

Toast Electric

POWER TO DO GOOD

Our Vision

Every home in Aotearoa
can afford the power they need
to keep warm, dry and healthy.

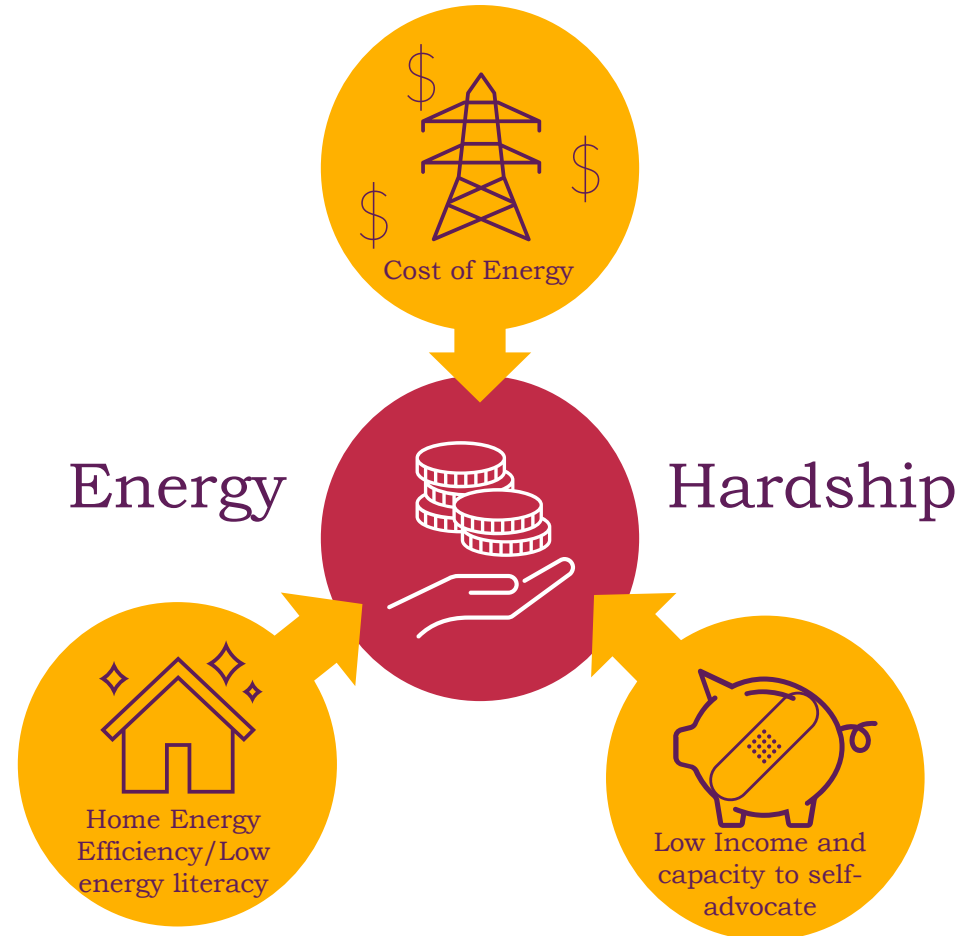
Toast Electric



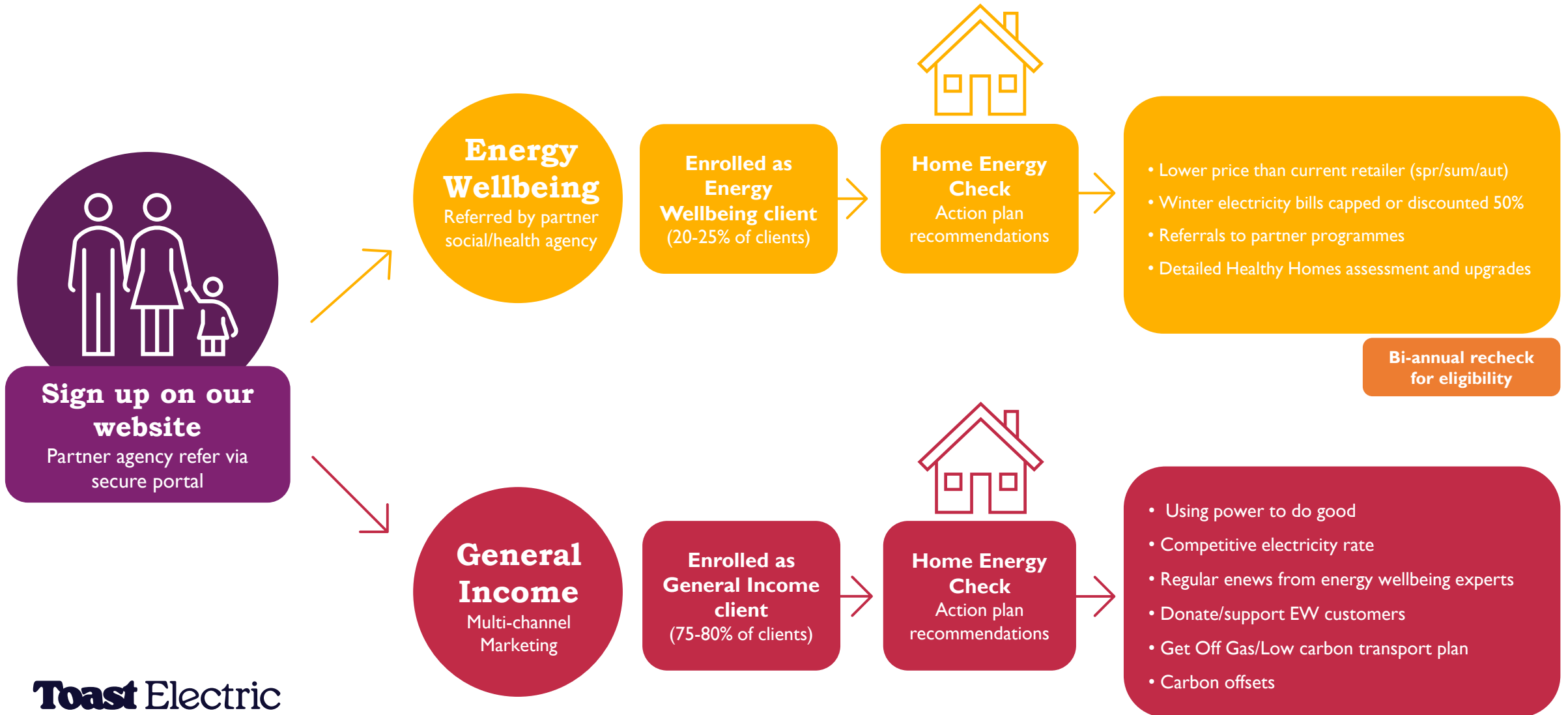
Toast Electric is an initiative of Sustainability Trust

Reducing Energy Hardship

dealing with the drivers



How Toast Works



Partners:

- Programme advice and support.
- Identifying and onboarding residents in energy hardship.



Newtown Budget and Advocacy Service



HORA TE PAI



HEALTH SERVICES



NEW ZEALAND
RED CROSS



Levin Budget Services
Support With Your Financial Goals



**Wesley
Community
Action**

VUW/SA

Citizens Advice Bureau

Ngā Pou Whakawhirinaki o Aotearoa



Tu Kotahi Māori Asthma Trust

birthright

SuperGrans



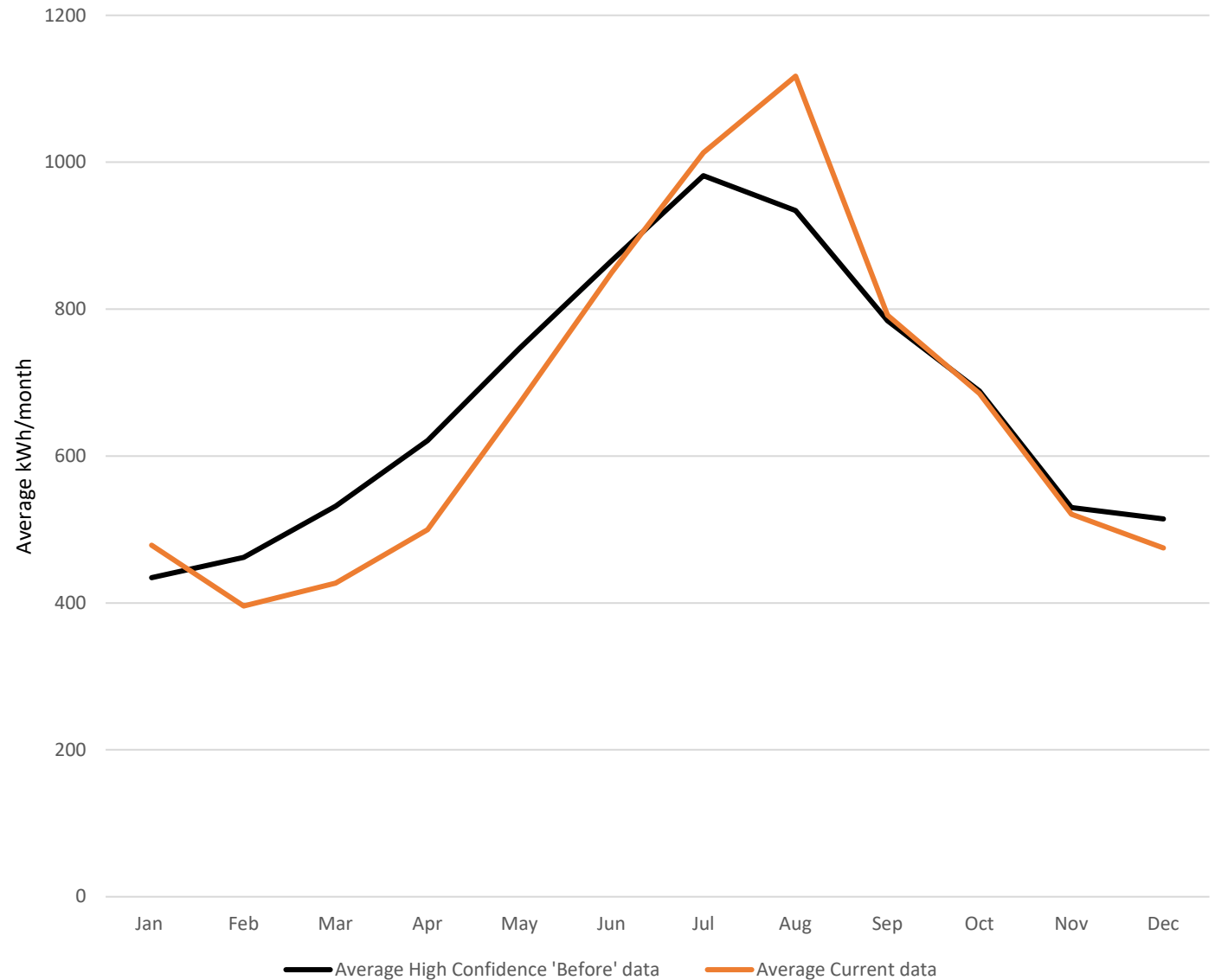
**Family Finances
Service Trust
Upper Hutt**

Toast Electric

Winter Energy Discount

Energy Wellbeing Customers: Before (2022) vs After (2023)

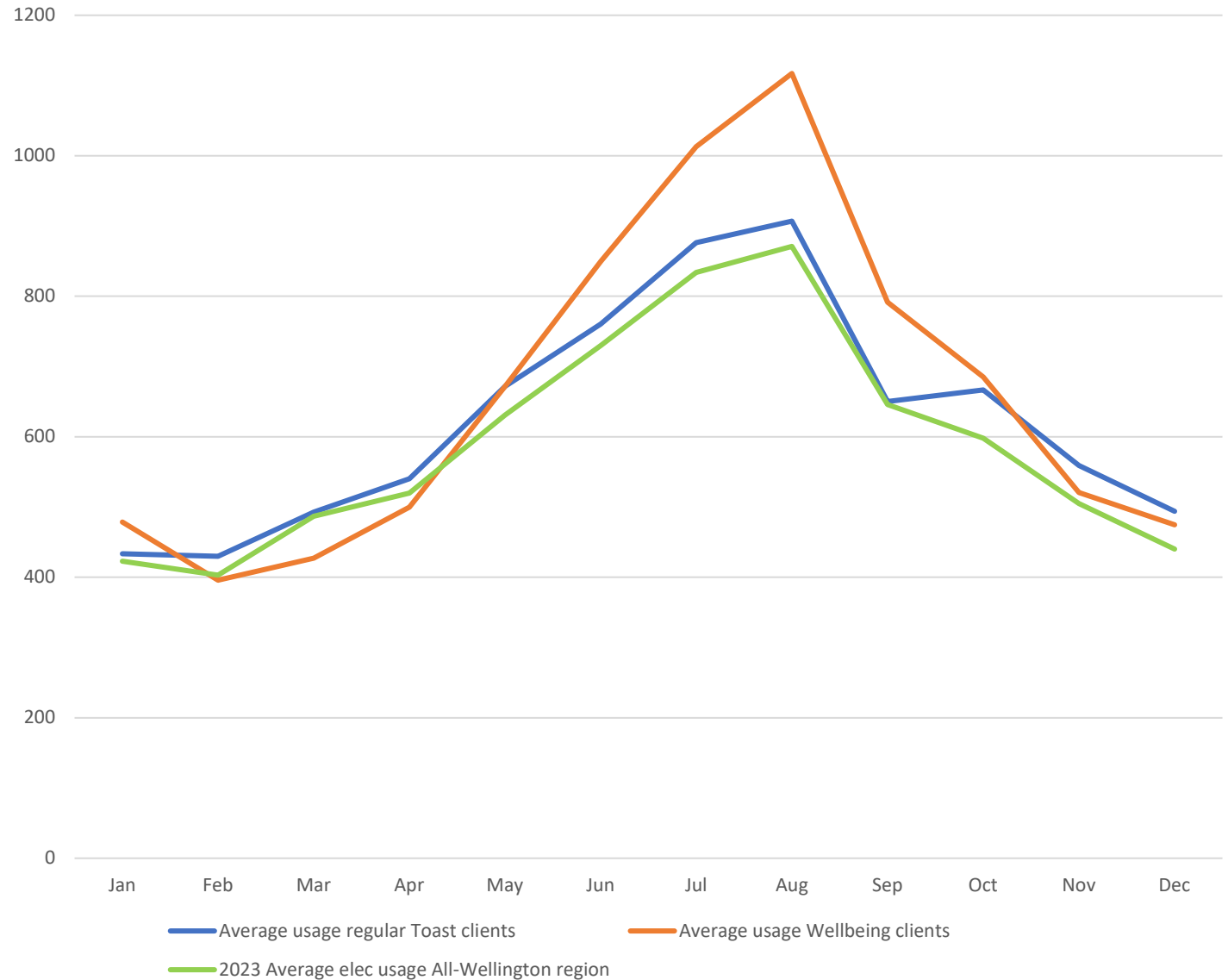
- Energy wellbeing
 - 2022: 8090 kWh
 - 2023: 7920 kWh
 - Lower autumn- higher winter usage (7% increase '23 vs '22)



Winter Energy Discount

Regular vs Energy Wellbeing Customers - 2023

- Energy wellbeing: 7920 kWh
- “Regular”: 7480 kWh
- Majority of diff (17%) over winter

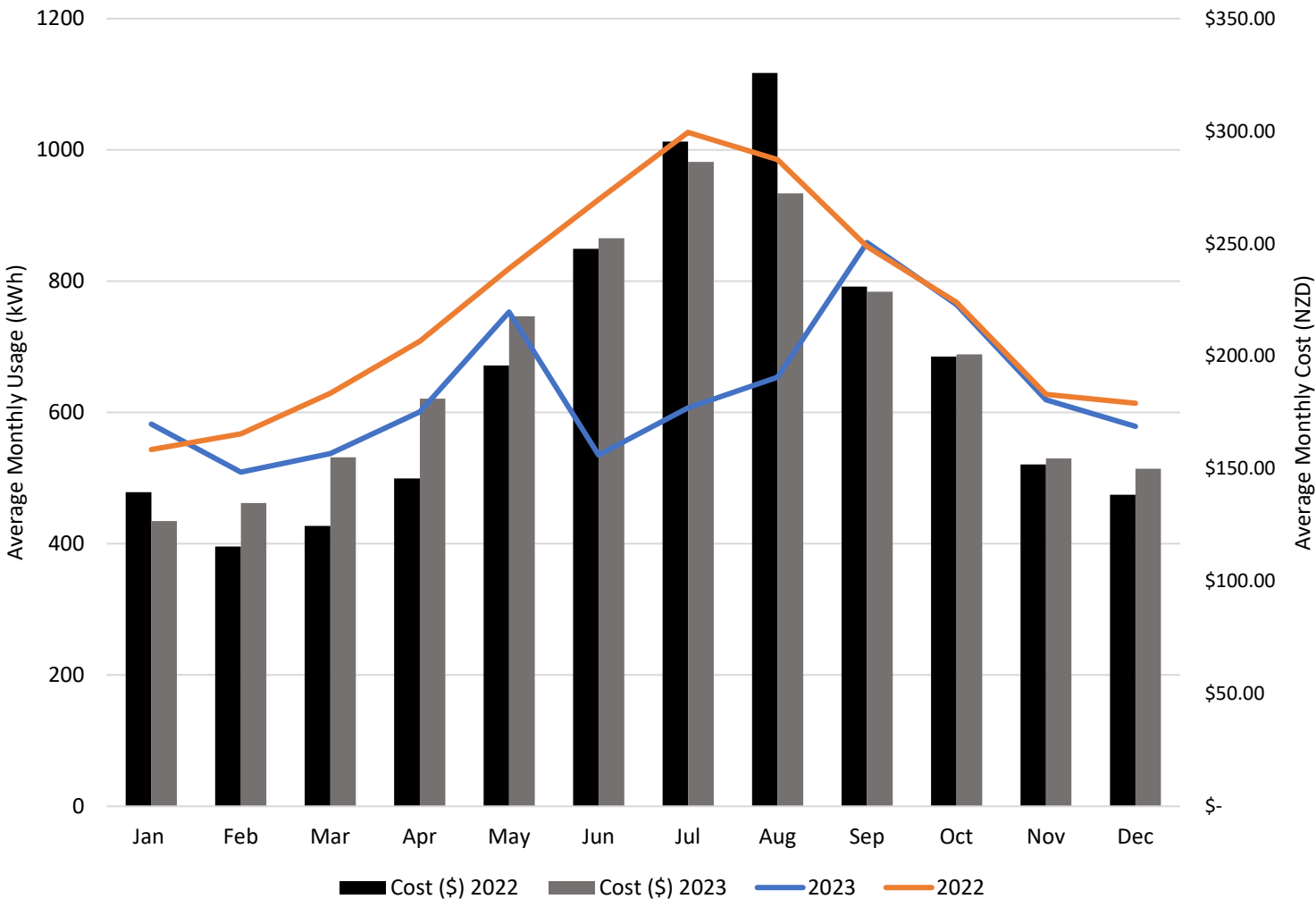


Winter Energy Discount

Energy Wellbeing

Customers – 2022/2023

\$300-\$400 lower cost over winter months compared to previous year



Energy Wellbeing Survey

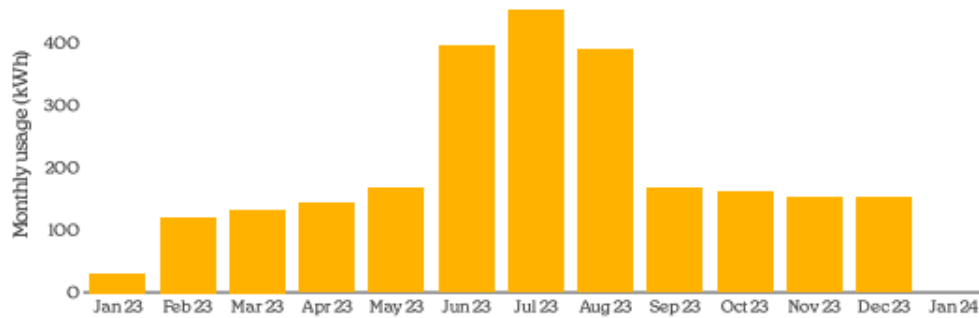
Emerging themes in initial analysis of the interviews:

- high trust in Toast Electric
- decreased energy bill stress
- increased financial flexibility
- increased energy use (and increased heating)
- positive health and wellbeing impacts
- positive changes to family dynamics



Energy Wellbeing Survey

Usage summary



“Yeah, well having 3 teenagers, I was always like, you know don’t use too much hot water, don’t use too much, like lighting and turning everything off at the switches, so I haven’t had to be so like eggy about those things” – M5

“The heating, it transformed our winter... I reckon we weren’t as sick, I think the children weren’t as sick last year [with Toast].” – T1

“Being able to keep the house... warmer has meant not needing my reliever inhaler as much.” – M8

“I ended up having my brother... my father... my partner’s flatmate... all living in one house, so we were chewing through stuff” – M6

Energy Wellbeing Survey

Well I mean I'm spending less, which freed up money to spend on for example my children's activities... which means um you know some lessons for the kids, something extra curricular, something approaching what other families around here are providing their children." – T1

"I just think it's fantastic and it provided the level of subsidy that a low-income family actually needs... We're not um we're not just a little bit below average income, we're a hell of a lot below average income! And so we don't need like a 10% discount, we need 40, 50, 60 percent discount to make a difference to the whole family, and so it was the first time, it was such a relief!" – T1

Learnings and Questions

	Low Users	Standard Users
Energy Wellbeing	55%	45%
Regular	63%	37%

Usage summary



- Low Income Households are generally using more electricity than higher-income households
- A 50% drop in electricity charges encouraged some but not all households to increase heating in 2023. Some households appear to use the discount to cover other essentials.
- What would encourage more heating/higher indoor temps?
??better communication, capped energy tariff, free electricity, different payment method (smoothpay/benefit-redirect may mask cost-savings in winter)??

Ngā mihi