

29 March 2010

RE.: Senate Enquiry Green Loans and Hot Water Rebates

I spent to last 2 hours on the phone following up on my assessment (Report Number BK7842) via for a green loan and rebate for my hot water service. I am frustrated beyond belief and realise now I will never receive the Green Loans System as touted by the Federal Government.

I had an energy efficiency assessment completed on my residence on 31 October 2009. I was told to expect a report in about 6 weeks, so I could apply for a green loan to install photo voltaic cells on my roof. At the end of January 2010 my husband called the Green Loans Information Centre for and update on the status on the report, and was told that it had been delayed and it they would expedite the report. It would be about 3 weeks.

In February it was announced the Green Loan Scheme would be discontinued. On 2/3/2010 I called the Green Loans Information Centre on 1300 778 076 as I had still not received my report. I was told they would submit an enquiry for me (presumably to Department of the Environment, Water, Heritage and the Arts), but they didn't know how long it would be before I received my report. Meanwhile I could contact a lender, but many are no longer taking applications, the last of the major lenders will stop as of Friday 6/3/2010. The lenders will not commence an application without the energy assessment/report. I also submitted 2 electronic enquiries via the web site reference numbers 618426 and 618586.

I received my Green Loan report on 23 March 2010, interest free loans for Green Loans stop on 22/3/2010, and initial applications closed weeks earlier.

While speaking to the Green Loans hotline I was told by the operator that she was receiving angry calls such as mine every 2½ minutes. I was not alone with my complaint. The only course of action she had was to fill out a form and give me a reference number. There is no senior management to lodge a complaint and no recourse, a government department at its very best.

On the same day I thought I would call regarding my Solar Hot Water rebate (installed in October), the rebate of \$1600 normally takes 6 weeks. This was my second call. I was told that they would put in an enquiry about my rebate and someone would call me. They could not give me a time line as to when I would hear back from someone or as to when I would receive my rebate. It is now 29/3/2010, I still have only received 1 call regarding the rebate since October, this was last week, the caller said I that they would look at my complaint, in 3 weeks!

I look forward to the outcome of the Senate Committee Enquiry.