

[REDACTED]

10 January, 2010

Mrs Kay Hull MP
Federal Member for Riverina
Suite 2, 11-15 Fitzmaurice Street
WAGGA WAGGA NSW 2650

Dear Mrs Hull,

Re: [REDACTED]

I feel that I must put pen to paper regarding [REDACTED]. I received a phone call on 5 January, 2010 at approximately 7.15pm. The caller introduced himself as [REDACTED] (not his real name – caller had a very broad Indian accent) and he advised me that he was calling on behalf of [REDACTED]. He advised that the company is a registered installer of insulation on behalf of the Rudd Government's Insulation program.

I advised [REDACTED] that our home is already insulated, both walls and ceiling and that we were not interested in having the existing insulation taken out just to put a new lot in.

[REDACTED] then proceeded to tell me that the insulation in our home was no longer "legal" and for us to be able to sell or rent our home in the future we would have to have the new insulation put in otherwise our home would be deemed "illegal". I said to him if that was the case then they would have to put new insulation into the walls as well.

He then advised that the insulation we currently have in our home only has a life of 20 years. He then went on to say that the new insulation would last forever. I advised him that there is no such thing as forever, he then changed his tack and said it would last the lifetime of the house. I asked him how long "is the lifetime of a house". He was unable to answer that question for me.

He then proceeded to tell me that if we agreed to have the new insulation put into our ceiling it would cost us nothing as the Government's \$1200.00 rebate would cover the cost. [REDACTED] then proceeded to tell me that the size/area that the rebate would cover was approximately 120 to 140 square metres. I asked him what size house that was in "squares" i.e. 10 squares, 15 squares etc, he was unable to answer that question for me. What [REDACTED] failed to point out was that the rebate was only up to

[REDACTED]

\$1200.00. Nowhere in the conversation did he say that the homeowner would be liable for any additional costs.

I then asked [REDACTED] from where he was calling, he advised Sydney (which I doubt), I said to him "was the company going to send out installers from Sydney to come and have a look at the insulation". He advised that they had installers lined up here in Wagga Wagga to come and have a look. I asked him for the name of the installers so that I could verify myself that what he was saying was legitimate. He was unable to give me any names of the installers.

He then proceeded to tell me that the company has a warehouse in Wagga Wagga full of insulation batts. I asked him the address and he gave me an address of a warehouse [REDACTED] I told him that I would go and check it out just to see if it was legitimate. He said to me "don't you believe me" I told him no. He then went on to ask me if I had access to the internet and to look up [REDACTED] and I would see that it is a fully registered company. I told him that meant nothing to me as we have had dealings with "legitimate" companies in the past, who are fully registered, they got what they wanted and then fallen off the radar.

I have since been to the address in [REDACTED] and if I am looking at the correct address [REDACTED] appears to for sale.

I then asked him for a phone number so that I could contact the local installers. The "local" phone number he gave me was a phone number in Sydney [REDACTED] I said I wanted a local Wagga Wagga number starting with "69"; he was unable to provide me with any information regarding a "local" phone number.

I said to [REDACTED] that I might consider calling him back and I asked him who I should ask for on the phone. He advised me that I should ask for [REDACTED] I then said to him "that is not your real name, is it" he did not want to answer. I asked him for his real name, he eventually gave me a name of [REDACTED] whether this is his real name or not, I really do not care.

[REDACTED] expected me to believe him with the information that he was sprouting, but did not have the decency to tell me what his real name was. (I said to him that he just lied to me so his credibility just went out the window). He advised me that he was told by his supervisor to use the name of [REDACTED] because it makes us "Australian's" feel more comfortable talking to someone with an English-sounding name. They must think that the Australian population are a bunch of unintelligent morons.

When I finally was able to get off the phone from this person, I felt quite uneasy about the phone call. I felt his manner was intimidatory and his tone was of a threatening nature.

If what he was saying was correct that the insulation in our home/s will become "illegal" why has the Government not advised the public of this?

Just to satisfy my own curiosity I looked up the website for [REDACTED] [REDACTED] I read the "blurb" on the company's website and unless I am a

little bit 'dim' I could not see anywhere in it the mention of "your existing insulation will become "illegal"" and that you must act now to avoid this situation.

I did however see that Rudd's aim is have Australian households running at a 2 star energy rating by 2010. What constitutes a "2 star" energy rating. As mentioned earlier in this letter we already have insulation in the ceiling and walls, we also have heavy backed curtains, we have pelmets over the windows, our home faces north to capture the winter sun and we have gas hot water. Does our home qualify as having a "2 star" energy rating?

To sum up the matter, I feel that the company are scaremongering and using intimidation tactics into making people believe that they have to have the insulation installed thereby ensuring that [REDACTED] can make as much money as they can before the rebate runs out.

I also have a couple of questions and if you can provide an answer it would be appreciated:

If what [REDACTED] says is correct about the existing insulation becoming "illegal" every privately owned home in Australia would need new insulation not just the 2.7 million that are being targeted. Yes or No!!!!

If the insulation in our ceiling is now "illegal" why is the insulation in the walls still "legal"?

What constitutes a "2 star" energy rating?

If you wish to contact [REDACTED] I have printed off their contact details.

[REDACTED]

Yours faithfully,

[REDACTED]

Margaret Jackson

[REDACTED]