

Senate Finance and Public Administration Legislation Committee
Additional Estimates Hearing – February 2010
ANSWER TO QUESTION ON NOTICE

Topic: Energy Efficient Homes Package

Question reference number: CC78

Type of Question: Written

Date set by the committee for the return of answer: 26 March 2010

Number of Pages: 2

Question: (Senator Fisher)

1. What has been the total cost of the Energy Efficient Homes Package for this financial year?
2. What is the breakdown of the costs?
3. What is the current number of installers deregistered under the package?
4. What were their breaches?
5. What is the breakdown of deregistration by state?
6. How many complaints have been received all up about the program?
7. What are the main complaints registered?

Answer:

1. Please refer to the National Partnership Agreement on Energy Efficiency's Annual Report to COAG 2009-10, measure 3.3.3a – Category C (Attachment B3).

As of August 2010, expenses for the Home Insulation Program (HIP) and Low Emission Assistance Plan for Renters (LEAPR) are recognised under the 2009-10 financial statements of the Department of Sustainability, Environment, Water, Population and Communities.

2. As above.
3. As at 21 February 2010 (2 days after the HIP closed) a total of 3,457 installers had been deregistered from the former HIP. This figure includes 2,828 installers who failed to respond to the Terms and Conditions for continuing registration under the new Program Guidelines.
4. Under the HIP, installers have been deregistered for a range of reasons including:
 - failure to comply with the terms and conditions of registration;
 - failure to provide information when requested; and
 - businesses opting out of the HIP following the introduction of the new terms and conditions on 1 December 2009.

5. Breakdown of deregistration by state (as at 21 February 2010):

STATE	Deregistrations (including voluntary)
ACT	17
NSW	1,630
NT	27
QLD	816
SA	152
TAS	116
VIC	509
WA	190
Total	3,457

6. As at 21 February 2010, a total of 7,873 complaints or enquiries had been received.

7. The main areas of complaints about the HIP were in relation to:

- installer practices;
- incomplete work;
- safety issues; and
- Work Order Form queries from installers.