

# Community Energy Action

## Annual Report 2014



## SUMMARY 2014

Over **7500**  
people helped



More than  
**1600**  
houses insulated



**500**  
heating grants



Nearly  
**750**  
homes fitted  
with curtains



Emergency repairs  
for nearly  
**700** homes



Nearly  
**450**  
home energy checks



**100**  
energy efficiency  
talks  
to professional & community groups

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# 2014 IN REVIEW

**T**ens of thousands of people in our region live in a cold home, be it through a lack of insulation or simply an inability to afford the power needed to run heating. For a country like New Zealand, this isn't acceptable.

Everyone at CEA looks forward to the day when all homes in our community are warm, as that day will mean many people have a significantly better quality of life than they do now. Whilst we undoubtedly still have some way to go, I'm pleased to say that CEA continues to work towards this goal.

2014, our 20th year of incorporation, saw us install insulation in over 1600 houses. We also provided home energy checks, offered energy efficiency advice and education, supplied free curtains, subsidised efficient heating installations and arranged repairs to many hundreds more homes.

Further, we undertook a number of process, vehicle, staffing, and marketing changes, and completed our move to new premises late in 2014; all to achieve a more proficient and professional approach to the work we do.

Although we continue to make changes to our organisation so that we can utilise our funding as cost-effectively as possible and ensure we target the most vulnerable in our society, one thing stays the same – our vision of warm, healthy homes for all.

To achieve that mission we need the support of others; support we are extremely grateful for.

## Thanks to our traditional programme funders

As in previous years the majority of funding for insulation activities came from the Energy Efficiency and Conservation Authority (EECA), through the Government's Warm Up New Zealand programme. This programme has benefited over 270,000 homes nationwide and 32,000 homes in Canterbury since its inception, but is due to finish in 2016. We are waiting to hear if there will be any follow up programmes.

CEA thanks MainPower and Orion, who continue year after year to provide benefit to many within their regions, and to Genesis for its long term support of our Curtain Bank.

The Curtain Bank, one of our flagship projects, helped a record number of homes during this year, nearly 750.

We also thank the Canterbury District Health Board (CDHB) and Pegasus Health, for investing in improving people's health through CEA. With them we have reduced hospitalisations due to cold, damp homes.

## New initiatives

As we all know, the NZ Red Cross do an amazing job supporting the community. One of their many community programmes is the funding of Repair Well. This program, which funds and organises repairs on earthquake damaged homes with an emphasis on further improving the home's energy efficiency and thermal envelope, completed its first year in 2014, managed by CEA.

After initial set up, Repair Well is now well underway.

Other home repairs were also coordinated by CEA. Through the cooperation of, and funding from, CERA and insurers, CEA was able to temporarily repair earthquake damage in over 700 properties during this year. This ensured these particular homes were weather tight through winter.

Feedback from the people living in these homes tells us that both of these home repair programmes make a real difference to people's lives.

## The value of supporting a charitable trust

We know that our funders choose to support CEA not just because we are good at what we do and are driven to help

people, but because we are a charity and put back any profits we make into initiatives that benefit the community.

Prudent management, successful business initiatives and earthquake insurance settlements over previous years had resulted in us having built good reserves by the end of 2013. Whilst committed to a path of financial sustainability and ensuring we always have protection against unexpected events, in 2014 we began to spend those reserves in earnest.

In the absence of any government funded programme for heating, Canterbury District Health Board and Environment Canterbury funded efficient heating for customers with serious health conditions.

After the CDHB funding came to an end, there was still a clear need for heating in many homes. CEA established its own heating fund, investing \$750,000 of its own funds into the installation of hundreds of efficient heating appliances.

We also applied our funds to facilitate positive outcomes for those who lay just outside the prescribed government eligibility criteria for insulation.

Additionally, we used CEA funds to establish a programme that targeted Christchurch City Council (CCC) tenants who live in cold properties. 500 CCC social housing units will be upgraded before the end of 2015. We hope that we will be able to find funding to allow us to continue this work as more of their units require improvement.

In 2014, after requests by several referrers as a result of a number of their clients being physically unable to get into the CBD, we introduced and funded a Mobile Curtain Bank. This van operated service has been very well received by clients.

Going forward, CEA will continue to work and use its surpluses and reserves to relieve energy poverty, make homes warmer and provide energy education

## Our employees

My fellow trustees and I wish to recognise the significant role, hard work and dedication displayed by CEA's employees. A number of our employees have been with us for a great many years, while others, like our Chief Executive, have been with us for less time. Regardless of tenure, all have contributed a lot to the success of 2014 and without them none of our achievements would be possible. The empathy and compassion they display towards clients is a credit to them. Thank you.

I'd also lastly like to thank Stephen Lewis, who stepped down as Chair in February 2014 and as a Trustee in late 2014. Stephen served as Chair over what can only be called a difficult period as earthquakes hit, premises were lost and Chief Executives changed. His contribution to CEA was significant and I wish him well.

A handwritten signature in dark ink, consisting of a stylized 'S' followed by a long horizontal stroke that tapers to a point.

Stephen Godfrey  
Chair



# Warm, dry, HEALTHY HOMES

In 2014, CEA celebrated 20 years of working in the community, making homes warmer, drier and healthier.

## The importance of warm, dry homes

Adequate shelter is a basic human right and according to the World Health Organisation this means living rooms in homes should be at least 18°C and bedrooms 16°C. Energy poverty exists where households are unable to afford to heat their homes to these temperatures. Research has shown that cold-related illnesses are more prevalent and many existing health conditions get worse in cold homes.

## Achieving healthy homes

The key to maintaining healthy temperatures is minimising heat loss and providing heat in affordable and efficient ways.

There are now few houses with no insulation at all, but still a large number with old, compacted, thin layers of ceiling insulation which is not effective in keeping the heat in. Many houses have old or damaged underfloor insulation, or lack underfloor insulation altogether. Often the occupants are unaware of the insulation status.

The earthquakes have thrown up extra challenges keeping warm, but have also opened up new possibilities to make homes warmer.

Subsidies and grants are making warm, healthy homes achievable for many in the community.

## Role of CEA

For the last 20 years, CEA has been working to make homes warmer. In 2014 this was achieved by offering a variety of services to keep the warmth in as well providing heating (services) and education. CEA works for all Canterbury residents with funding available for vulnerable people.

CEA works from a 'whole house philosophy' and provides solutions targeted to the house and the people living in it.

### HEALTHY HOME ENVIRONMENT:



**Healthy lounge temperature:**

**Min. 18°C**

SOURCE: WORLD HEALTH ORGANISATION

**Healthy in-home relative humidity:**

**40-70%**

SOURCE: COMMUNITY & PUBLIC HEALTH

### CANTERBURY REALITY

**Approximately 40,000**

**Canterbury homes are inadequately insulated;**

**About 30% of homes suffer from problems associated with being damp.**

SOURCE: EECA AND CEA, 2014



### CEA'S RESPONSE:

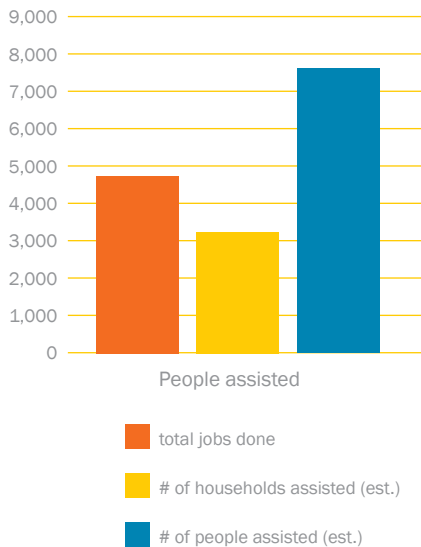
- ✓ **Insulation**
- ✓ **Efficient heating**
- ✓ **Curtain Bank**
- ✓ **Energy advice & education**
- ✓ **Emergency earthquake repairs**
- ✓ **Energy efficient earthquake repairs**
- ✓ **Energy efficiency DIY products**

### CEA's role in energy efficiency

Bringing years of experience, practical solutions and local knowledge to energy efficiency in the community.

# CEA in the COMMUNITY

Assistance provided



## Growth and diversification

In 2014, CEA continued to grow its existing services with more insulation installations, more curtains provided, and more heating grants to help Canterbury households keep warm.

CEA managed the growth without compromising on quality, although the Curtain Bank faced many challenges, until it moved into the new premises in October. With more space for staff, volunteers, curtains and customers in the new premises, the growth was more easily accommodated.

For CEA earthquake recovery meant it branched out to new areas of home energy efficiency including wall insulation, ventilation and providing practical and financial assistance with repairing homes to a better energy efficiency standard.

CEA also further diversified beyond energy efficiency. Utilising its experience in managing large projects around housing, it organised emergency repairs to solve weather tightness, security and sanitation issues for many hundreds of people still living in unrepaired earthquake damaged properties.

In 2014, we undertook nearly 5,000 jobs for more than 3000\* households, improving the lives of an estimated 7,500 people\*\*. See "Our projects" for more details on individual projects.

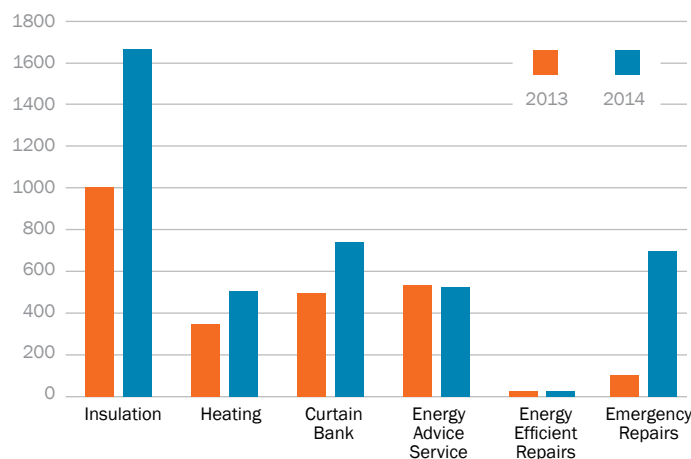
\* estimate

\*\* extrapolation of average number of people living in a household based on the 1,767 households assisted by CEA where household size was recorded

In 2014  
we improved the  
lives of an estimated  
**7,500** people.

SOURCE CEA DATA

Number of households assisted with various CEA services



## Helping vulnerable households

Most CEA services are accessible for all people in Canterbury with grants and free assistance available for vulnerable households.

The following vulnerability criteria are used: elderly residents, those with a health condition, families with young children, tenants and low-income families in general. Households with vulnerability criteria were well represented among the households CEA assisted.



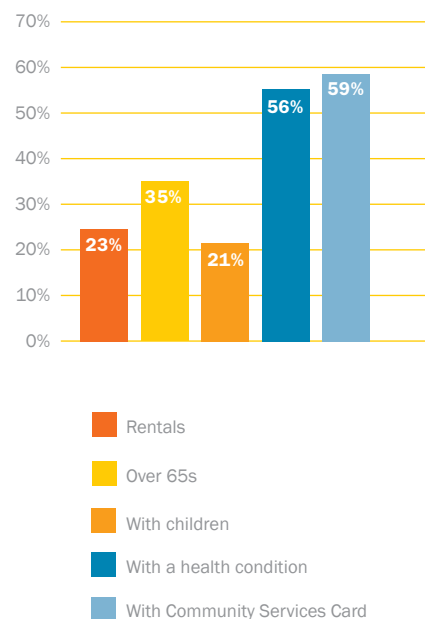
**MORE THAN HALF of CEA's customers have an existing health condition.**

## Cards and cakes

From the constant stream of thank you cards and cakes that CEA receives, it is evident that CEA's work is much appreciated. The cards give an insight in lives that have been substantially changed for the better, due to our interventions.



**Proportion of total customers with vulnerability criteria (excl. Curtain Bank)**



### A selection of the thank you cards CEA received from customers.

*"It feels much warmer on cold mornings – we are very, very pleased."*

– SHELLEY AND DARYL, OPAWA, CHRISTCHURCH

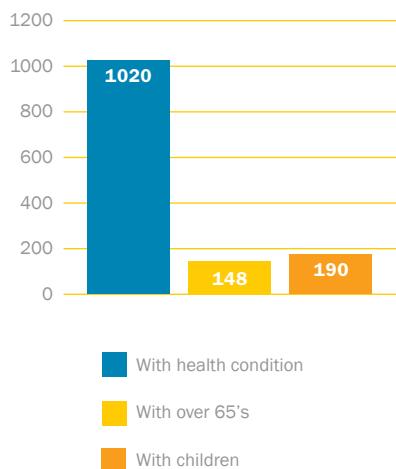
*"Thank you so much for your support, the assessor was so very professional. My family will be toasty warm!"*

– SIOBHAN, BISHOPDALE, CHRISTCHURCH

*"Thank you very much for a job done really well. It was quite painless for us and we have felt the benefit since."*

– JEAN AND WINTON, ST ALBANS, CHRISTCHURCH

### Free insulation for low-income vulnerable households



# Our PROJECTS

## Healthy Homes Insulation

Health dollars spent on keeping homes warm go a long way to prevent people getting sick and ending up in hospital. The Healthy Homes project installed free insulation in the homes of nearly 1400 low income people with a health condition and those most at risk of developing health issues, such as the old and the young. The project was funded by EECA, CDHB, the Canterbury Community Trust, Orion and MainPower, and topped up from CEA's reserves.

### Warm home makes all the difference to Liz's health

Liz Veix knows all about how a cold house can affect health. Before she had her old house insulated early 2014, it was cold and damp, affecting her arthritis and her health in general.

"What a difference," she says about how insulation has changed her life and that of her husband John. "The floors have dried out, the air is not so damp, it's so much easier to heat. I wasn't ill with cold-related illnesses at all last winter."



*“I wasn't ill with cold-related illnesses at all last winter.”*



## Heating Fund

Consistent with its whole house policy, CEA has always advocated for assistance for efficient heating in conjunction with insulation. Most houses, even if they are insulated to the latest building standards will require some heating to maintain healthy temperatures. Many older homes cannot be insulated due to low floors, cathedral ceilings, flat roofs, etc. As a result, heating is an essential part of creating warm, healthy homes for all in our community.

No government funding is available for efficient heating. To fulfil a need in the community for heating devices that people can afford to run, CEA has provided 518 heating grants (mostly heat pumps) to vulnerable customers, many with serious health conditions, through funding from the CDHB and CEA's own heating fund.

More than 500 heating grants made efficient heating possible for vulnerable customers.



*“You can focus on your health challenges and you don't need to worry about keeping warm.”*

### Fewer seizures in warm home for little epilepsy sufferer

For Belinda and her husband the free insulation has made a huge difference. Their daughter Asher suffers from epilepsy and the cold in the house was taking its toll until insulation was installed by CEA.

“If Asher picks up a bug she will have more seizures. Over the last year we have had less bugs coming in.”

They couldn't afford to get the insulation done.

“It would have taken a massive amount of time for my husband to do it himself which means I wouldn't get a break from looking after our sick daughter.”

“You don't need extra stress when you are already under pressure. You can focus on your health challenges and you don't need to worry about keeping warm.”

### Heat pump grant makes diabetic's house healthier

Sandra from New Brighton recalls her house, before CEA installed insulation and a heat pump.

“Any heat that was put in disappeared quite quickly. The lounge didn't warm up enough to sit in it at night. It wasn't helping my health; the house was damp, I had a lot of chest infections. Being a type 1 diabetic means my ability to fight infections is compromised.”

“I would come home tired as I was having infections. So I would go to bed and get under the covers with my electric blanket – It made me very depressed. I didn't move around a lot, I needed to cuddle up under blankets to keep warm.”

Since the insulation and heat pump was installed she has seen her health improve.

“Much fewer infections and colds. The temperature in the house has been warmer and steadier, it's drier. It's made a huge difference.”

*“The temperature in the house has been warmer and steadier, it's drier.”*

In 2014  
we installed  
insulation in  
159 CCC units.

## Christchurch City Council social housing project

Some of the most vulnerable people in our community are living in social housing units owned by the CCC. In July 2014, CEA started a project with CCC to improve the energy efficiency of at least 500 units before the end of 2015 to make them warmer, drier and easier to heat.

In 2014, insulation was installed in 159 units, mostly under the Healthy Homes programme with additional funding from CEA and CDHB. CEA added numerous other energy efficiency measures to the installed insulation. This included fitting many CCC units with better curtains, and installing draught stopping materials around external doors and windows, whilst door sausages were handed out to stop draughts. Education sessions for the residents were also organised.

### Insulation for CCC unit

Caroline Shone (CEA's Chief Executive) and CCC Councillor Andrew Turner carry the first ceiling insulation bale into Georgina House's Council unit.

Georgina said she was looking forward to lower power bills next winter.

"It's much warmer," Georgina commented later during winter. "I've noticed a difference, especially in the bathroom, which used to be like walking into a fridge. I am really pleased with what you did for me, it's made such a difference."

“ I am really pleased  
with what you did for  
me. ”





We helped nearly 750 households with recycled curtains in 2014.

In 2014 we started a mobile curtain bank to help customers with mobility issues.

## Curtain Bank

For the second year in a row the Curtain Bank saw a 50% growth in customers to nearly 750 in 2014. Customers include social housing tenants, private tenants and homeowners. Demolition of homes and an increase in the number of donation bins saw a surge in curtains donated to nearly 30,000m<sup>2</sup>, up more than 20% from last year.

New in 2014 was the Mobile Curtain Bank. The service helps measuring, delivering and hanging curtains for customers who have mobility issues. Feedback from referrers and customers indicates this is a very popular and much needed service.

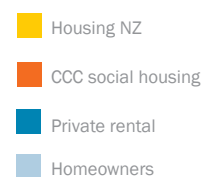
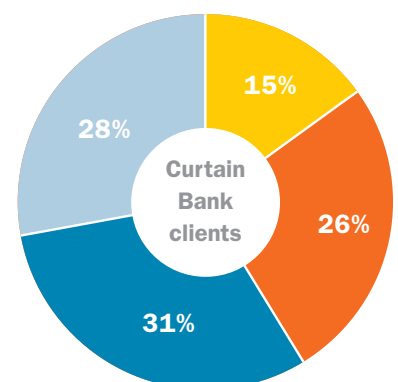
## Curtains making a difference in social housing unit

Lia is one of the many customers who benefitted from free curtains from the Curtain Bank. She had some curtains but they were too short to be effective and she was delighted to hear she could get free curtains.

“With the curtains, it’s a big change. Before, it would be just as cold as outside. Now you can feel the warmth in the place.”



“With the curtains it’s a big change.”



At least 250 homes of vulnerable people will have free energy efficiency measures added to their earthquake repairs over the next three years.

## Repair Well

In 2014, CEA joined forces with New Zealand Red Cross, entering into a three year project, Repair Well, targeting a new group of customers: those with earthquake damaged homes that can be repaired.

For many low income households this opportunity to repair homes to a better energy efficiency standard would not be possible, without funding through this project. Through Repair Well, CEA can offer help with subsidised energy efficiency measures including wall insulation, heating and ventilation. These measures are in addition to the earthquake repairs taking place.

Over three years the projects will repair at least 250 homes of vulnerable households.

The project started in early 2014, initially setting up processes and procedures, recruiting staff and identifying eligible homeowners. By the end of 2014, the first 25 homes had energy efficiency measures completed on top of their repairs and a further 53 were in various stages of completion.

### Repair Well 'bloody marvellous'

Earthquake repairs were an opportunity to install underfloor and wall insulation in Nanette and John's house. Repair Well helped them fund it.

"It's an old house, without the insulation it just didn't retain the heat. We have only been back less than a week and we have noticed the difference already. We have a Community Services Card and a disability allowance; there is no way we would be able to do it alone.

"We were surprised, delighted, gobsmacked...incredibly appreciative. It was bloody marvellous!"





## Find & Fix

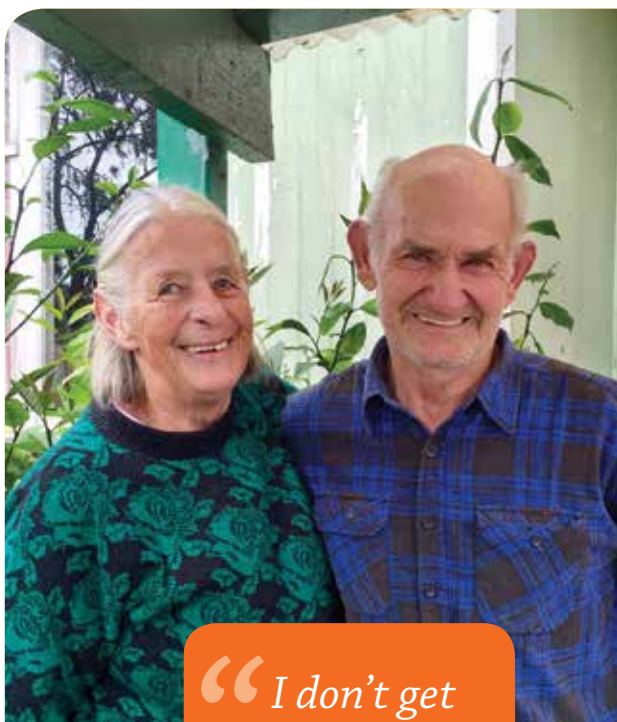
For the first time since its establishment in 1994, CEA ventured outside energy efficiency measures on a large scale, diversifying its services through the Find & Fix project. The project offered temporary repairs for earthquake damaged homes that were leaky, could not be secured properly or where sanitation was a problem.

The project was a follow-up of the Winter-Make-It-Right project that CEA implemented in 2013. Due to the success of Winter-Make-It-Right, the project was upscaled in 2014 through Find & Fix and was run in conjunction with the Christchurch Earthquake Appeal Trust (CEAT), the Canterbury Earthquake Recovery Authority (CERA), CANCern, New Zealand Red Cross, the insurance companies and EQC.

Similar to our energy efficiency projects, Find & Fix focused on measures around the home that improved the health of its occupants. CEA's role was to project manage the repairs.

Repair jobs were managed for nearly 700 properties funded by CERA, insurers, EQC and CEA funds. Some properties received further help through the Repair Well project.

CEA organised temporary repairs for nearly 700 properties.



“I don't get colds and flu as much.”

### Emergency repairs for uninsured elderly couple

Roy and Lorraine's Aranui house was badly damaged in the earthquakes. They thought they were insured but they weren't.

“The house was draughty, cold, rattling. We started to get crook in winter because it was so cold.”

This couple were originally assisted through Find & Fix, and were further assisted through other programmes. CEA organised draught proofing, replaced the front door and some windows, put new bricks on the outside wall, patched up a hole in the ceiling and replaced a broken heat pump.

“It's a lot warmer now. I don't get colds and flus as much. You've been marvellous.”

# Other SERVICES

Unsubsidised work sponsors community projects for vulnerable people that are not fully funded.

CEA is recognised as an independent expert in energy efficiency and is called upon to provide services and advice to customers where no subsidies are available or required.

## Ceiling and underfloor insulation (unsubsidised)

Unsubsidised work for middle and higher incomes only accounted for a small, but important portion of CEA's ceiling and underfloor insulation work. The unsubsidised work sponsors community projects for vulnerable people that are not (fully) funded.

It was pleasing to see that many landlords were taking responsibility for the installation of (unsubsidised) insulation in their rentals.





## Wall insulation (unsubsidised)

With many homes having their internal linings or external cladding damaged, opportunities have arisen to retrofit wall insulation. In this situation wall insulation is one of the best energy efficiency improvements homeowners can make during repairs. Although no government subsidies were available, a substantial number of homeowners chose to install wall insulation during repairs.

## Retail products

Many customers come to CEA to buy energy efficiency products that we know will be cost-effective, but are hard to purchase through retail stores.

Window kits were still the most popular product. They provide similar energy efficiency benefits as double glazing for those who are not able to afford double glazing or for those who are renting.

Door sausages, singles and doubles, are made using Curtain Bank off-cuts and filled with insulation from old electricity wires, providing a product that is almost entirely made out of recycled materials.

V-seal, hot water cylinder wraps and draught stops continue to be sold. A new product was added to the mix: Scoopy, a product that makes it easier to remove window condensation, helping to keep homes drier.

Wall insulation is one of the best energy efficiency improvements homeowners can make during repairs.







# EDUCATION

## Energy Advice Service

CEA operates an Energy Advice Service which provides impartial expert advice to householders over the phone or via email, performs in-home energy audits (Home Energy Checks) and offers energy efficiency education to groups.

## Home Energy Checks

Home Energy Checks (HECs) provide a comprehensive energy audit of a house which includes both physical elements present (e.g. insulation, curtains, hot water, heating), as well as behavioural aspects (e.g. closing curtains before dark and pulling back fully during the day), making it suitable for homeowners and tenants. A report prioritises measures and is targeted to the householder's budget. An infrared camera was purchased and our Home Performance Advisors were trained in its use in a scientifically robust way.

Nearly 450 HECs were performed in 2014. For Meridian Energy, HECs were undertaken for customers with high winter power bills. Kiwibank offered a free HEC for new home loan customers.

## Display area

For many years, CEA has intended to expand its public education function through a display area. A visual display most effectively demonstrates home energy efficiency measures.

With the new premises at 299 Tuam Street, this goal was finally realised and a public display area was fitted out, focusing on less well-known, cost-effective energy efficiency solutions. The display area includes a little model home, a hot water section, a curtain display and more. Manufacturers have generously helped with free materials for the displays. The area will be further developed in 2015.

## Education to groups

Throughout the year 100 talks, double that of the year before, were delivered to professionals working with vulnerable households and householders directly. A special education session that included a Curtain Bank display and a window insulation demonstration was organised during the Curtain Bank opening morning tea for referral agencies.



## Calendar

In co-operation with well-known photographer Rob Suisted, an energy efficiency wall calendar was produced. The calendar combines the best of New Zealand landscapes with monthly energy advice tips and a temperature sensitive strip. The calendar was distributed free to selected customers.

# Our PARTNERS

## Funders of our projects

Without our funders CEA would not be able to do the work it is doing and CEA is grateful to receive funding from a wide variety of sources such as governmental organisations, community trusts and the private sector. Many of our funders have been funding CEA and its projects for many years, guaranteeing continuity in the help we provide. CEA is very grateful for this support.

CEA makes a modest surplus on installed insulation for middle and higher income households who do not qualify for assistance. This surplus is re-invested in the projects for vulnerable households.

## Community liaison

CEA provides help to thousands of people each year. To reach the most vulnerable, CEA works with many grass roots organisations who know their clients and their situations well.



### CANTERBURY EARTHQUAKE RECOVERY AUTHORITY, MICHELLE MITCHELL - DEPUTY CHIEF EXECUTIVE, COMMUNITY RECOVERY:

“Community Energy Action (CEA) was involved in the successful 2014 community-led ‘Let’s Find and Fix’ campaign. Selected because of its existing knowledge and ability to support homeowners with advice on home heating and energy efficiency, CEA worked collaboratively in a shared governance arrangement and provided valuable input to improving processes. Motivated to ensure people are safe, warm and dry in their homes together with extensive experience, CEA was a natural partner in our campaign.”

**ORION, ROB JAMIESON – CHIEF EXECUTIVE:** “We’re proud to be a foundation sponsor of Community Energy Action, whose services assist those with the greatest need in our community.”

**NEW ZEALAND RED CROSS, MICHAEL DONOGHUE – RECOVERY**

**MANAGER:** “New Zealand Red Cross is providing \$3.25 million in funding to the Community Energy Action’s Repair Well Project to assist with providing energy efficiency improvements to more than 250 quake-affected homes in greater Christchurch. The strong partnership between Red Cross and CEA has been a very positive one. As well as improving the living conditions of vulnerable families living in cold, damp, earthquake damaged houses, CEA has met and exceeded their contractual targets. The project has also provided us with a number of avenues to further help the people of Christchurch who need our support.”

**EECA, ROBERT LINTERMAN – GENERAL MANAGER RESIDENTIAL:**

“CEA has been one of EECA’s original partners in delivering government insulation programmes. I have been extremely impressed by the way the trust has worked in the community for over 20 years, as well as delivering Warm Up New Zealand. We value the trust’s commitment and work.”

In 2014, the Curtain Bank received referrals for curtains from the clients of more than 50 community organisations.

CEA received funding from 12 different organisations in 2014.

## CEA winning EECA award

CEA’s efforts to help the Canterbury population with warmer housing didn’t go unnoticed on a national scale either. In May 2014, CEA was awarded EECA’s Champion Christchurch Earthquake Recovery award by the Minister of Energy, Simon Bridges, presented by Christchurch City Council (CCC) Councillor Pauline Cotter.

The judges said: “Their work shows energy, initiative and a long-standing genuine determination to tackle fuel poverty and see people living in more energy efficient homes. CEA rose to the occasion after the earthquakes of 2011 and continued their work regardless.”



“ CEA rose to the occasion after the earthquakes.”

# OUR PEOPLE

## Staff and volunteers

Our most valuable asset is our people: the staff working for us and the volunteers giving us their precious time. A substantial number of CEA staff and volunteers have been with the organisation for many years. They enjoy working for the organisation and value the difference they can make to the community. They provide invaluable skills and experience, with new staff providing fresh ideas.

### Uma Neli, Customer Service and Administration and Pacific Community Ambassador, since March 2014

I like the busyness here, we are open with each other and we support each other if we are stuck, we are a good team.

I like getting calls from Pacific people, I get to speak my own language and I know most Pacific people are too shy to ask for help...I am able to make them feel it's okay.



*“ I know most Pacific people are too shy to ask for help... I am able to make them feel it's okay. ”*



### Margaret Cone, Curtain Bank volunteer for 8 years

“I really admire the people that work here, it's not glamorous work!

When I started in the Curtain Bank there were only a couple of paid workers, both part-time, now it's become much more professional.

Gayle and her team make such a difference to people. They're passionate about helping the less fortunate – it's an important social service. It's just amazing”.

*“ I really admire the people that work here. ”*





## Les Norris, Installation Manager for 16 years

*“I just want to see people warm, healthy and happy.”*

“I just want to see people warm, healthy and happy. I love the interaction with staff and members of the public, and my suppliers – I have built up some good relationships over years.

I have seen CEA go from the little concrete bunker with one full-time staff member...the curtain bank, insulation, office, it all grew.

The September 2010 earthquake ripped us apart – it was like starting all over again... It was devastating.

I love the organisation and what it does and I just hope we can continue. There are so many sick and unfortunate people out there.”

## Gayle Katene, Curtain Bank Manager for 11 years

“It’s unbelievable how the Curtain Bank has grown. The best thing about my job is the people who come in – you know you are making a difference.

I really enjoy working with the social workers from our referral agencies because they connect us with people in real need.

I would like the volunteers to know they are really appreciated, we wouldn’t be able to do half as much work without them.

When I was interviewed for the position I remember Delle, (co-founder and trustee at the time) was so passionate about helping people, it seemed like a really nice place to work – and it is!”



*“The best thing about my job is the people who come in – you know you are making a difference.”*

## CEA’s people

- Approximately 40 staff
- 43% men and 57% women
- 7 long term staff and trustees (with CEA for more than 10 years)
- Culturally diverse

## CEA teams



Assessment team



Office team



Installation team



Repair Well team



Curtain Bank team

## Health and safety

CEA is committed to providing and maintaining a safe and healthy working environment for its staff members, visitors, contractors, service providers and other persons who may be affected by CEA's work.

Ahead of legislative changes in 2015, CEA and the Board of Trustees have taken a pro-active stance to ensure that we are in a good position to maintain a healthy work environment. All our staff are encouraged to take responsibility for their health and safety through involvement in education and training programmes, with regular audits of our processes and procedures.

2014 has seen a diversification of projects and growth in the services required by our organisation. As a result, CEA has extended the number of contractors it works with to ensure positive outcomes for our customers. Pre-selection and monitoring of these contractors is an increasing and important part of H&S at CEA.

With the growth of the organisation, a Health and Safety Committee of seven staff, representing different sections, has been formed to help provide robust reporting systems. This committee provides an active means for staff to participate in the H&S culture at CEA.

## Training of staff

Training is an integral part of health and safety at CEA and it is also part of the personal and business development. CEA staff are all highly trained professionals in their field.

In 2014, four more staff were upskilled to Home Performance Advisors (HPAs), bringing the total of HPA's across the organisation to nine. The course to become a certified HPA is the most comprehensive national training in the area of home energy assessment. Four of the assessors successfully completed certification in the use of our new infrared camera which will be used in some of our assessments.

Further growth in the organisation requires robust processes. To facilitate this, an additional staff member was trained in the use of the Promapp process mapping software package. CEA is one of very few charities able to use this tool, ensuring the continued smooth operation of the organisation.

All installers are internally trained to guarantee the best possible installation of insulation. At least half of them have worked for us for many years and have extensive experience in the work they do. All installers are Site Safe compliant. An asbestos management training programme was also attended.

CEA has more qualified Home Performance Advisors than any other organisation in New Zealand.



# WALLS & WHEELS



## Vehicle fleet

In 2014, CEA updated its vehicle fleet. The refreshed look that CEA started to roll out last year, was applied to the vehicles.

## Database management

CEA's cloud-based database system was significantly upgraded in 2014. The upgraded version was necessary to be able to hold more data on customers, which is required by funders to target programmes to certain demographics. The upgrades also facilitated integration of projects and improved customer experience. It streamlined administration processes, making them more efficient, and it accommodated Home Performance Advisors carrying out assessments on iPads.

## New permanent premises

After three years in temporary premises spread over three locations in the east of Christchurch, CEA moved to permanent premises at 299 Tuam Street in the CBD in late 2014. An insulation warehouse is in close vicinity.

The new premises allow more efficient work processes. They also provide much greater access for the general public to interact with displays and presentations.

The new premises also offered an opportunity to refresh our logo and 'look'.





# MEDIA



## Website and Facebook

Diversification and refocusing of the organisation meant the old website was not suitable any longer and a new website was developed and launched. Better customer experience and easier navigation were important drivers for the change.

Postings on Facebook were done more frequently. In 2014, we reached the milestone of 1,000 followers ('likes') on Facebook.

## CEA in the media

Throughout the year CEA's advice was reported in the media multiple times.



# FINANCIALS

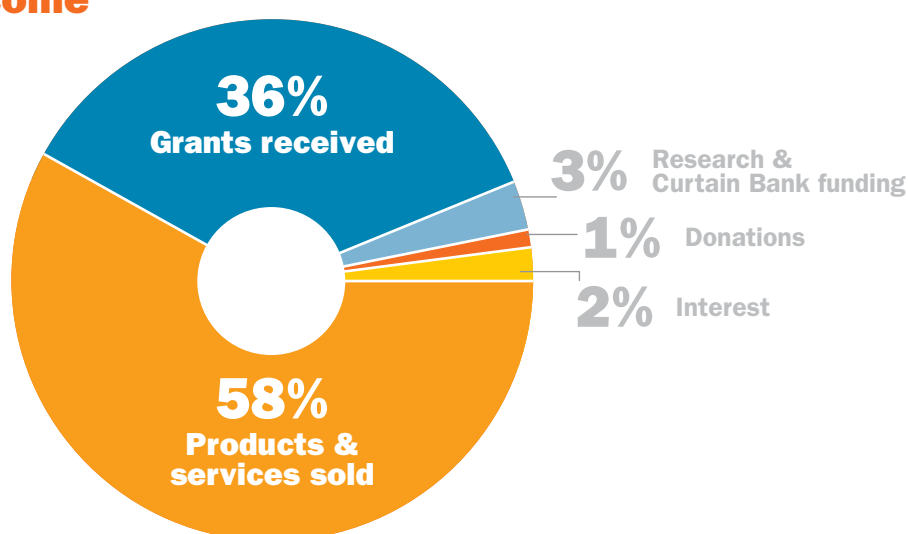
## Statement of financial performance

for the year ended 31 December 2014

	2014		2013	
Income	\$4,146,837		\$3,461,568	
Less cost of sales	\$3,155,879		\$2,206,469	
<b>Gross margin</b>		<b>\$990,958</b>		<b>\$1,255,099</b>
Other income	\$561,296		\$445,631	
<b>Gross surplus</b>		<b>\$1,552,254</b>		<b>\$1,700,730</b>
Less expenditure	\$1,893,136		\$1,314,631	
<b>Net surplus (deficit)</b>		<b>(340,882)</b>		<b>\$386,099</b>

## Sources of income

for the year ended  
31 December 2014



In 2015, CEA plans to use surplus and reserves funding to:

- contribute to the co-funding of insulation under the WUNZ scheme,
- continue funding vulnerable customers in the community for energy efficiency improvements, including those who do not meet the criteria required to access other funding,
- finance CEA's heating fund, special health related projects, and
- undertake research and development.

A full financial report is lodged with Charities Services and is also available on request from CEA.

## Independent audit report

The information in this financial report has been summarised from the Annual Accounts of Community Energy Action for the year ending 31 December 2014. The auditor was BDO Christchurch.



BDO CHRISTCHURCH

### **INDEPENDENT AUDITOR'S REPORT To the Trustees of Community Energy Action Trust**

#### **Report on the Financial Statements**

We have audited the financial statements of Community Energy Action Trust on pages 3 to 11, which comprise the statement of financial position as at 31 December 2014, and the statement of movements in equity, and statement of financial performance for the year then ended, and a summary of significant accounting policies and other explanatory information.

This report is made solely to the Trustees, as a body, in accordance with the Trust Deed of Community Energy Action Trust. Our audit has been undertaken so that we might state to the Trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Trustees, as a body, for our audit work, for this report, or for the opinions we have formed.

#### **Board of Trustees Responsibility for the Financial Statements**

The Trustees are responsible for the preparation and fair presentation of these financial statements in accordance with generally accepted accounting practice in New Zealand and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

#### **Auditor's Responsibility**

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with International Standards on Auditing (New Zealand) and International Standards on Auditing. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Other than in our capacity as auditor we have no relationship with, or interests in, Community Energy Action Trust.



BDO CHRISTCHURCH

**Opinion**

In our opinion, the financial statements on pages 3 to 11, present fairly, in all material respects, the financial position of Community Energy Action Trust as at 31 December 2014, and its financial performance for the year then ended in accordance with generally accepted accounting practice in New Zealand.

A handwritten signature in blue ink that reads 'BDO Christchurch'.

BDO Christchurch

8 May 2015

30 Sir William Pickering Drive  
Christchurch  
New Zealand



# CEA PROFILE

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## Vision

Our vision is warm, healthy homes with minimal environmental impact, being accessible to all in our community.

## Mission

Our mission is to provide householders with accessible energy solutions to achieve good health, good environmental outcomes and the relief of fuel poverty for all in our community.

## Staff

Staff employed by CEA during the year:

Paul Auld,	Kerry Barnes,
Michael Begg,	Lynell Bell,
Adam Caljé,	Barbara Ching,
Debra Coates,	Angela Crawford,
Jaimita De Jongh,	Jon Evans,
Jess Fiebig,	Brigid Furness,
Michael Garden,	Roman Goosev,
Colleen Hughes,	Debbie Johnson,
Corrinna Johnstone,	Gayle Katene,
Cheri Larson-Tizzard,	Susan Lechky,
Chris Leggett,	Michael Limmer,
Holly Lovell-Smith,	Hayley Mahanga,
Uma Neli,	Leslie Norris,
Sarah O'Connell,	Cole Philpott,
Nicola Prattley,	Adam Reid,
Gary Robertson,	Sue Robinson,
Nichola Scott,	Andrew Seque,
Caroline Shone,	Aaron Spicer,
Meg Stewart,	Stanley Stewart,
Renee Swainson,	Aaron Templeton,
Joshua Watson,	Christopher Webster,
Michelle Whitaker,	Lyn Wood.

## Trustees

Stephen Lewis (Chair until February 2014, trustee until December 2014), Stephen Godfrey (Chair from February 2014), Ian McChesney, Ian McKenzie, Raewyn Moss, Sam Utai (from February 2014), Don Chittock (from September 2014).

## Contact details

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PO Box 13759  
Christchurch 8141  
New Zealand  
[info@cea.co.nz](mailto:info@cea.co.nz)  
[www.cea.co.nz](http://www.cea.co.nz)  
(03) 374 7222  
0800 GET WARM (0800 438 9276)

## Charity

Community Energy Action is a registered charitable trust under the Charities Act 2005. Registration number CC28706.

# CEA Premises THROUGH THE YEARS



1994 – April 2010: Armagh Street, CBD



April 2010 – September 2010:  
Moorhouse Avenue, CBD



December 2010 – February 2011:  
Hazeldean Road, CBD



June 2011 – October 2014:  
Beresford Street, New Brighton



October 2014 – present: Tuam Street, CBD

By using **recycled paper** (Cocoon Offset, Cocoon Silk) to print our Annual Report, environmental impact was reduced by:



**25** kg of landfill



**4** kg greenhouse gases



**37** km car travel



**563** litres of water



**52** kWh of energy



**41** kg of wood

Carbon footprint data evaluated by Labelia Conseil in accordance with the Bilan Carbone® methodology. Calculations are based on a comparison between the recycled paper used versus a virgin fibre paper according to the latest European BREF data (virgin fibre paper) available.



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# Keeping our community warm

Published July 2015 by  
Community Energy Action

