

[REDACTED]

11 April 2023

Dear [REDACTED]

**Re: Official Information Act Request – Warmer Kiwi Homes Programme**

Thank you for your email on Monday 6 March in which you requested information under the Official Information Act 1982. Your request was rescoped on Friday 10 March 2023 in which you requested:

- *How much money do State service providers receive of the total grant amount approved? And how much charged of that is EECA administration fees?*
- *What are EECA's internal costs to administer the entire WKH scheme?*
- *What are EECA's external costs to administer the entire scheme?*
- *What is EECA's yearly budget? How many NZ homes get a warmer kiwi homes grant?*

Please see EECA's response to your questions below:

***How much money do State service providers receive of the total grant amount approved? And how much charged of that is EECA administration fees?***

Service Providers invoice EECA for 80% of the total cost of an insulation installation and up to 80% of the total cost of a heating installation. The remaining balance is paid by the homeowner, or, in some cases, it is covered by a third-party funder.

The Service Providers are paid an administration fee of \$75.00 per claim.

***What are EECA's internal costs to administer the entire WKH scheme?***

In the 2022/23 financial year, it is budgeted to cost EECA \$5.7million to administer the entire Warmer Kiwi Homes programme. This includes the cost of promotion and marketing, EECA administration, overheads contribution, auditing of properties, procuring providers and staff wages etc.

***What are EECA's external costs to administer the entire scheme?***

EECA's external costs to administer the Warmer Kiwi Homes Programme are included in the \$5.7 million figure in the answer above. Costs included promotion and marketing, operation of a call centre, community engagement, partner engagement and auditing.

**What is EECA's yearly budget?**

EECA's annual budget differs per financial year. For the 2022/23 financial year, EECA's budget for Warmer Kiwi Homes grants is \$72.43 million.

**How many NZ homes get a warmer kiwi homes grant?**

The Warmer Kiwi Homes programme has completed 110,000 installs in 90,942 homes since the inception of the Warmer Kiwi Homes programme in July 2018.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Please note that it is our policy to proactively release our responses to official information requests where possible. Our response to your request will be published shortly at <https://www.eeca.govt.nz/about/news-and-corporate/official-information/> with your personal information removed.

Yours sincerely



Andrew Caseley  
**EECA Chief Executive**