

Energy Coaching Hui Facilitation Guide

As an energy coach you may find it useful to discuss home energy use in small group forums e.g. community groups.

Running an energy coaching hui/workshop could be a way for you to introduce energy coaching to your community or could be a refresher if whānau have already had an energy coaching visit in their home. Either way, the content of this workshop should help to increase understanding of how households can get the most out of electricity in their homes.

As an energy coach you'll have the role of facilitator for the session and will run the hui. You may want to have 1 or 2 facilitators. This quick step-by-step guide will help you lead a successful and informative workshop. We've given suggestions about what you can say as facilitator but please use your own words if you feel more comfortable doing so.

Ideally, it would be for groups of 10-15 at a time. The workshop is scheduled to take around 90 minutes (including 10min refreshment break).

You might like to consider providing giveaways for attendees (suggestions include):

- Shower timers
- Hygrometers (to measure temperature/humidity)
- 'Energy at home' workbooks
- LED lightbulbs

You can choose to give out giveaways to all participants or as prizes for the games- you decide how best to allocate to the group.

You will need to provide:

- Workshop participants
- Venue for hosting workshop
- Powerpoint projector and screen (or a laptop)
- Refreshments (optional)

Things you will need to run the workshop

- USB drive with powerpoint presentation
- Puzzles - "Build your bill" game x 4
- Activity cards for "Three buckets game" x 1
- Demonstration buckets x 3

Hui format (approximately 75 minutes)

	Suggested Format	Time Indicator	Resources
1.	Opening Karakia	2 mins	
2.	Welcome and whakawhanaungatanga (introductions)	5 mins	
3.	Powerpoint presentation:		
	• Energy coaching introduction	5 mins	
	• Warm up game	5 mins	
	• How does electricity get to your home	2 mins	
	• 3 buckets game	10 mins	Buckets and cards
	Refreshment break	10 mins	
4.	• Build your Bill puzzle game	15 mins	Puzzles
	• Energy at home workbook (If time is short they can finish at home)	10 mins	Workbook and pens
	Wrap-up/closing karakia	5 mins	

Detailed Guidance for Hui

1. Opening Karakia

Where appropriate the hui will start with a karakia. See the Te Puni Kōkiri website (www.tpk.govt.nz) for examples if you do not have your own.

2. Welcome and whakawhanaungatanga

You can then open the meeting, welcome attendees and do introductions around the room, giving everyone the chance to participate.

Energy Coaching Hui Facilitation Guide

3. Powerpoint

From this point, you could use the Powerpoint presentation as a guide to run through the next few activities.

Energy Coaching Introduction

Explain the benefits of energy coaching, and what the purpose of the hui is today. The first thing to do after the introductions is explain that the hui will help households manage their energy needs. Here's a suggested explanation:

Some people may struggle to heat their homes or afford their energy bills. This hui will share tips and information to help whānau save money, understand their power use and keep their homes warm and dry."

Explain the purpose of the hui and what you are going to cover.

"Today we will:

- Talk about energy at home and how to make the most of your electricity*
- Play some games and do some activities*
- Answer any question that you might have – no question is a bad question!*

Electricity isn't the most exciting topic but we're really hoping you'll have some fun today... and hopefully learn something too.

One important piece of advice :

Contact your power company if you have any questions about your bill or power use- they are set up to help and can put you in touch with other services if you need support. Your power company is here to help."

Warm Up Game: Heads and Tails

This is a great warm-up game to help the group start thinking about how they use electricity at home and how much they spend on it. It also gives some tips on ways they can save on using power.

The answers are included as you click through the slides- make sure you don't click through too fast or you'll reveal the answers before they've had a chance to guess which is correct.

Ask everyone to etu/stand up to play. You will present them with a tip on the powerpoint presentation and they will guess if it's true by indicating with hands on their heads or hands on the hips (i.e. their tails!)

"We're going to start with a game to get you warmed up- the game introduces some simple tips like how much you can save by drying your clothes outside rather than using your dryer and that kind of thing. But the catch is that you guys have to guess which tips are true.

Disclaimer: The numbers we talk about in the game are how much you'd save over the course of a year and they're for a family of 4. If you're a bigger family you might make more savings, smaller family might make less. They're estimated figures. But it'll give you a rough idea.

Energy Coaching Hui Facilitation Guide

Game involves hands on heads or hands on tails. Is everyone familiar with it? Hands on your head if you think it's true, hands on your hips if you think it's false.

Run through all the questions and hopefully you'll end up with just one or two winners at the end!

How Electricity gets to your home

For some people it might be useful to give a bit of background about how electricity actually gets to their home. It will also help them understand the complexity of the electricity system and the different components that they pay for in their bills. But remember it's just an overview so you can run through this section quite quickly. Here's an example of what you might want to say:

- *Now you're warmed up we're going to talk about how electricity gets to our homes – a lot of the time we just think about our power company when we think about how we get electricity as they're the ones on the bill but there's a lot that goes on behind the scenes.*
- *Let's watch this video and see how power gets to your home*
- *It's really helpful to understand everything going on behind the scenes as all the different steps to get electricity to your home are part of what you pay in your power bill.*

4. Three Buckets Game

The Three Buckets game is a conceptual way to think about energy at home.

It might help to think of electricity coming into your home down the wires and then is split into three hypothetical buckets (not real buckets)!

1. **Things with Switches** (appliances, lighting etc)
2. **Hot Water** (usually heated via a hot water cylinder but some people may have gas)
3. **Heating** (heat pump and/or plug-in heaters)

By being smart about how you use electricity, you can reduce the cost of your electricity in the Things with Switches and Hot Water bucket so that you can spend more in the Heating bucket, to keep your home warm and your whānau healthy.

You can introduce this game by saying the following:

When we think about reducing electricity use it can be a bit overwhelming to work out where to start because we use electricity for so many things in our homes. Ask the group to share the ways they use electricity at home – i.e. mobile chargers, heating, hot water, electric blanket, kettle etc

Once they have put the cards in the buckets you can go through each bucket and talk about the cards in each- hopefully they put them in the right bucket but no problem if not- you can helpfully advise which one belongs in which.

10 minute refreshment break

Energy Coaching Hui Facilitation Guide

Build your Bill Puzzle

The point of this game is to help people understand how to read a power bill. These things can be confusing for people to understand because they contain a lot of information! Before you start the game you might want to let them know a couple of things about the game:

- *It's Not a real puzzle! Only a few pieces and the point is to review each part of it separately (e.g. don't do the puzzle straight away, we'll do it piece-by-piece and hand out the pieces one at a time).*
- *This is a Mock-up bill- not real. All bills looks a little different but contain the same basic information.*
- *Only post-pay customers get a bill. Some customers pre-pay in advance- and either top up online or at the store.*

Starting with No.1 hand out the puzzle pieces one at a time and go through each one before you hand out the next one.

Piece no. 1

- *This tells us the Customer information. This piece is easy- should contain your name and address. If it says to 'The Occupier' it means the company doesn't know you and you haven't set up a contract with them- give them a call to set up the best plan for your needs.*

Piece no. 2

- *Company info – usually a fancy logo, contact information and invoice date, which is the day the bill was created.*

Piece no. 3

- *Your bill lists the charge that needs to be paid along with any other outstanding charges if you've missed recent payments. If you qualify for any discounts you'll usually find that alongside the outstanding charge.*
- *Note the due date that it needs to be paid by – if you don't pay by this date a penalty fee may be incurred.*
- *Payment options are available to avoid bill shocks. If you're struggling- please do get in touch with your power company who may offer payment options like smoothing payments, fortnightly or weekly payments.*
- *Smooth pay is a great option to avoid Winter bill shocks as it calculates your average monthly bill based on the previous 12 months at the property. If you haven't been at your property long smooth pay is probably not the best option for you as it will be based on the usage of the people that lived at the property before you. Another thing to be aware of with smooth pay is that at the end of the year there may be a wash-up bill if your monthly payments did not cover all your power use.*

Energy Coaching Hui Facilitation Guide

Piece no. 4

- *Some companies have a handy graph of usage which charts how much electricity you've used. You can use it to see trends over time. Would usually increase in winter and decrease in summer, but if something doesn't make sense or doesn't look right call your power company to ask. Lots of companies have apps where you can track daily usage.*

Piece no. 5

- *This is the most complex piece of information on your bill but actually holds a lot of really useful info. So we'll spend a bit of time on this one.*
- *Your bill is split into fixed daily charge – what it costs to get the electricity to your home and a Variable charge – which is the amount you've used.*
- *Name of plan – low user or standard user*
- *Meter reading – somewhere on your house is a meter and this records all the electricity you've used- all the electricity used for hot water, cooking, lighting. It's ticking over all the time.*
- *If the bill is actual reading or estimate. If it's an estimated bill it might not be exact so you can call your power company if you're unsure.*

Piece no. 6

- *Ways to pay- each bill will contain a section on how to pay- usually internet banking these days (cheques being phased out by some retailers). The bill includes the company account info and the total amount due.*

Piece no. 7

- *This piece is contact information if you have complaints. We would urge everyone to call their power company first but if there are unresolved disputes there is an independent body, Utilities Disputes, that you can go to and they are able to investigate any complaints.*

And that's the puzzle completed! Ask them if they have any questions so far?

5. Personalised electricity workbook

Before you finish up the hui you might want to take 10 minutes to work through the energy coaching workbook with attendees. This workbook recaps what you've discussed in the hui, and includes some more information and activities.

6. Closing the Hui

And that's the hui programme done! Hopefully your attendees are full of knowledge and feel more confident about getting the best out of their electricity at home and keeping on top of their bills.

Remind the group that their power company is there to help. Encourage them to call their power company if they have any questions or concerns about power in their home.

Don't forget to thank everyone for coming and close with a karakia if you opened with one.