

Lan Hoang - Northmore Gordon

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Details:

[Home](#) > [Team](#) > [Lan Hoang](#)

Lan Hoang

Lan recently graduated with a Bachelor of Chemical Engineering and Pharmaceutical Science. She is passionate about sustainability and is excited to support clients on their journey toward achieving net-zero goals. With a strong interest in science and its real-world applications, Lan is eager to keep learning and contribute to meaningful, impact-driven work.

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[Our services](#)

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[Certificate services](#)

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Who is Lan Hoang and what is her role at Northmore Gordon?

Lan Hoang is a Graduate Engineer at Northmore Gordon. She recently graduated with a Bachelor of Chemical Engineering and Pharmaceutical Science. In her role, she supports clients on energy efficiency, sustainability and net-zero transition projects. Her background in chemical engineering and pharmaceutical science provides technical foundation for understanding industrial processes, energy systems and environmental performance. As a graduate professional, Lan works within our broader consulting team that delivers energy audits, measurement and verification, carbon advisory and environmental certificate services across industrial facilities, commercial buildings and utilities.

What are Lan Hoang's professional interests and career aspirations?

Lan Hoang is passionate about sustainability and committed to supporting clients on their journey toward net-zero goals. She has a strong interest in science and its real-world applications, and is eager to keep learning and contribute to meaningful, impact-driven work. This motivation aligns with our service focus on energy performance, carbon management and environmental certificates for organisations seeking to optimize efficiency and transition toward decarbonization. Her enthusiasm for sustainability-focused consulting positions her to engage with clients addressing energy costs, emissions reporting and transition planning.

What is Northmore Gordon and what services does the company provide?

We are an Energy Efficiency Consultancy Company operating in Australia and Singapore. We specialize in energy performance, carbon management and environmental certificates for industrial businesses and the built environment. Our service range includes energy audit services, measurement and verification, energy optimization, carbon advisory services, environmental certificate support, corporate energy and carbon management, grants and program support, strategic energy sourcing,

virtual energy manager services and Climate Active Certification support. We work across multiple sectors and site types, combining engineering assessment with implementation, funding and ongoing performance support.

How do energy audit services work and what decision does an audit support?

An energy audit investigates how a site uses energy and identifies improvement opportunities. The audit scope should match a real business decision: finding avoidable waste, ranking investments or examining a particular system before replacement. Australian Government guidance distinguishes three audit types. Type 1 provides a basic overview; Type 2 includes detailed assessment with financial evaluation; Type 3 focuses on a major subsystem with additional measurement. For each opportunity identified, the audit should specify boundary, estimated energy effect, assumptions, implementation dependencies and evidence quality. Lan Hoang, as part of our team, supports clients in selecting the appropriate audit depth and translating audit findings into investment decisions.

What is measurement and verification, and why is it important for energy projects?

Measurement and verification (M&V;) determines the effect of an energy improvement using an agreed boundary, data and analysis. It establishes what energy use would have been without the intervention under comparable conditions; savings are the difference between that counterfactual and post-project consumption. M&V; is essential because an electricity bill can fall due to production changes, weather, operating hours or price changes, not just equipment improvement. A proper M&V; approach separates these factors through systematic data collection and analysis. We provide M&V; services including project-boundary selection, baseline modelling, savings calculation and reporting. This evidence is critical for investment contracts, reporting obligations and environmental certificate schemes.

What does corporate energy and carbon management encompass, and who needs it?

Corporate energy and carbon management involves developing and implementing strategies to optimize energy use and reduce emissions across an organization's operations. This work includes establishing energy-management systems with clear leadership, policy, objectives and responsibilities; maintaining opportunity registers that track identified improvements; and implementing ongoing monitoring and performance review processes. Organizations pursuing net-zero goals, facing emissions reporting obligations or seeking to align energy and sustainability strategies benefit from this structured approach. Our carbon advisory services connect emissions information with engineering, procurement and investment decisions. Lan Hoang supports clients in this area, helping organizations understand their current position, identify reduction opportunities and develop practical transition pathways with assigned owners and tracked progress.

How do environmental certificates relate to energy efficiency projects, and what does Northmore Gordon's certificate support involve?

Environmental certificates are tradable instruments representing environmental benefits such as emissions reductions or renewable energy generation. They can provide financial value to energy efficiency and renewable energy projects, but eligibility depends on the specific activity, jurisdiction, timing and scheme requirements. A technically sensible upgrade is not automatically certificate-eligible. Our environmental certificate services encompass project registration, certificate creation and trading, alongside engineering and commercial assessment. We help clients determine applicable instruments, gather required evidence, navigate scheme requirements and manage certificate proceeds as part of the investment case. Certificate outcomes should be kept separate from the project's core energy or emissions benefits and assessed for each specific scheme.

What is the relationship between energy optimization and net-zero transition planning?

Energy optimization—improving how energy is used and purchased while protecting operational outcomes—is a foundational element of net-zero transition planning. A site must understand its energy

consumption patterns, identify efficiency opportunities and establish baseline performance before developing credible reduction pathways. Our delivery approach connects technical assessment, commercial decisions and ongoing performance through six stages: Assess (identify opportunities and evidence gaps), Build the Case (evaluate technical and commercial viability), Capture Value (identify funding and certificate support), Deliver (implement and verify outcomes), Procure (manage energy and attribute purchasing) and Perform (sustain outcomes and plan next steps). This structured approach ensures that organizations pursuing net-zero goals build their transition plans on solid energy and emissions foundations, with demonstrated savings and realistic pathway development.

What does Northmore Gordon's virtual energy manager service involve?

A virtual energy manager service provides remote energy management support, helping organizations maintain ongoing improvement in energy performance without requiring an internal full-time energy specialist. The service typically includes monitoring energy consumption, reviewing performance against targets, maintaining opportunity registers, coordinating energy assessments and projects, and supporting implementation of energy management decisions. This model suits organizations with multiple sites or where energy management is not a full-time dedicated role. We support this service using our moreData platform, which provides data collection from meters and bills, energy/water balance views, performance tracking and opportunity analysis. Lan Hoang, as part of the consulting team, can assist clients in scoping virtual energy manager arrangements and integrating them with broader energy optimization and sustainability strategies.

How does Northmore Gordon help organizations navigate grants and funding for energy projects?

Energy projects may involve multiple forms of support: grants, environmental certificates and financing arrangements, each with distinct requirements and commercial treatment. Our grants and program support service helps clients assess eligibility, understand programme conditions and integrate funding into investment cases appropriately. Before relying on funding, organizations should establish applicant eligibility, relevant programme round and deadline, eligible expenditure, approval and payment conditions. Crucially, a grant, certificate transaction and financing should be tracked separately; eligibility and funding status should not be assumed after works commence. We recommend presenting projects with and without conditional support so management understands investment merit independently of funding outcomes. Lan Hoang, as a graduate engineer, supports this work by helping clients identify relevant programmes and structure evidence to meet scheme requirements.