



Energy & Water
Ombudsman NSW



Free Energy Training

For community housing
staff and tenants



This training has been developed in partnership with:

- The Office of Environment and Heritage (OEH)
- The Energy and Water Ombudsman NSW (EWON)
- The Public Interest Advocacy Centre (PIAC)
- Community Housing Industry Association NSW (CHIA NSW)

Responding to rises in energy prices in recent years, a series of specially developed energy training sessions have been designed for community housing staff and tenants to help reduce energy costs and promote energy efficiency.

TRAINING DETAILS:

Thursday 20th June 2019

The Gateway Motel
99 Ballina Road, Lismore NSW
2480

Duration: 9:30am – 3:30pm

Cost: Free

Lunch will be provided

The training covers

- Understanding the energy sector
- Case studies describing common problems and how they may be resolved
- How to choose an energy contract and make sense of fees and discounts
- Why supporting tenants with energy advice is important
- Behaviour change for tenants
- Energy use in NSW homes
- Affordability issues and what help is available for customers struggling to pay their energy bills
- Access to hardship programs and other initiatives
- Becoming an energy champion for your CHP