

# Customer Information Sheet



Contract Date: \_\_\_\_\_

Job No. \_\_\_\_\_

Proposed Installation Date: \_\_\_\_\_

Time: \_\_\_\_\_

Thank you for showing your interest in Energy Efficient Product Upgrades. We appreciate your effort to reduce carbon footprint.

Orenzy is Intended to Install following product under the VEU program.

Shower Roses \_\_\_\_\_

Installer Name: \_\_\_\_\_

In-Home Display Units; \_\_\_\_\_

Installer ID No: \_\_\_\_\_

Drought Proofing. \_\_\_\_\_

Pre-Rinse Spray Business \_\_\_\_\_

Type of Benefit Provide: **Free Product & Installation**

## **Who is Orenzy?**

Orenzy is an accredited person under VEU program to carry out installation and upgrade activities in residential and non-residential premises in Victoria.

## **1.Product Guarantees & Warranty.**

All the products provided by the Orenzy are source from independent supplier, (not by Vic Govt or ESC).

The product installed comes with a 1 Year manufacturer's warranty. All product installations are approved as per AS/NZ standard and approved by ESC under the program registry. If the product fails within 1 year period, Orenzy will make arrangements with the supplier to replace the product within 10 working days. At the end of the upgrade the installer will provide you with clear instructions about how to use the product and its manual.

## **2. What is the VEU Program?**

The Victorian Energy Upgrades program was established in 2009 to make energy efficiency improvements more affordable for consumers and reduce their long-term energy consumption, thereby decreasing greenhouse gas emissions. The program operates through a market-based energy efficiency certificate system Administered by the Essential Services Commission and designed by the Department of Environment, Land, Water and Planning.

The program obliges large energy retailers to acquire and surrender energy efficiency certificates (VEECs) to meet annual targets. Accredited individuals, such as The( **Orenzy** ), conducting energy efficiency activities can generate VEECs based on associated greenhouse gas savings. The program's incentives and discounts for households and businesses depend on market activity and VEEC prices due to its market-based nature.

## **3. VEU Code of Conduct:**

The purposes of this code of conduct are—

- a) to regulate the conduct of accredited persons and scheme participants in carrying out a regulated action in relation to a prescribed activity; and



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- b) to ensure that accredited persons and scheme participants provide sufficient information to a person to enable the person to properly understand, and make informed decisions in relation to—
1. the VEET scheme; and
  2. a prescribed activity (the installation Activity); and their rights and obligations under the Act, the VEET Regulations and this code of conduct; and
  3. the obligations of accredited persons and scheme participants under the Act, the VEET Regulations and this code of conduct; and
- c) to ensure that (Orenzy) accredited persons have a dispute resolution framework to handle complaints by energy consumers in relation to regulated actions carried out by accredited persons and scheme participants. Complete Detail of VEU Code of Conduct can be obtained from Orenzy website.  
[www.orenzy.com.au/codeofconduct](http://www.orenzy.com.au/codeofconduct)



## 4. Program benefit

Depending on the upgrade/s, the average household can save between \$120 and \$1,100 a year on energy costs.

## 5. Program Participation.

The Victorian Energy Upgrades program provides discounted energy-efficient products and services for households and businesses in Victoria. Participation is optional and separate from the government. The installer, including the independent entity The Orenzy (AP), is not government-related and doesn't represent government offerings. Participation criteria involve being over 18, understanding the contract, and signing the electronic nomination form to assign VEEC creation rights. Installation includes product replacement, warranties, and geo-tagged photo documentation.

## 6. Interruption of the Essential Services

During certain upgrades like shower heads, ceiling fans, and exhaust fans, the installation area needs to be clear for safety and uninterrupted work. The installation process is fast, typically taking 10 to 30 minutes, which means the area or room won't be accessible during this time.

## 7. Dispute Resolution & Compliant.

If any complaint or dispute arises during or after installation, you have a right to lodge the complaint to Orenzy via direct number 1300 673 699, email [admin@orenzy.com.au](mailto:admin@orenzy.com.au) and logging on to website [www.orenzy.com.au/contactus](http://www.orenzy.com.au/contactus). Orenzy will take all reasonable effort to resolve the complaint within 10 working days.

## 8. Customer leave behind sheet

After installation has been completed you will be given a hard copy of "Leave Behind Sheet".

The soft copy of the assignment form will be sent to you via email. If you do not wish to receive the copy of assignment form via email, please inform installer to arrange hard copy for you. "A hard copy of the assignment form will be posted within 5 working days."

