy Sung

Head of Policy, EEC