

# Victorian Energy Upgrades Program

Stakeholder Engagement Plan 2019-20



## About the Victorian Energy Upgrades program

The Victorian Energy Upgrades (VEU) program helps reduce Victoria’s greenhouse gas emissions by providing access to discounted energy-saving products and upgrades via accredited businesses.

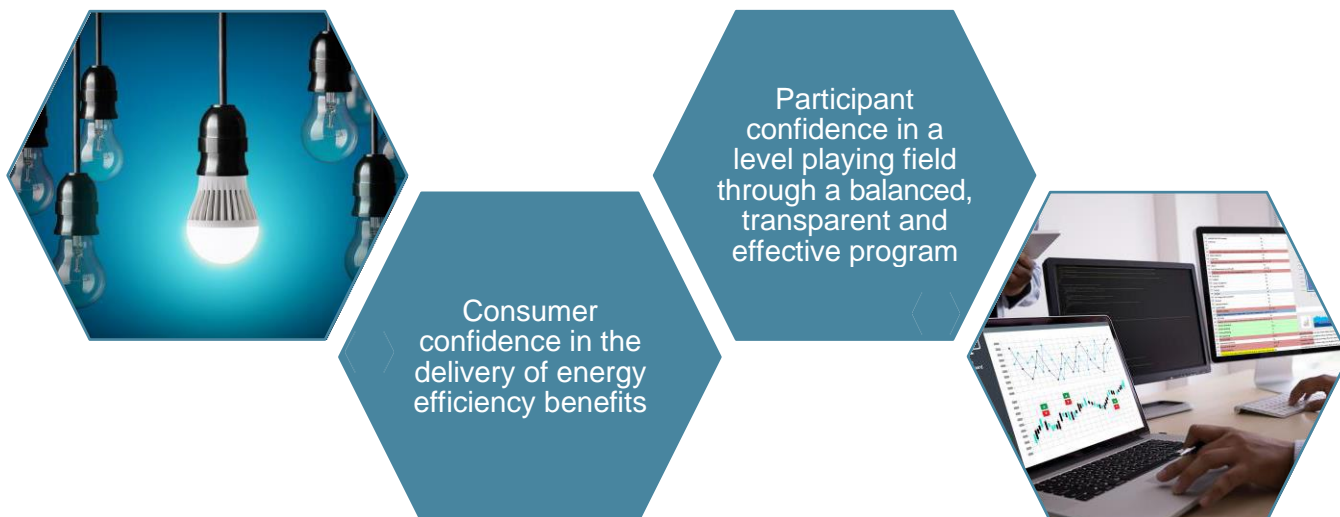
We regulate the program participants and administer the program in accordance with the program's Act and regulations. The Department of Environment, Land, Water and Planning is responsible for the design of the program and its regulations.

## Our vision and objectives

Our vision is to be recognised as a **respected, independent** and **effective** regulator of the program.

## Strategic stakeholder outcomes

We safeguard the integrity of the program by focusing on the following strategic stakeholder outcomes:





## Operational objectives

Over the 2019-20 year, we will build productive relationships with industry and other key stakeholders to deliver the following operational objectives:

1	Improve stakeholders' perception of us as a balanced, transparent and effective regulator.
2	Improve VEU compliance through improved mutual understanding.
3	Promote the uptake of VEU activities to strengthen the resilience of the program.
4	Leverage our reputation, information and experience to influence government and other stakeholders in delivering positive energy efficiency outcomes.

This plan builds on work the Essential Services Commission is already doing to engage with stakeholders by providing a framework for meeting the above operational objectives.

## Our stakeholders

The following list of stakeholders is not exhaustive but provides an overview of the diverse stakeholder group the VEU division engages with in delivering our responsibilities under the VEU program.

Table 1: List of stakeholders

Stakeholder	Our purpose for engaging with them
Department of Environment, Land, Water and Planning	Provide evidence of program effectiveness to support program enhancement and contribute to program legislative changes
Minister for Energy	Provide evidence of program effectiveness to ensure continued support
Other Victorian government	Work on delivery of government-wide energy efficiency outcomes and industry engagement initiatives, and manage program risks/compliance with other legislation (Energy Safe Victoria, Environment Protection Authority Victoria, Consumer Affairs Victoria)
Local councils	Promote VEU activities in their council area and increase uptake of public lighting activities
Commonwealth and other state governments	Harmonise our regulatory framework and share intelligence and lessons learnt
Electricity retailers (regulated entities)	Ensure compliance and understanding of program requirements





Stakeholder	Our purpose for engaging with them
Accredited persons	Improve compliance through improved understanding of program requirements Obtain feedback on how we could improve our systems/processes for the benefit of the program as a whole
Energy efficiency industry (product manufacturers and peak bodies)	Access industry intelligence to lower barriers to uptake (particularly for new activities), and promote participation in low-uptake activities
Consumers	Resolve consumer complaints and queries

### Our engagement initiatives for the year

Table 2 details our priority engagement initiatives for the 2019-20 year. These initiatives have been chosen based on their alignment with our operational objectives and reputational survey dimensions, available resources and ease of implementation.

Table 2: Priority engagement initiatives for the 2019-20 year

Initiative	Purpose
Workshops for existing stakeholders	To address specific stakeholder information needs (e.g. assessment process)
Workshops for new stakeholders	To promote activities, and identify and reduce barriers to entry for new stakeholders (particularly in respect of low uptake activities)
Workshop/forum targeting energy retailers	To address specific issues faced by energy retailers under the program
Engagement as part of upgrade to IT system	To involve stakeholders in designing and/or testing of our planned new IT system
Increased knowledge sharing among VEU officers on the application of VEEC assessment rules	To ensure consistent stakeholder outcomes/experience
VEU staff decision-making training	To ensure decisions are delivered that: <ul style="list-style-type: none"> <li>• are independent, accurate, evidence based, consistent, and balanced, and appropriately considers impact on market</li> <li>• provide clarity/transparency around how stakeholder input is factored into final decision</li> </ul>
Log of decisions on website	To provide stakeholders with improved transparency around decisions made





Table 3 details additional engagement initiatives we have identified for delivery in the 2019-20 year contingent on stakeholder needs and other business priorities.

Table 3: Additional engagement initiatives for the 2019-20 year

Initiative	Purpose
Automated newsletter service	To distribute regular/targeted email newsletters to <ul style="list-style-type: none"><li>• try and reduce the volume of un-targeted emails</li><li>• better understand what our stakeholders are interested in.</li></ul>
Delivery of collaboration initiatives with the Department of Environment, Land, Water and Planning	To enhance our partnership/collaborative work approach with the Department of Environment, Land, Water and Planning in delivery of VEU program outcomes
Articles in industry publications targeting new stakeholders	To highlight opportunities/benefits of participating in program
Build our social media profile	To highlight the achievements of the program
Data sharing initiatives with the Victorian Government	To build datasets/dashboards/intelligence reports that are valuable for sharing with other government agencies
Booths and presentations at energy efficiency and industry conferences	To present or have a presence at energy efficiency and industry conferences to promote the program

These initiatives and their priorities were informed by staff workshops and a workshop at the May 2019 VEU stakeholder forum.

## Measuring success

We will measure success by identifying upward movement across indicators aligned with our objectives for the year

- improvement in the commission's reputational survey outcomes for the division - an average 10 per cent improvement across all key indicators over two years
- increased engagement with industry stakeholder groups in 'low' uptake activities
- increased engagement with Victorian government and other stakeholders in delivery of positive energy efficiency initiatives/outcomes.





Success will also be measured by positive feedback provided by stakeholders after each stakeholder interaction.



### **Tell us what you think**

We welcome your feedback on this engagement plan and how we can best work together.

We value your ideas and will be routinely monitoring our stakeholder engagement activities to make improvements.



### **Connect with us**



<https://twitter.com/EssentialVic>



[www.linkedin.com/company/essentialservicescommission](http://www.linkedin.com/company/essentialservicescommission)