

ANZWHA welcomes changes concerning heat pump water heaters under the NSW Energy Savings Scheme

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The Australian & New Zealand Water Heating Association (**ANZWHA**) applauds the NSW Government's announcement on 31 May 2025 to ban doorknocking under the Energy Savings Scheme (**ESS**), introduce 5-year mandatory warranties for heat pump water heaters, launch a targeted compliance blitz of high-risk heat pump installations and consider measures to ensure products eligible for sale under the ESS are fit for purpose.¹

President of ANZWHA, Ben Teeger, expressed his support for the changes on behalf of the association. "ANZWHA has been calling for reforms of this nature for some time, and we congratulate Ministers Sharpe and Chanthivong on their decision."

"We look forward to continuing to work constructively with the Department of Climate Change, Energy, the Environment and Water (DCCEEW), the Independent Pricing and Regulatory Tribunal (IPART) and the Building Commission, on measures designed to improve consumer experiences and protect the integrity of the Energy Savings Scheme", Mr. Teeger said.

It is also imperative that:

- unsolicited telemarketing also be banned;
- consumers are able to enforce their 5-year mandatory product warranty in the real world, such as through evidence of a manufacturer's ability to honour the warranty;
- unlicensed installations be given particular attention as part of the targeted compliance blitz, such as refrigerant-coupled split system heat pumps installed prior to 1 November 2024;
- the appropriateness of existing statute of limitations restrictions are examined given that high-risk products were likely installed earlier than current laws permit the Building Commission to take enforcement action against; and
- misleading advertising claims be more actively monitored and enforcement action taken, where necessary.

Energy efficient water heaters like heat pumps can hold the key to lowering household energy use, energy bills and greenhouse gas emissions. "The last thing we want as an industry is for this technology to be tarnished by the actions of some unscrupulous operators, as this could negatively impact social licence for this important product in the energy transition", Mr. Teeger said.

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About ANZWHA:

The Australian & New Zealand Water Heating Association is the peak body representing the water heating industry in Australia and New Zealand. Its members are a diverse group of manufacturers and suppliers of water heating systems, including electric, gas, solar and heat pump technologies, which are used in both residential and commercial applications. Its key purposes include promoting the manufacture and sale of high quality, high performing and efficient water heating products and systems, and their compliant and safe installation by licensed and skilled tradespeople. In addition, ANZWHA works with governments, regulators and other industry stakeholders to develop and advocate for policies, standards and regulations that are practical, workable and safe.

¹ James Willis, 'Pulling the plug on dodgy heaters: Government launches blitz', *The Saturday Telegraph*, 31 May 2025, p. 7.