

Energy Debt Relief Trial – Methodology for Identifying Eligible Customers

Context

This methodology document outlines the NSW Department of Climate Change, Energy, the Environment and Water (DCCEEW) accepted method for participating retailers to identify and select customers for purposes of referral and reporting for the Energy Debt Relief Trial (program,) under the NSW Social Programs for Energy (Energy Debt Relief Trial) Code.

The Code sets out the requirements for customer eligibility, as per the table below.

Clause	Purpose
23.7	Defines the methodology document – referring to <i>this</i> document.
27	Defines the criteria for an eligible customer

This document outlines DCCEEW expectations of participating retailers in relation to determining the participating and non-participating customers from all eligible customers.

This document does not provide any further detail about the other eligibility criteria in the Code.

Identification of eligible customers

Approach

- The participating retailer identifies all the retail customers who meet the criteria for an eligible customer. This is the sample frame.
- From the sample frame, the participating retailer applies simple random sampling to identify a sample. The sample will be used to identify a pool of participating customers and a group of non-participating (control) customers.
- The size of the sample will be determined as the sum of the program quotas assigned to the participating retailer by the Department for each group. It is strongly recommended that the participating retailer adds a ‘buffer’ of at least 20% when calculating the size of the sample. This buffer is intended to account for lower than expected success rates when contacting customers from the sample to consent and refer to the Department.

- Once the sample is identified, the participating retailer applies simple random sampling to identify the group of non-participating (control) customers.
- The non-participating (control) group is set aside from the sample.
- The remaining customers in the sample are the pool of participating customers that the participating retailer will then contact in random order and refer to the Department to meet the referral quota provided by the Department.
- If the participating retailer exhausts the pool of participating customers including the buffer amount and has not met the referral quota, then the participating retailer must apply simple random sampling to identify another pool of participating customers from the sample frame.

Method: Simple Random Sampling

Every member of the sample frame has an equal chance of being selected.

1. Identify all eligible customers:

- Define the sample frame: Identify all retail customers who meet the criteria for an eligible customer.
- Determine the size of the sample by referring to the quotas assigned by the Department for the non-participating control group and the participating group, and then adding a buffer.

2. Select the combined pool of non-participating and participating customers from the sample frame:

- List all the customers in the sample frame: Create a complete list of all customers in the sample frame. Each customer should have a unique identifier (number).
- Use a Random Number Generator to select numbers corresponding to the members of your sample frame. Participating retailers can use online tools, software like Excel, or programming languages like Python.
- Select the sample: Match the randomly generated numbers to the members of your population list to form your sample.
- Verify randomness: Ensure that the selection process is unbiased, and each member of the sample frame had an equal chance of being selected.
- Document the process: Keep a detailed record of how the random selection was conducted including the customer list, the random number generator used and the final selected sample

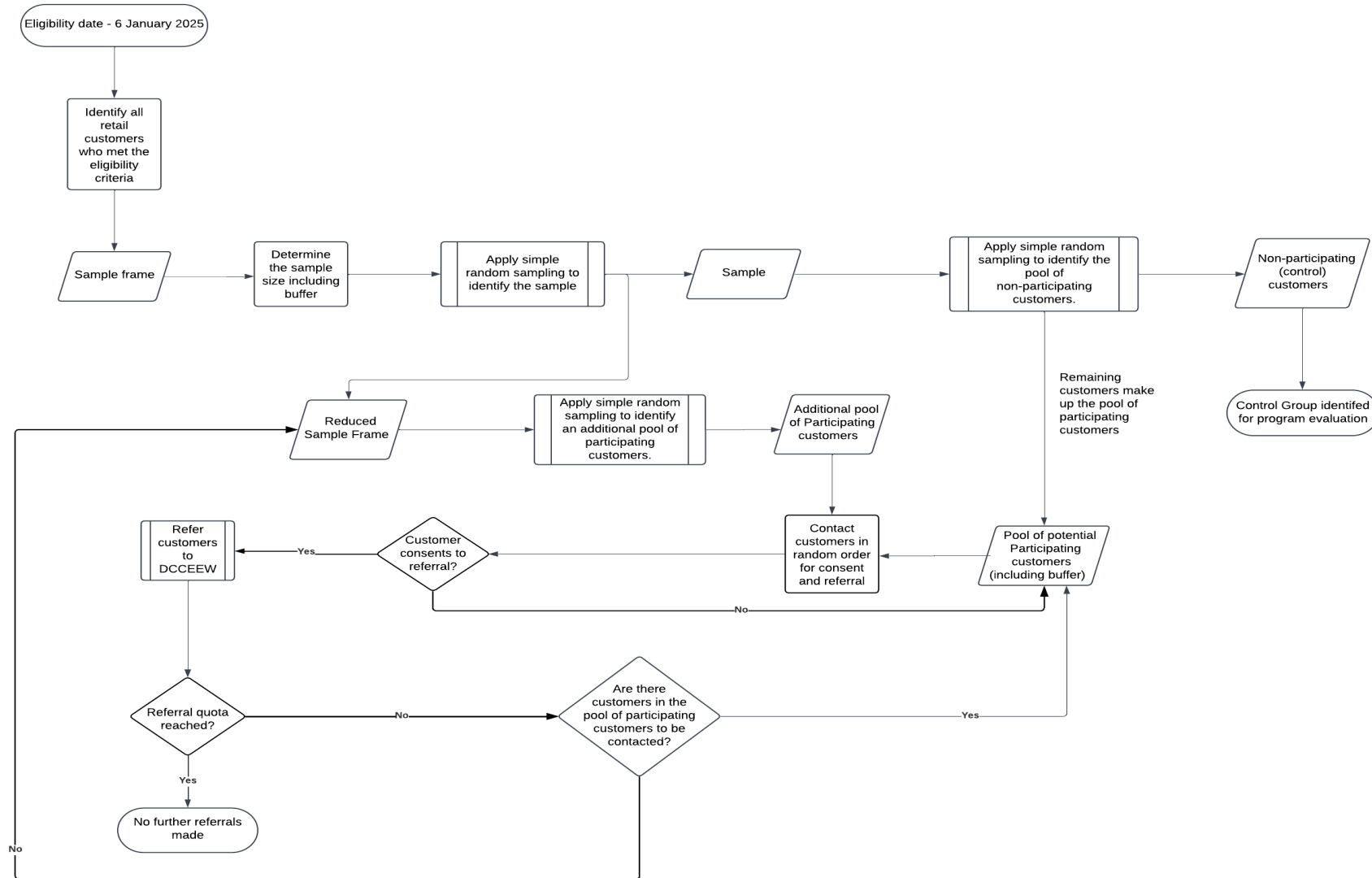
3. Select the group of non-participating (control) customers from the sample:

- List all the customers in the sample: Create a complete list of all customers in the sample. Each customer should have a unique identifier (number).
- Use a Random Number Generator to select numbers corresponding to the members of your sample. Participating retailers can use online tools, software like Excel, or programming languages like Python.
- Select the group of non-participating (control) customers: Match the randomly generated numbers to the members of your sample list to form your group.
- Verify randomness: Ensure that the selection process is unbiased, and each member of the sample had an equal chance of being selected.
- Document the process: Keep a detailed record of how the random selection was conducted including the sample list, the random number generator used and the final selected group of non-participating (control) customers.

4. Contact customers from the pool of participating customers and refer to the Department:

- The remaining customers in the sample makes up the pool of participating customers, including the buffer.
- Contact customers in random order to obtain consent and refer to the Department: Ensure that the contact process is unbiased, and each member in the pool of participating customers had an equal chance of being selected.
- Monitor referrals to meet the quota provided by the Department.
- Once the pool of participating customers is exhausted and if the referral quota has not been met, then apply simple random sampling to the reduced sample frame to identify an additional pool of participating customers.
- Contact customers in random order from the additional pool to obtain consent and refer to the Department to meet the referral quota.
- Document the process: Keep a detailed record of the customers who were contacted and the outcome, to ensure that the sample frame can be easily identified if additional participating customers need to be sourced at the direction of the Department.

Figure 1 Illustration of the approach to identify eligible customers



About this Document

Version 1.0

Approved by: Director Energy Social Programs

Approved on: 17 December 2024

Published on: 18 December 2024