



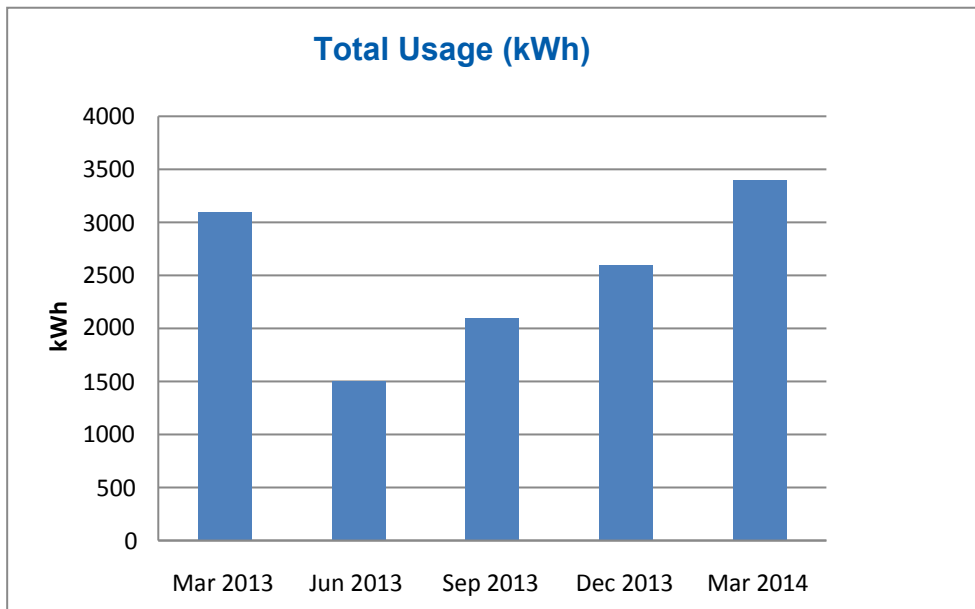
Home Energy Saving Report

JOHN SAMPLE
April 16, 2014

Thanks for completing the online **Home Energy Survey** at ergon.com.au. You've taken an important step in becoming more energy efficient around your home. Inside this report you'll find a number of **recommendations**, **cashback incentives** and a **claim form**. We look forward to hearing from you again once you have put some of the recommendations into action and requested your cashback incentive payments from us.

Your household electricity consumption

The graph below shows your total consumption, in kilowatt hours – the standard measure for electricity – over your recent bills. Can you notice any trends? It's common for households to use more energy at different times of the year – for most households this is in the summer months. Remember, the appliances you have, the way you use them, the climate you live in and the number of people in your home will all have an effect on your consumption level and therefore costs.



You can compare your household's electricity consumption with others in your local area at www.energymadeeasy.gov.au/bill-benchmark. Are you above the average or below?

Home Energy Survey results

Things you are doing well:

- You're setting your fridge to the correct temperature of between 3°C and 4°C for both energy efficiency and food storage.
- You're setting your freezer to the correct temperature of between minus 15°C and minus 18°C for both energy efficiency and food storage.
- You're using water efficient shower heads and saving both electricity and water.
- You are running your pool pump efficiently with a timer.
- Your air conditioner is set to the correct temperature of 25 degrees.

Simple changes to save now:

- Loose seals mean you're losing cold air through gaps, and your fridge or freezer is working harder than it needs to. It may also cause your freezer to ice up. Have your seals repaired to save on running costs.
- To reduce running costs, defrost when the ice is greater than 5mm. Consider replacing your freezer if this regularly happens.
- To save energy turn off fridges that are not fully utilised and leave the door ajar. You could save between \$100 and \$200 a year in electricity for every fridge you turn off.*
- A pool cover performs a number of useful functions. It keeps debris out of the water, reducing maintenance chores. It reduces evaporation, saving water. And it reduces the breakdown of chlorine by sunlight and thus reduces the amount of time that your chlorinator needs to operate.
- Fans only cost a few cents per hour to run and can help to delay the need to use high energy guzzling air conditioners. Using a fan at the same time as your air conditioner allows you to set the temperature on your air conditioner higher in summer while still feeling comfortable.
- Get your air conditioners professionally cleaned and we'll pay you \$50 towards the cleaning costs per unit.
- Shading your windows and walls from direct sunlight in summer can dramatically reduce the heat you feel from the sun's rays, improve your family's comfort and save electricity.
- Many electronic appliances use a small amount of electricity whilst in standby mode (look for the clock or red LED light). The average household could save \$50-\$100 each year by switching all appliances off at the wall or by using a standby eliminator.*
- Many foods that are cooked on the stove top or in the oven can also be prepared using a microwave. Where practical, use the microwave and save electricity.
- Wash clothes in cold water using an economy cycle, to save on water heating costs. Households can use around one-third of their hot water in the laundry. Modern fabrics and detergents deliver excellent results in cold water.
- Use the sun to dry your clothes instead of using the dryer. Just two loads in the dryer each week could end up costing you around \$50 a year.*

Bigger savings into the future:

- Old fridges cost a bomb to run so upgrade to a new energy efficient model. The more stars the better! For instance, a 3.5-star fridge instead of a 1.5-star fridge could save you a cool \$150 a year*. Purchase an energy efficient 2.5-star or better fridge and we can assist you by paying up to \$150 towards the cost.
- Your electric hot water system can contribute to up to 30% of your electricity costs*. Consider upgrading to a solar or heat pump hot water system to reduce your electricity bills.
- Change your electric hot water system to an economy tariff and you could save between 30% and 50% on electricity running costs*. We'll help by paying you up to \$200 to make the change.
- Upgrade your pool pump to a 5-Star Energy Efficient Pool Pump and save up to 70% on your pool electricity running costs*. They are much quieter too! We'll assist you by paying you up to \$250 towards the costs.
- Change your pool pump from Tariff 11 to Tariff 33 and you could cut your pool electricity running costs by up to 30%*. We'll pay you up to \$250 towards the costs.
- Painting your roof white is a great way to keep your home cool and can reduce the temperature in your home. If you paint your roof white to keep your house cooler during the summer months, we will pay up to \$200 towards the cost.

Please note the above recommendations do not take into consideration whether you are a home owner, tenant, or landlord. Please consider if the recommendations are relevant to your situation.

For more great energy saving ideas, go to www.ergon.com.au and click on "Save on your bill".

Claiming your cashback incentives

Next, decide which recommendations you would like to implement. Once you have implemented your recommendations you can claim your cashback incentives. Simply complete the enclosed Home Energy Savings Cashback Claim Form and send this back to us with a copy of your tax invoices/proof of purchase.

You can email or post your application to us. If you choose to email you will need to scan your claim form and tax invoices/proof of purchase and include them in your email.

Email address: ncccustomersupport@ergon.com.au (please put 'Home Energy Savings Cashback Claim' in the subject line of your email).

Postal address: Ergon Energy, Home Energy Savings Program, PO Box 308 Rockhampton QLD 4700

Please note that applications must be submitted by 30 September 2014 to be eligible. Please also ensure you have read and understand the [Terms & Conditions](#) on the back of the application form.

If you have any questions, please call us on 1300 977 421, between 7am and 6.30pm Monday to Friday, to talk with one of our Customer Care Representatives.

Home Energy Savings Cashback Claim Form

Date: April 16, 2014
 Customer name: JOHN SAMPLE
 Street address: 9 SAMPLE STREET
 SAMPLE TOWN
 QLD
 4800
 Case number: 00172637

Please indicate which cashback incentives you would like to claim and the amount of each claim. Please note you can only claim for expenses you have incurred to implement your recommendations and up to the maximum amount specified for each claim.

• Professionally clean air conditioner/s	No. of units _____ (max 3 at up to \$50 per unit)	\$ _____
• Replace existing fridge or freezer to new energy efficient fridge or freezer (min. 2.5 Stars)	No. of units _____ (max 2 at up to \$150 per unit)	\$ _____
• Change electric hot water system from Tariff 11 to Economy Tariff 33 or 31 (max up to \$200)		\$ _____
• Upgrade halogen downlights to CFL or LED (minimum of 4, maximum of 12, up to \$15 per unit – total maximum of \$180)		\$ _____
• Paint roof white (max up to \$200)		\$ _____
• Upgrade pool pump to a 5-star energy efficient pool pump (max up to \$250)		\$ _____
• Change pool pump from Tariff 11 to Economy Tariff 33 (max up to \$250)		\$ _____
Total Claim		\$ _____

I declare

1. The Information presented above is a true and a correct representation of the electricity saving activities undertaken at the premises for which this claim is lodged.
2. I understand that my premises may be audited to inspect the activities undertaken as part of the above claim.
3. The tax invoices/proof of purchase attached relate to my premises.
4. I agree to the Home Energy Savings Program Terms & Conditions attached.

Signed : _____

Print name: _____

Date: _____

* To see how we calculated all the savings go to www.ergon.com.au/surveytosave

Home Energy Savings Program

Term & Conditions

The information contained in this section forms the eligibility criteria for the Home Energy Savings cashback incentive offer. In order to qualify for cashback incentive payments, applicants must fully comply with all the eligibility requirements in these terms & conditions. Final decisions regarding Home Energy Savings cashback incentive offer eligibility will be made by Ergon Energy and based on the information you have provided in your Home Energy Survey and/or the documentation provided with your claim.

General - As the applicant you:

1. Own or occupy the selected residential premises within the Ergon Energy electricity distribution network area. All cashback incentive claims must be for the residence listed on the Home Energy Savings Cashback Claim Form.
2. Have completed the online Home Energy Survey.
3. Apply for cashback incentive offers by completing the Home Energy Savings Cashback Claim Form, accompanied by tax invoices/proof of purchase which clearly state that you have purchased the applicable goods or services.
4. Acknowledge that the cashback incentive payments are part of the Home Energy Savings Program and are not available as a point of sale discount or payable directly to service providers or retailers.
5. Acknowledge that cashback incentive payments will be made by cheque only and will be made payable to the person identified as the customer on the Home Energy Savings Cashback Claim Form and tax invoices/proof of purchase.
6. Acknowledge Ergon Energy reserves the right to alter the offer conditions at any time at its discretion.
7. Acknowledge applicants may be required to repay any cashback incentives paid if any of the offer conditions are found to have been breached.
8. Acknowledge that by law, electrical work must be carried out by a licensed electrical contractor. For your own safety, you should not alter or attempt your own electrical work on any of your appliances.
9. Acknowledge that by law, installation of air conditioning systems must be carried out by a licensed Refrigeration and Air Conditioning Mechanic.
10. Agree that in no circumstances will Ergon Energy be liable for any loss, damages, loss of profit, revenue, business reputation or opportunity which may be sustained by you in relation to the actual or purported implementation of any energy saving device or Ergon Energy's rejection of any cashback incentive application.
11. Understand that if you are unsure about any of the information provided, it is the responsibility of the participant to contact the Home Energy Savings Program to obtain advice.
12. Acknowledge that involvement in this program does not alter or affect the terms and conditions of your existing Standard Retail Contract (or the tariff rates for electricity supplied under that contract) or your existing Standard Connection Contract with Ergon

Energy.

13. Acknowledge that Ergon Energy is collecting and using your personal information for the purposes of assessing your Home Energy Savings Cashback Claim and to provide cashback incentive payments to successful applicants. If you do not provide all of the required personal information we may not be able to assess your Home Energy Savings Cashback Claim. Your personal information will not be disclosed to any third parties, unless authorised or required by law. You are entitled to access any personal information that Ergon Energy holds about you by contacting us on 13 10 46. Ergon Energy's privacy policy is available at ergon.com.au.
14. Acknowledge that applicants must allow Ergon Energy access to their premises to assess their application and eligibility if required. Ergon Energy may in its absolute discretion not accept an application for a cashback incentive claim if it is concerned with its legitimacy.

Incentive offers:

1. Each eligible participating customer in the Home Energy Savings Program will be entitled to up to \$1,000 worth of incentive payments for the premises indicated on the application form. Multiple claims for one incentive offer under the Home Energy Savings Program may be made with the total of claims not exceeding \$1,000.
2. Payments for individual measures will not exceed either the listed maximum cap, or the invoiced cost incurred on each eligible item, whichever is the lower.
3. Cashback incentive payments may be claimed between 1 May 2014 and 30 September 2014.
4. Work carried out, and all invoices associated with cashback incentive claims, must be dated between 1 May 2014 and 30 September 2014. Individual cashback incentive claims may be lodged within this period as purchases are made.
5. Participating customers may only claim for cashback incentives listed on their personalised Home Energy Savings Report.
6. No cashback incentives claims can be made for premises under construction; a Statement of Practical completion must be made available to Ergon Energy if requested and dated before 30 September 2014 to be eligible for cashback incentive claims.
7. If you have already claimed other cashback incentives/rebates via the Ergon Energy Save a Bomb offer or Tariff 33 Cashback Offer you are not eligible for any further payments for these items under the Home Energy Savings Program, even if it appears on your personalised Home Energy Savings Report.
8. Premises that are commercial, industrial or business locations do not qualify.

The following offers are available:

1. **Paint your roof white** – Maximum rebate up to \$200. White paint to be applied to the roof by a suitably qualified painting or roofing contractor, company or tradesperson. Evidence required for cashback redemption - detailed tax invoice/proof of purchase for works undertaken by painting or roofing

- contractor, company or tradesperson, listing previous roof colour and colour of paint utilised.
2. **Change from Tariff 11 to Economy Tariff 33 or Tariff 31 for main hot water system** – Maximum rebate up to \$200 for changing the connection of your existing hot water system from Tariff 11 to either Tariff 31 or Tariff 33. Evidence required for cash back redemption – a photocopy of a tax invoice/proof of purchase that clearly itemises the work done to connect an electric hot water system at the premises to Tariff 31 or Tariff 33.
 3. **Upgrade existing electric hot water system and change from Tariff 11 to Economy Tariff 33 or Tariff 31 for hot water system** - Maximum rebate is \$350. Measure is to replace existing main household hot water system (80 litre or smaller) to minimum 125 litre system AND connect the new system to Tariff 31 or 33 (from tariff 11). Applicants cannot claim this cashback incentive and the “Change from Tariff 11 to Economy Tariff 33 or Tariff 31” cashback incentive at the same address. Evidence required for cashback incentive redemption - detailed plumbers/electrician’s tax invoice/proof of purchase that clearly itemises the work done to install a new, larger hot water system AND connect the hot water system at the premises to Tariff 31 or Tariff 33.
 4. **Change pool pump from Tariff 11 to Economy Tariff 33** - Maximum rebate is \$250. Measure is for changing from Tariff 11 to Tariff 33 for an existing pool pump. This incentive is only available for customers who have not received an incentive for a 5-star pool pump cashback incentive/rebate under this program or the previous state-wide Ergon Energy “Save a Bomb” program. Evidence required for cash back redemption – a photocopy of the tax invoice/proof of purchase which clearly outlines the work undertaken to change the pool pump from Tariff 11 to Tariff 33.
 5. **Upgrade pool pump to variable speed pump** - Maximum rebate is \$250. Measure involves upgrading an existing pool pump from a standard fixed speed pump to a 5-star or better rated model. This incentive is only available for customers who have not received a cashback incentive/rebate for a Tariff 11 to Tariff 33 change under this program or the previous state-wide Ergon Energy “Save a Bomb” program. Evidence required for cashback incentive redemption – detailed tax invoice/proof of purchase for supply and installation of 5-star or better rated pool pump.
 6. **Appliance upgrade fridge or freezer** - Maximum rebate is \$150, for up to 2 units replaced. Applies to replacing existing fridge or freezers that are 10 years old or older with a new equivalent sized fridge or freezer that is a minimum of 2.5 stars. We recommend that the old unit be removed from service and/or recycled and de-gassed. Evidence required for cashback incentive redemption – detailed tax invoice/proof of purchase for supply of fridge / freezer, including model number and star rating.
 7. **Appliance upgrade air conditioner** - Maximum rebate is \$250, for up to three units replaced. Measure involves upgrading existing box unit or non-inverter split system, to an inverter split system with minimum 2.5 stars. Must be a ‘PeakSmart’ air conditioning system, which is capable of fully complying with Australian Standard AS4755.3.1. Evidence required for cashback incentive redemption – detailed tax invoice/proof of purchase for works undertaken by electrical tradesperson, contracting company or retail outlet, including statement regarding the type of system/s that have been removed from service.
 8. **Air conditioner clean** - Maximum rebate of \$50 per unit, for up to three units cleaned. Cashback incentive covers professional cleaning of split or ceiling cassette style systems. Evidence required for cash back redemption – detailed tax invoice/proof of purchase for works undertaken by professional air conditioning cleaning operator.
 9. **Upgrade downlights to LED or CFL** - \$15 per lamp or fitting and lamp changed (minimum of 4, max 12) up to a maximum cashback incentive of \$180. Measure involves replacing an existing 50 watt downlight lamp with LED or CFL (compact fluorescent lamp) equivalent lamps; or replacing existing downlight fitting and lamp (must be undertaken by licensed electrical contractor). Evidence required for cash back redemption – detailed tax invoice/proof of purchase for supply of CFL or LED lamp in the case of ‘like for like’ bulb replacement; or detailed receipt/s from electrician where electrical work is undertaken to change existing fittings.
- ### Definitions
1. **5-star pool pump** - means a pool pump that is rated as 5-stars or greater under the Voluntary Energy Rating Labeling Program for swimming pool pumps under the Australian Government’s Equipment Energy Efficiency (E3) program.
 2. **Home Energy Savings Cashback Claim Form** - means the form available online at ergon.com.au which is used to apply for cashback incentives under the Home Energy Savings Program.
 3. **Customer, You, Your, Applicant, Participant** - means the person who applies for a cashback incentive and agrees to the Offer Conditions.
 4. **Electricity Account** - means the electricity sale contract between Ergon Energy and the Customer.
 5. **Ergon Energy, We, Us, Our** - means Ergon Energy Corporation Limited ABN 50 087 646 062, and its employees, contractors and agents.
 6. **Offer Conditions** - means the conditions upon which Ergon Energy makes the cashback incentive offers available.
 7. **Pool Pump** - means a swimming pool filtration system used only for the purposes of filtration and associated sanitation in domestic installations.
 8. **Tariff 33** - means a controlled supply tariff that is made available for a minimum of 18 hours per day as specified in the tariff schedule in the Queensland Government Gazette.
 9. **Tariff 31** - means a controlled supply tariff that is made available for a minimum of eight hours per day as specified in the tariff schedule in the Queensland Government Gazette.