



Hon Vicky Darling MP
Member for Sandgate

Ref: CTS 20349/11



Minister for Environment

Mr Neil Laurie
The Clerk of the Parliament
Parliament House
George Street
BRISBANE QLD 4000

Dear Mr Laurie

Neil

I refer to your letter of 16 November 2011 enclosing a copy of Petition No. 1775-11 lodged in the Queensland Legislative Assembly.

The Petition draws to the attention of the House that the original participants in the ClimateSmart Home Service program did not receive the stand-by eliminators, even though they have paid the same \$50 fee as current participants. The Petitioners therefore request that the House arrange for everyone who has participated in the ClimateSmart Home Service to receive the stand-by eliminators at no additional cost.

Any assertion that there is an inequity between the original ClimateSmart Home Service product and service offering and the current ClimateSmart Home Service offering is incorrect. In July 2011 the products offered as part of the service changed, but the overall value of the service remained at over \$400.

The ClimateSmart Home Service has been extremely popular over the past three years, with more than 310,000 Queenslanders enjoying the information, advice and energy savings, with savings averaging \$325 off their electricity bills and reductions of two tonnes of greenhouse gas emissions per year.

In response to changes in energy efficiency technology and customer needs, the range of products provided by the ClimateSmart Home Service was reviewed and revitalised in early 2011. The refreshed product and service offering commenced 1 July 2011. The changes recognise that most homes now have compact fluorescent light globes, so the service no longer installs up to 15 of these globes and instead provides different products and services, such as the installation of the stand-by power eliminators.

Equity for all ClimateSmart Home Service customers was a guiding principle in designing the new offering. Although the offering has changed, the total value of the service has not, with customers still receiving over \$400 worth of products and services for the \$50 fee.

Therefore, the new ClimateSmart Home Service is not providing its customers with extra products; it is offering a change of products to what was received by Queenslanders as part of the original ClimateSmart Home Service. To this end, the Queensland Government will not be providing customers who received the original ClimateSmart Home Service offering with a free set of stand-by power eliminators.

Level 13
400 George Street Brisbane Qld 4000
GPO Box 2454 Brisbane
Queensland 4001 Australia
Telephone +61 7 3239 0844
Facsimile +61 7 3227 6309
Email environment@ministerial.qld.gov.au
Website www.derm.qld.gov.au

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However, ClimateSmart Home Service customers have the opportunity to purchase the stand-by power eliminators for \$50, which includes postage and handling. Given that the stand-by power eliminators can save, on average, \$35 annually off household power bills the \$50 purchase price represents good value for money. Anyone wishing to purchase the stand-by power eliminators can contact the ClimateSmart Home Service team via telephone 133 600.

Should you have any further enquiries, please do not hesitate to contact Ms Katherine Cooper, Community Programs Team of the department on telephone 3330 5802.

Yours sincerely



Vicky Darling MP
Minister for Environment