



Australian Government
GEMS Regulator

Energy Rating Stakeholder Satisfaction Survey 2021-22 Results

Energy Rating Stakeholder Satisfaction Survey 2021-22 Results

In December 2022, we surveyed people who registered a product on the Energy Rating Registration System, or asked a question, during the 2021-22 Financial Year.

We found the clear majority of people using the registration system:

- ▶ had a **good understanding of how to complete their application**
- ▶ **found the website easy to use**
- ▶ felt **staff answered their questions clearly, accurately and professionally**, and
- ▶ thought **their application was processed on time**.

These results are consistent with previous surveys. This demonstrates the Energy Rating Registration System is an efficient and streamlined regulatory system. One that minimises red tape and delays for Australian and international business, while also contributing to Australia's commitment to reaching Net Zero by 2050.

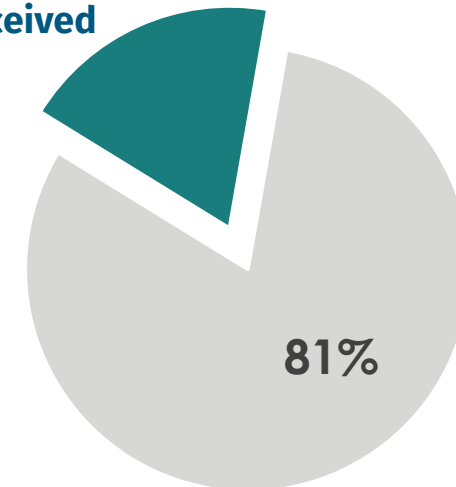
2021-2022 annual stakeholder survey overview

- ▶ The 5th annual survey was sent to users of the Energy Rating Registration System and enquiries team.
- ▶ The survey was conducted in December 2022, looking back at activity in the 2021-22 Financial Year.
- ▶ Invitations were received by 799 registrants and contacts who emailed the Energy Rating team over financial year.
- ▶ 152 responses were completed – a 19 per cent response rate, consistent with previous surveys.
- ▶ This survey followed a two-year break due to Covid-19.

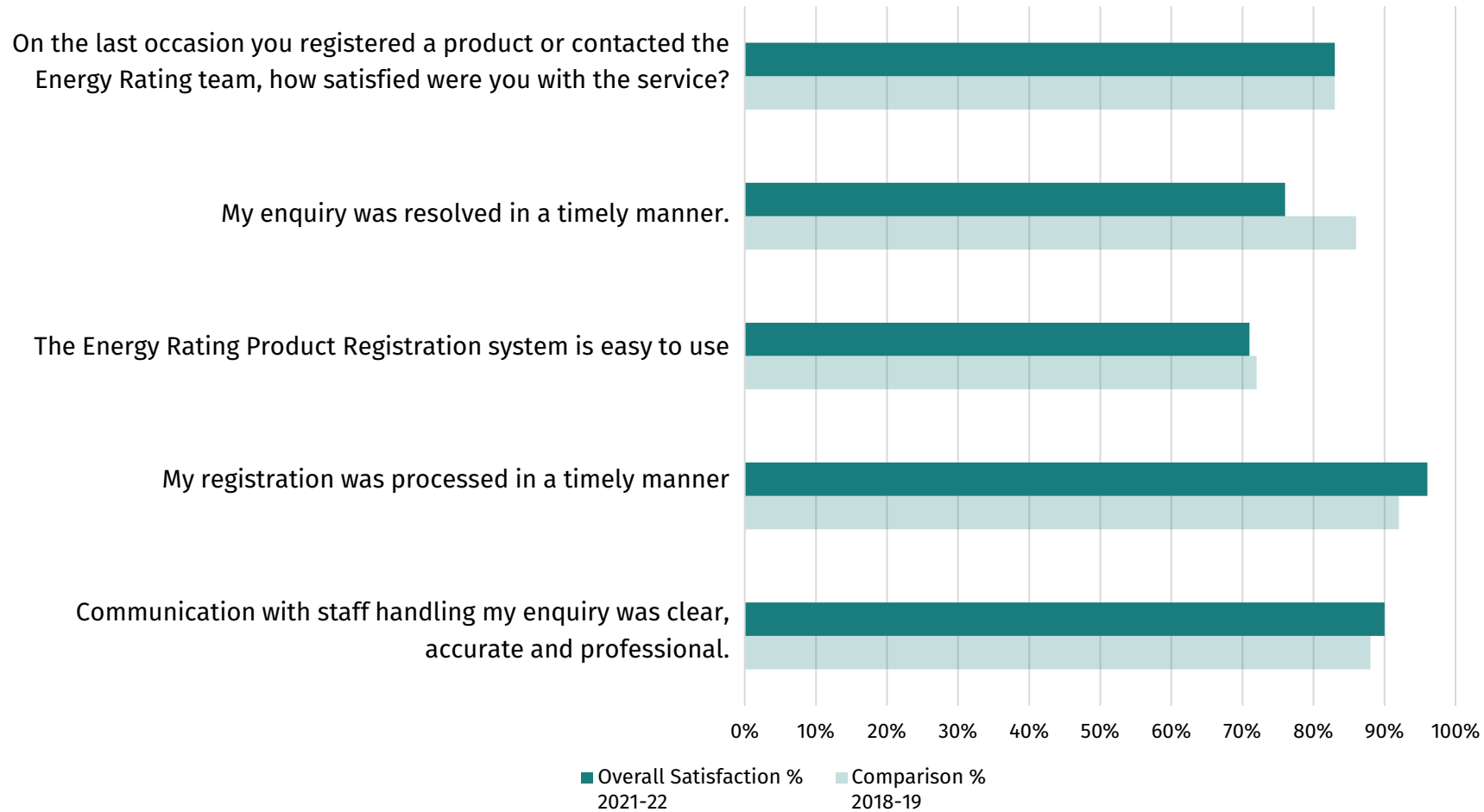
799 survey links
received by stakeholders



19 per cent of survey
responses received

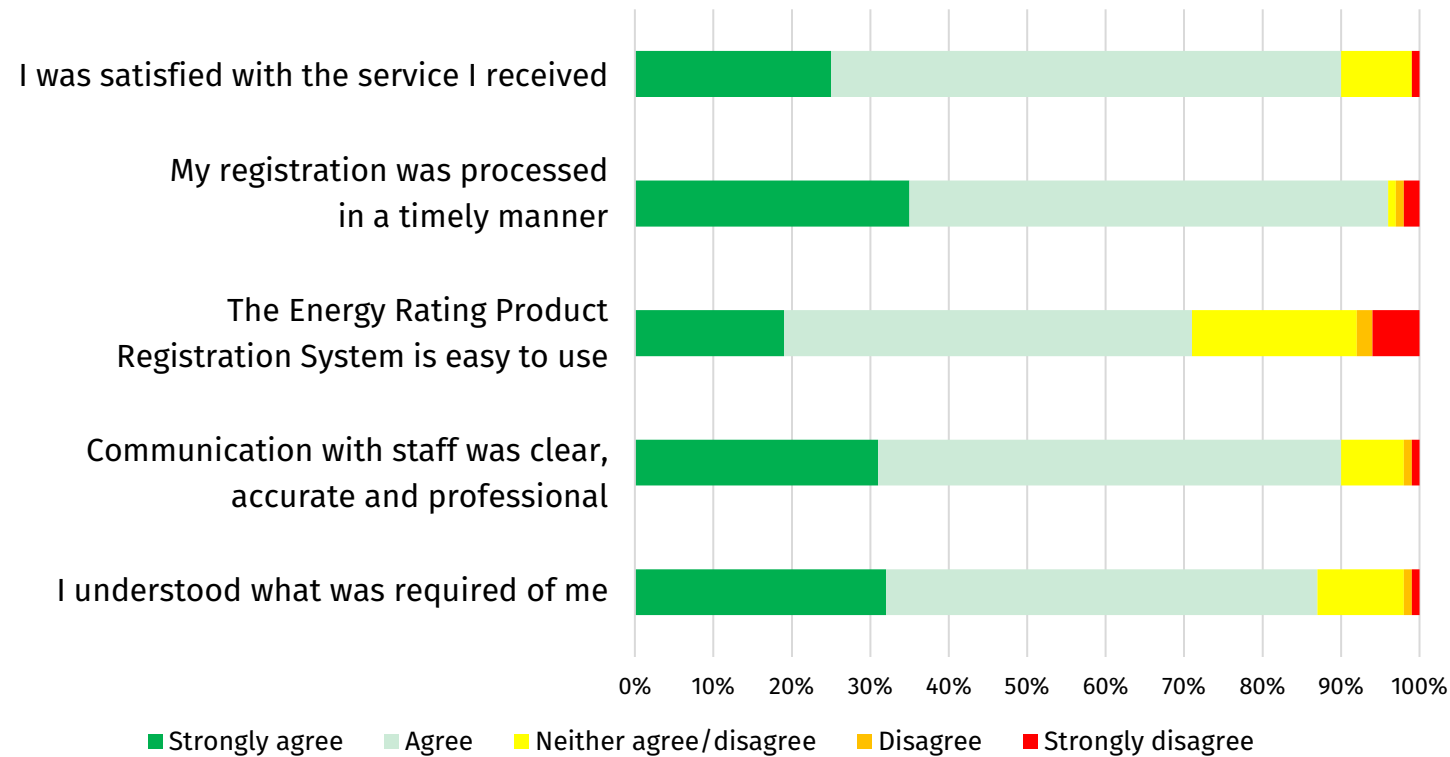


Headline results



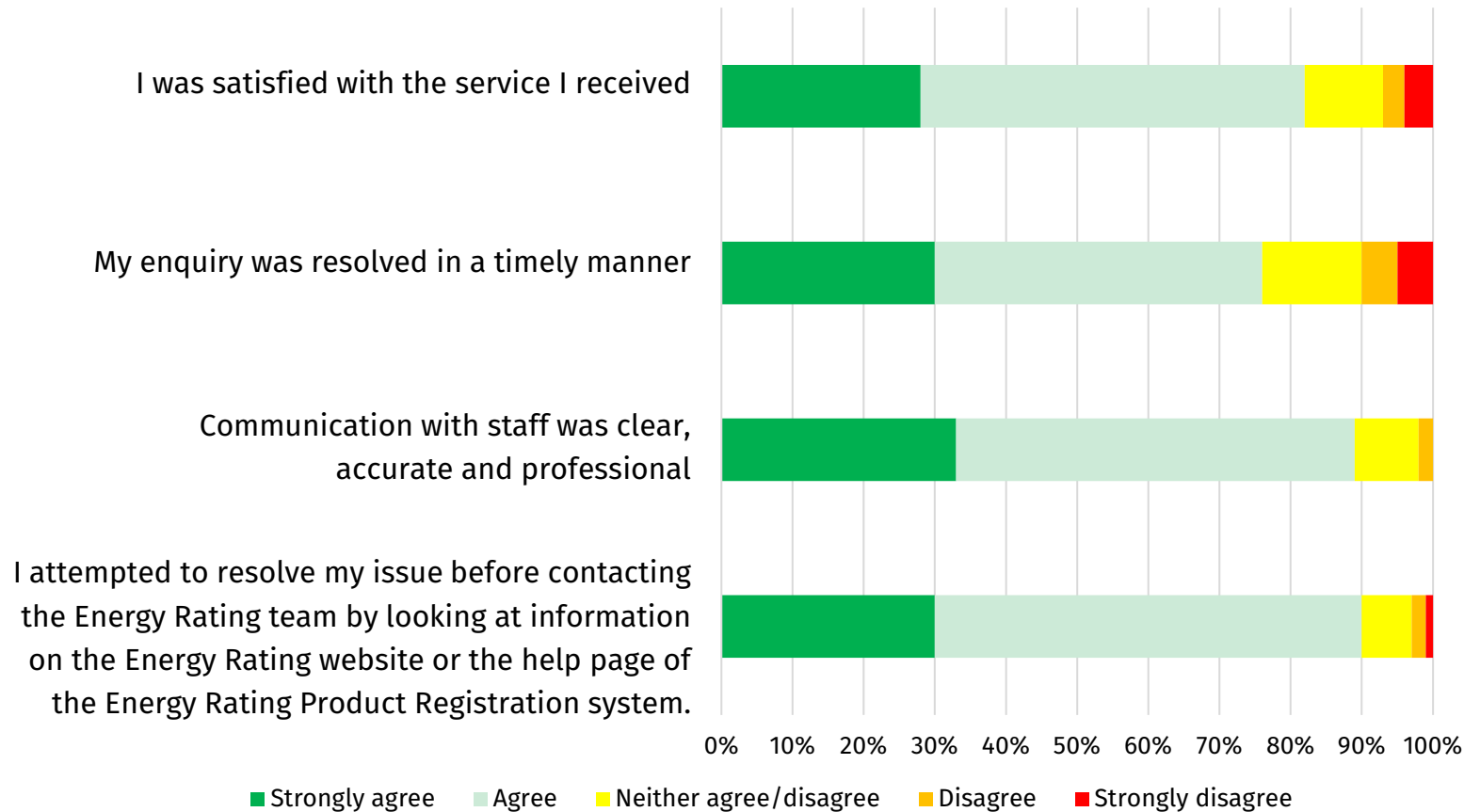
► Overall satisfaction (agree and strongly agree responses) remains high for stakeholders registering GEMS regulated products using the Product Registration System or making enquiries. Results across the surveys are largely consistent.

Results for the Product Registration System



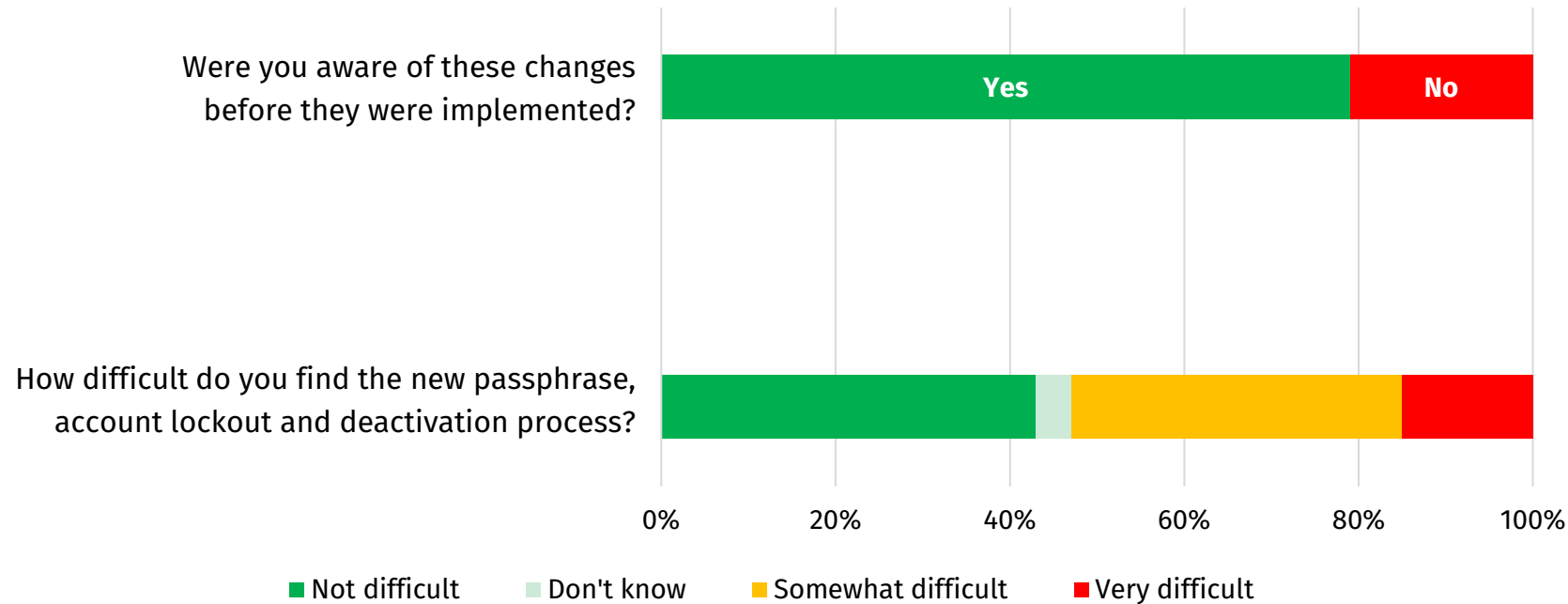
► Very high levels of satisfaction for the Product Registration System, despite the significant challenges in the last 2 years, including Covid-19.

Results for the Energy Rating Team



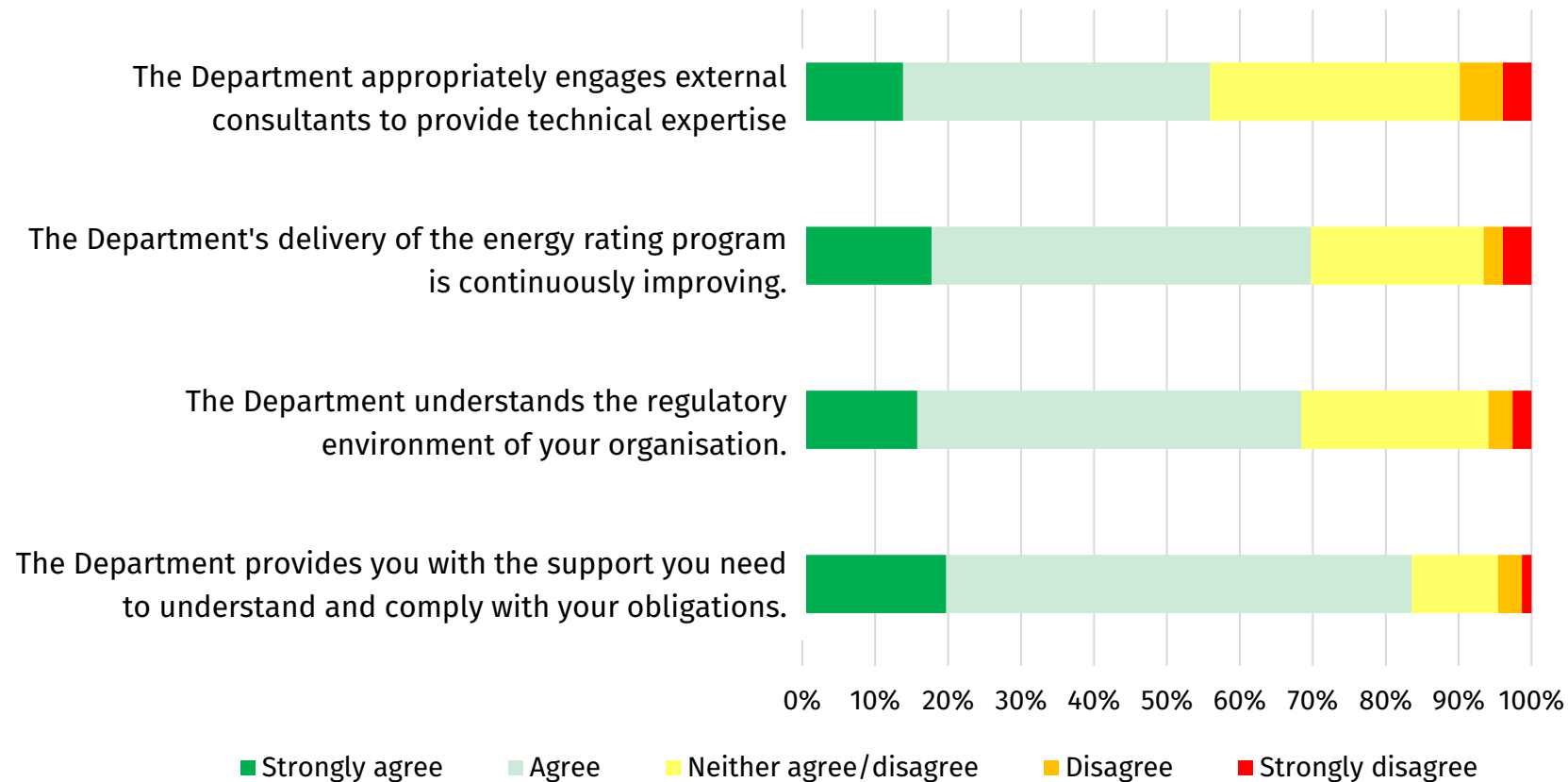
- ▶ Overall satisfaction with service received was high at 82 per cent. Satisfaction for enquiries processing time, down from 85 to 76 per cent, was likely due to a near 30 per cent increase in enquiries, mainly driven by cybersecurity rule changes.

Results for cybersecurity improvements



- ▶ There have been a high level of enquiries about cyber-security changes. The level of impact was less than we expected for the cybersecurity improvements made to the registration system.

Results for the Department's energy rating program



- ▶ A low level of satisfaction (56 per cent) for 'The Department appropriately engages consultants to provide technical expertise'. Results suggest many responded without knowledge of our practices.
- ▶ A high level of agreement (84 per cent) that the program supports the stakeholders in meeting their regulatory requirements.



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Alternative text section

This section contains the data represented in each chart presented in this document for accessibility and transparency purposes

Alternative table for the chart on the *Headline results slide*

	Comparison % 2018-19	Overall Satisfaction % 2021-22
On the last occasion you registered a product or contacted the Energy Rating team, how satisfied were you with the service?	83%	83%
Communication with registration staff was clear, accurate and professional	88%	90%
My registration was processed in a timely manner	92%	96%
The Energy Rating Product Registration system is easy to use	72%	71%
My enquiry was resolved in a timely manner.	86%	76%

- ▶ Overall satisfaction (agree and strongly agree responses) remains high for stakeholders registering GEMS regulated products using the Product Registration System or asking regulatory questions.

Alternative table for the chart on the *Results for the Product Registration System*

	Strongly agree	Agree	Neither agree/disagree	Disagree	Strongly disagree
I was satisfied with the service I received	25%	65%	9%	0%	1%
I understood what was required of me	32%	55%	11%	1%	1%
My registration was processed in a timely manner	35%	61%	1%	1%	2%
Communication with staff was clear, accurate and professional	31%	59%	8%	1%	1%
The Energy Rating product registration system is easy to use	19%	52%	21%	2%	6%

- ▶ Very high levels of satisfaction for the Product Registration System, despite the significant challenges in the last 2 years, including Covid-19.

Alternative table for the chart on the *Results for the Energy Rating Team*

	Agree	Strongly agree	Neither agree/disagree	Disagree	Strongly disagree
I was satisfied with the service I received	54%	28%	11%	3%	4%
I attempted to resolve my issue before contacting the Energy Rating team by looking at information on the Energy Rating website or the help page of the Energy Rating Product Registration system.	60%	29%	7%	3%	1%
My enquiry was resolved in a timely manner	46%	30%	14%	5%	5%
Communication with staff was clear, accurate and professional	56%	33%	9%	2%	0%

- ▶ Overall satisfaction with service received was high at 82 per cent. Satisfaction for enquiries processing time, down from 85 to 76 per cent, was likely due to a near 30 per cent increase in enquiries, mainly driven by cybersecurity rule changes.

Alternative table for the chart on the Results for cybersecurity improvements

	Not difficult	Somewhat difficult	Very difficult	Don't know
How difficult do you find the new passphrase, account lockout and deactivation process?	43%	38%	15%	4%
	Yes	No		
Were you aware of these changes before they were implemented?	79%	21%		

- ▶ There have been a high level of enquiries about cyber-security changes. The level of impact was less than we expected for the cybersecurity improvements made to the registration system.

Alternative table for the chart Results for the *Department's Energy Rating Program*

	Agree	Strongly agree	Neither agree/disagree	Disagree	Strongly disagree
The Department provides you with the support you need to understand and comply with your obligations.	64%	20%	12%	3%	1%
The Department understands the regulatory environment of your organisation.	53%	16%	26%	3%	2%
The Department's delivery of the Energy Rating program is continuously improving.	52%	18%	24%	3%	3%
The Department appropriately engages external consultants to provide technical expertise	42%	14%	34%	6%	4%

- ▶ A low level of satisfaction (56 per cent) for ‘The Department appropriately engages consultants to provide technical expertise’. Results suggest many responded without knowledge of our practices.
- ▶ A high level of agreement (84 per cent) that the program supports the stakeholders in meeting their regulatory requirements.