

MODULE 7
WHERE TO GET HELP



The *Energy and greenhouse management toolkit* is a Victorian Government initiative developed in partnership by EPA Victoria and the Sustainable Energy Authority Victoria, and funded through the Victorian Greenhouse Strategy.

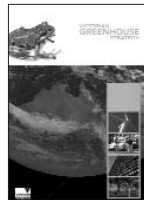
EPA Victoria

EPA is a Victorian State Government statutory authority established to enable the safe clean and sustainable environment that Victorians seek. Based on a philosophy that prevention is better than cure, EPA Victoria takes an integrated approach to delivering its mission by providing environmental leadership, promoting public awareness and working with all sectors of the community. It also provides best practice guidelines and standards, together with regulation and policing where required. For further information visit www.epa.vic.gov.au



Sustainable Energy Authority Victoria

The Sustainable Energy Authority Victoria (SEAV) is a State Government statutory authority. SEAV's objective is to accelerate progress towards a sustainable energy future by bringing together the best available knowledge and expertise to develop leading-edge initiatives which provide Victorians with greater choice in how they can take action to significantly improve energy sustainability. For further information visit www.seav.vic.gov.au



Victorian Greenhouse Strategy (VGS)

Climate change is an issue which impacts on the whole community, including individuals, business and all levels of government. If a truly sustainable solution is to be achieved, all members of the community must play their part. The VGS will facilitate the establishment of partnerships, and build capacity throughout the community for greenhouse action. The development of the VGS has benefited from extensive public consultation and is a significant first step on the long road to addressing the threat of climate change. For further information visit www.greenhouse.vic.gov.au or call the Department of Natural Resources and Environment Customer Service Centre on 136 186.

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Where to get help.

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Energy and greenhouse management toolkit



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Module 7
Where to get help



CDs
Energy Smart Tracker
Green Power business guide

Introduction

This module directs you to sources of energy and greenhouse service providers to assist you in reviewing and implementing sustainable practices into your operations. Guidelines for engaging and getting the best from consultants are also provided.

An extensive list of energy and greenhouse information sources can direct you to useful information on all aspects of energy efficiency, best practice and sustainability.

Sources of energy and greenhouse services

AUSTRALIAN INSTITUTE OF REFRIGERATION, AIR CONDITIONING AND HEATING (AIRAH)

AIRAH is a leading organisation for refrigeration, air conditioning, heating, ventilation and associated building services industries in the Asia-Pacific region. A list of accredited energy auditors is available on their website.

The register has been established by industry professionals and has assessed persons on energy auditing criteria encompassing aspects of:

- feasibility and concept design
- energy management
- design development
- contract documentation
- construction
- commissioning and balancing
- building operation

www.airah.org.au

AUSTRALASIAN ENERGY PERFORMANCE CONTRACTING ASSOCIATION (AEPKA)

AEPKA membership is made up of Energy Services Companies, State Government Departments and private companies interested in the Performance Contracting process. A list of members is available from their website.

www.aepka.asn.au

THE AUSTRALIAN GAS INDUSTRY DIRECTORY

The Australian Gas Association (AGA) produces a directory which contains products and a services guide. It also contains information on the association and its members, overseas gas organisations and Commonwealth and State energy offices.

www.gas.asn.au

CLEAN AIR SOCIETY OF AUSTRALIA AND NEW ZEALAND

CASANZ is a non-governmental, non-profit organisation with the objective to promote protection of the environment through advancement of knowledge and practical experience of environmental and air quality management. The *CASANZ Directory of consultants (environmental)* will be made available from their website.

www.casanz.org.au

DEPARTMENT OF INNOVATION, INDUSTRY AND REGIONAL DEVELOPMENT AND VICTORIAN WATER INDUSTRY ASSOCIATION

The *Victorian Water Industry directory 2000* was published by the Victorian Water Industry Association. The Directory outlines the capabilities of water authorities, consultants, contractors, product and service suppliers.

www.vicwater.org.au
www.iird.vic.gov.au

ENERGY SMART ALLIES DIRECTORY

Sets out names, contact details and a brief summary of companies that provide, supply and install energy efficient products and services. Last produced in 2000. Has a NSW focus.

www.energysmartallies.com

ENVIRONET

The development of Australia's EnviroNET is an initiative of the Federal Department of Environment and Heritage's Environment Industries Focus Unit. A database on energy and environmental consultants is available from their website.

www.environment.gov.au/epg/environet/expertise/index.html

EPA VICTORIA

The Victorian Government authority responsible for regulating and promoting environmental management, the control of pollution on land, in water and air, industrial noise, and waste minimisation. A list of environmental auditors is available from their website.

http://www.epa.vic.gov.au/Industry/environmental_auditors.asp

Selecting and getting the best from a consultant

WHY USE A CONSULTANT?

There are a range of reasons why a business may decide to use a consultant. These include:

- reducing work overload;
- obtaining expertise not available in-house;
- transferring knowledge to staff; and
- obtaining another view.

BEFORE SELECTING A CONSULTANT

Ensure that you are clear on the reason for appointing a consultant and the task you expect the consultant to undertake. Disputes between clients and consultants are often caused through a lack of common understanding of the tasks and the outcomes (deliverables). It is far better to clearly state your expectations up-front.

The documentation

Before selecting a consultant or calling for tenders, it is important to develop the required documentation. The main documentation will consist of the specification describing the task and expected outcomes, and the contract. The contract could be a standard form or specific for the purpose. One standard form of contract is Australian Standard AS 4122-2000, General Conditions of Contract for Engagement of Consultants.

The documentation should include, but not be limited to definitions, details of the appointment, access to information, confidentiality requirements, copyright of outcomes, payment details, dispute resolution, termination and use of sub-consultants.

In regard to scope and methodology of the tasks, consider requesting options, as there may be another approach that could save money or time. It is preferable that this be clearly documented as an optional submission.

SELECTING A CONSULTANT

There are a number of options to selecting a consultant, including:

- open tendering;
- a phased process—registration of interest followed by tendering; and
- selective tendering.

The size of the task and knowledge of the potential consultants may determine the preferred method. Each option has its advantages.

Open tendering may require considerable effort in the assessment phase due to the number of submissions. However, this extra effort may be rewarded with a cost-effective solution.

For large projects, it may be practicable to use a phased approach where a registration of interest is required. This would include the relevant expertise and details of potential consultants. Selected consultants are then invited to submit detailed tenders. Considering that the development of a detailed tender for a large project may be quite costly, this option is likely to result in more comprehensive tenders and reduce the assessment process.

If you have knowledge of the consultants competent to undertake the tasks, selective tendering may be a cost-effective selection option, particularly for smaller projects.

Assessment of tenders may be complex; however, it is important that the process evaluates value for money rather than just cost. Hence, selection criteria should relate to the desirable outcomes and the ability of the consultants to undertake the project.

WORKING WITH CONSULTANTS

Before beginning the detailed tasks, it is worthwhile restating your expectations to ensure that the consultant has a clear understanding and that any misunderstandings are clarified at the earliest opportunity.

It is rare that the consultant can work in isolation. The requirements for information, its security and confidentiality should be clearly stated. Also consider appointing one staff member as the project manager and primary contact for the consultant.

Identify clear milestones so that progress of the project can be easily monitored. The earlier any delays are identified the greater the chance of rectifying or changing your own plans to reduce business disruption.

On completion, it is worthwhile undertaking a brief review of the project. Lessons may be learnt for future projects.

Refer to *Module 4* for information on energy auditing, including indicative costs for consultants.

Energy and greenhouse information links

AUSTRALASIAN ENERGY PERFORMANCE CONTRACTING ASSOCIATION (AEPCA)

AEPCA membership is made up of Energy Services Companies, State Government Departments and private companies interested in the Performance Contracting process.

www.aepca.asn.au

AUSTRALIAN INSTITUTE OF ENERGY (AIE)

The AIE promotes better management of energy resources; practical energy management; high standards of ethics, education and qualifications; and modifications and improvements in the law relating to energy. It works to advance scientific, technological and social studies relating to energy and encourages development and research in all branches of energy. It provides for the dissemination of knowledge in all energy-related matters.

www.aie.org.au

AUSTRALIAN INSTITUTE OF REFRIGERATION, AIR CONDITIONING AND HEATING (AIRAH)

AIRAH is a leading organisation for refrigeration, air conditioning, heating, ventilation and associated building services industries in the Asia-Pacific region.

www.airah.org.au

AGL

A supplier and distributor of gas and electricity.

www.agl.com.au

AUSTRALIAN GREENHOUSE OFFICE (AGO)

The AGO is a Commonwealth Government agency within the environment portfolio to provide a whole-of-government approach to greenhouse matters, and to deliver the Commonwealth Government's \$180 million climate change package. The AGO is responsible for the coordination of domestic climate change policy and the delivery of Commonwealth programs, and provides a central point of contact for stakeholder groups.

www.greenhouse.gov.au

THE AUSTRALIAN NATURAL GAS INDUSTRY

The Australian Gas Association (AGA) is the national representative body for Australia's downstream gas industry and provides a wide range of member services including technical support and certification, industry representation, conventions and seminars.

www.gas.asn.au

BUILDING GREENHOUSE RATING SCHEME

The Australian Building Greenhouse Rating scheme is a national program that benchmarks commercial office buildings' greenhouse impact on a scale of 1 to 5 stars.

www.abgr.com.au

BUSINESS CHANNEL

Brings together business information from State, Commonwealth and Local government agencies, providing a single entry point for assistance on all aspects of running a business and dealing with government.

www.business.channel.vic.gov.au

CADDET

CADDET is source of global information on proven, commercial applications covering the full range of energy saving technologies.

www.caddet-ee.org

CITIPOWER

An energy retailer and distributor of electricity in the Melbourne inner city area.

www.citipower.com.au

CLIMATELINK

A public information service that provides free access to the US EPA's education and public outreach materials on global warming, including brochures, fact sheets, slideshows, videos and CD-ROMs.

www.epa.gov/globalwarming/climatelink

CSIRO ATMOSPHERIC RESEARCH

CSIRO Atmospheric Research provides world-class scientific advice and solutions on issues involving the atmospheric environment and the climatic system. Their research is directed towards meeting the needs of government, industry and the community.

www.dar.csiro.au

CSIRO DIVISION OF ENERGY TECHNOLOGY

CSIRO Energy Technology provides research and development contributing to the sustainability of Australia's energy industry. The main areas of endeavour are coal preparation, advanced power generation, aspects of renewable energy and energy storage and the environmental impacts of the energy industry, particularly greenhouse gas emissions.

www.det.csiro.au

DEPARTMENT OF ENERGY (UNITED STATES), OFFICE OF INDUSTRIAL ENERGY TECHNOLOGIES, TECHNICAL TOOL REFERENCES

The Office of Industrial Energy Technologies works in partnership with US industry to develop and deliver advanced technologies that increase energy efficiency, improve environmental performance and boost productivity.

www.oit.doe.gov

DEPARTMENT OF INDUSTRY, TOURISM AND RESOURCES

This site provides a guide to the main activities of the Energy and Environment Division of the Commonwealth Department of Industry, Tourism and Resources. The business of the Division is to provide policy advice on energy, greenhouse and other environmental issues from a national perspective, and to contribute to the implementation of policy decisions taken by Government. NetEnergy addresses divisional business within the three main operational areas—domestic energy issues, international energy issues and greenhouse.

www.industry.gov.au

DEPARTMENT OF INNOVATION, INDUSTRY AND REGIONAL DEVELOPMENT (DIIRD)

DIIRD is responsible for encouraging business growth, securing investment, promoting exports and creating employment in Victoria. Industry, investment and business assistance programs are delivered by the Department. With offices across the state and in key cities overseas, DIIRD serves as the first point of contact between industry and the Victorian Government.

www.iird.vic.gov.au

DEPARTMENT OF NATURAL RESOURCES AND ENVIRONMENT

The Victorian Government department responsible for the integrated management of Victoria's natural resource base, including land identification, resource and industry development, utilisation and protection, conservation and management of Victoria's natural environment. This site contains information on the Department's activities as well as consumer and student information.

www.nre.vic.gov.au

ECORECYCLE VICTORIA

The Victorian Government agency responsible for eliminating unnecessary waste, and promoting the sustainable use of resources. EcoRecycle partner industry, local government and the community to minimise the creation of waste, and promote the sustainable use of resources and better managing the disposal of residuals.

www.ecorecycle.vic.gov.au

THE ELECTRICITY SUPPLY ASSOCIATION OF AUSTRALIA LIMITED (ESAA)

The ESAA provides the national electricity supply businesses with a voice in their relationships with government, regulatory bodies, the media, community organisations and business customer representative bodies.

www.esaa.com.au

ENERGY AND WATER OMBUDSMAN (VICTORIA)

The Energy and Water Ombudsman (Victoria) (EWOV) has the power to investigate and resolve disputes between Victorian electricity, gas and water customers and their providers.

www.eiov.com.au

ENERGY EFFICIENCY AND CONSERVATION AUTHORITY (EECA)

A New Zealand government authority promoting energy efficiency and conservation. The site provides information on energy efficiency activities in New Zealand.

www.eeca.govt.nz

ENERGY EFFICIENCY AND RENEWABLE ENERGY NETWORK (US DEPARTMENT OF ENERGY)

EREN's website provides information for business on topics such as lighting, HVAC, building design, energy audits, motors, and provides online access to ask an energy expert questions.

www.eren.doe.gov/consumerinfo/

ENERGY EFFICIENCY BEST PRACTICE PROGRAM (DEPARTMENT OF INDUSTRY, TOURISM AND RESOURCES)

The Australian Government's Energy Efficiency Best Practice (EEBP) program is helping industry sectors redefine best practice in energy management, by building their capacity to identify and implement continuous improvements as well as 'big step' innovative advances.

www.industry.gov.au (home >resources and energy >domestic energy)

ENERGY EFFICIENCY BEST PRACTICE PROGRAM (UK)

A number of publications on many best practice technologies and management systems. Access to them is obtained by registering with the on-line Information Centre.

www.energy-efficiency.gov.uk

ENVIRONMENT AUSTRALIA

Information on Australia's environment and heritage programs from the Commonwealth Government's department for the 'Environment'. Includes sections on Australian greenhouse gas emissions and the National Greenhouse Response Strategy.

www.ea.gov.au

EPA VICTORIA

The Victorian Government authority responsible for regulating and promoting environmental management, the control of pollution on land, in water and air, industrial noise, and waste minimisation.

www.epa.vic.gov.au

EPRI (US)

The Electric Power Research Institute provides science and technology-based solutions of indispensable value to global energy customers by managing programs of scientific research, technology development, and product implementation.

www.epri.com

ERGON ENERGY

Ergon Energy is an energy retailer.

www.ergon.com.au

GAS TECHNOLOGY INSTITUTE (US)

The Gas Technology Institute (GTI) is an industry-led natural gas research and development organisation. GTI is dedicated to meeting current and future energy and environmental challenges by developing solutions for consumers and industry.

www.gastechnology.org

GREENHOUSE CHALLENGE

The Greenhouse Challenge is a cooperative effort of Australian industry and the Commonwealth Government to reduce greenhouse gas emissions through voluntary industry action.

www.greenhouse.gov.au/challenge/

GREEN POWER

Everything you need to know about Green Power.

www.greenpower.com.au

INTERGOVERNMENTAL PANEL ON CLIMATE CHANGE (IPCC)

The IPCC provides scientific, technical and socioeconomic advice to the world community through its periodic assessment reports on the state of knowledge of causes of climate change, its potential environmental and socioeconomic impacts and options for addressing it.

www.ipcc.ch

LAND CHANNEL

Brings together information about land and property in Victoria, Australia. It provides answers on subjects as wide-ranging as buying, selling or developing a property; conservation and heritage issues; agricultural resource information; and mapping resources.

www.land.vic.gov.au

LEONARDO ACADEMY INC.

Leonardo Academy Inc. is a nonprofit organisation dedicated to addressing issues affecting people and the environment on an interdisciplinary basis. Leonardo Academy's mission includes addressing environmental issues, energy issues and sustainability.

www.leonardoacademy.org

MINISTERIAL COUNCIL ON MINERAL AND PETROLEUM RESOURCES (MCMPR)

MCMPR was established in June 2001 to subsume the minerals and upstream petroleum component of the former Australian and New Zealand Minerals and Energy Council (ANZMEC). MCMPR's mission is to contribute to the national wellbeing by promoting the progressive and sustainable development of the Australian mining, minerals and petroleum industry.

www.industry.gov.au (home >resources and energy > mineral industries)

MOTOR SOLUTIONS ONLINE

Provides comprehensive information and guidance, as well as practical information and tools, to help you make the right choices about electric motors. Has free Motor Selector software to analyse the many factors involved when choosing a motor and to compare models and types based on lifecycle costs and other factors.

www.isr.gov.au/motors

NEMMCO

The National Electricity Market Management Company Limited is the body corporate responsible for the administration and operation of the wholesale national electricity market in accordance with the National Electricity Code. The aim of the National Electricity Market Management Company is to provide an effective infrastructure for the efficient operation of the wholesale national electricity market.

www.nemmco.com.au

OFFICE OF THE REGULATOR GENERAL, VICTORIA

The Office of Regulator General is an independent economic regulator set up by the State Government of Victoria to regulate designated activities such as the electricity, water, gas, grain handling and ports industries. The Office promotes competition in Victoria's restructured industries and ensures customers benefit from that competition. This website contains information on the offices' activities and has links to many other utilities and related organisations websites.

www.reggen.vic.gov.au

OFFICE OF THE RENEWABLE ENERGY REGULATOR

The Office of the Renewable Energy Regulator is a statutory authority established to oversee the implementation of the Government's mandatory renewable energy target.

www.orer.gov.au/about/main.htm

ORIGIN ENERGY

Origin Energy is an energy provider, supplying gas and electricity to customers.

www.origin.com.au

PACIFIC GAS AND ELECTRIC COMPANY

Smarter energy: Business purchasing guide includes guides for lighting systems, motors, compressed air systems and airconditioning systems.

www.pge.com

POWERCOR AUSTRALIA

Powercor distributes electricity to Victorian customers.

www.powercor.com.au

PROPERTY COUNCIL OF AUSTRALIA

The Property Council of Australia's website provides information on a range of the Council's initiatives, discussion papers, data and statistics, and links to other resources.

www.propertyoz.com.au

PULSE UNITED ENERGY

Pulse is an energy provider, supplying gas and electricity.

www.pulsenet.com.au

RMIT CENTRE FOR DESIGN

The RMIT Centre for Design can provide detailed information on lifecycle assessment.

www.cfd.rmit.edu.au

ROCKY MOUNTAINS INSTITUTE (US)

Since 1982, Rocky Mountain Institute has worked with corporations, governments, communities, and citizens to help them solve problems, gain competitive advantage, increase profits, and create wealth through the more productive use of resources.

www.rmi.org

SUSTAINABLE ENERGY DEVELOPMENT AUTHORITY (SEDA)

The New South Wales Government Authority promoting sustainable energy. The site provides information on its programs and activities

www.seda.nsw.gov.au

SUSTAINABLE ENERGY AUTHORITY VICTORIA

The Victorian Government Statutory Authority accelerating progress towards a sustainable energy future by bringing together the best available knowledge and expertise to develop leading-edge initiatives to provide Victorians with greater choice in how they can take action to significantly improve energy sustainability.

www.seav.vic.gov.au

TXU

A supplier and distributor of gas and electricity, based in Victoria and marketing to customers across eastern Australia.

www.txu.com.au

UNITED ENERGY

United Energy distributes electricity in Melbourne's south-east and the Mornington Peninsula.

www.unitedenergy.com.au

US GLOBAL CHANGE RESEARCH INFORMATION OFFICE

The US Global Change Research Information Office (GCRIO) provides access to data and information on global change research, adaptation/mitigation strategies and technologies, and global change-related educational resources on behalf of the various US Federal Agencies and Organisations that are involved in the US Global Change Research Program (USGCRP).

www.gcrio.org

VICTORIAN GOVERNMENT GREENHOUSE POLICY

The Victorian Government is committed to ensuring Victoria plays its part in national and international efforts to address the threat of climate change, and will pursue this commitment in a manner consistent with the directions set out in the *Growing Victoria Together* statement.

www.greenhouse.vic.gov.au

