

As the director of a team of 45 employees carrying plenty of upgrades inside and outside the VEU program these are my opinions:

### question 9

Whenever work is done under the VEU program and ductwork is not replaced unless through the exception of DOUBLE storey homes this would lead to compromised outcomes for the consumer. I do understand some situations. This may be appropriate but I think those situations are best for outside of the Victorian Upgrades program and it's a slippery slope for consumer outcomes. If you suddenly become an acceptable practice the objective of this is for a quick easy Insulation which ultimately would compromise the efficiency performances of the system which will result in the consumer not using the system as much and having produced comfort or using it even more to compensate for the benefit which will cost consumer more overtime exceeded the cost that they would've had replacing all the ductwork if they were given the opportunity.

I have had multiple sales consultants come to my house to give me a quote as part of my market research and have been shocked with some of the advice I was given by my consultants who have been selling Aircon in the VEU for 12 months.

I was advised to "save money on the install and just turn some of my vents into BLANKS and also don't change any of the ductwork as it will just cost more and doesn't change much"

Our ducted jobs take about 2 days to complete and we deliver high quality outcomes.

Contractors we used to engage are able to complete 5 ducted jobs in a week with a team of 3 people - the only way this can be achieved is by leaving in all the old ductwork and assuring the consumer that it is compliant because it's not a "new install" but rather a "unit replacement" this is a compliant outcome.

Our face value METRO's quotes to an uneducated consumer may look like we are offering the same outcome as another company but with ducted jobs NOTHING is more important than how the installation is done

**there is no product comparison that compares to HOW an installation was carried out.** For this reason, it is crucial that in VEU program-related upgrades that a comprehensive upgrade is carried out with new ductwork as this maintains the integrity of the program. The last thing we want is reputational damage to the VEU program due to installation practices of newly developed companies wanting to take part in this well established industry of air conditioning and refrigeration.

### Question 10

I am familiar with the "easy replacement products" I am concerned how they are marketed and concerned with the efficiency outcomes for the consumer. I am concerned that the efficiency numbers that are on the GEMS register and never going to

be reflective of customer outcomes considering the difference of unsized, under-insulated duct work. Because of this it is really hard for a customer to be able to logically quantify what the energy losses and additional costs over time may be for them choosing this product. I have also spoken with the developers and engineers of these products and they also don't have information on this sort of thing.