

Question on Notice

No. 814

Asked on 5 June 2007

DR FLEGG asked the Deputy Premier, Treasurer and Minister for Infrastructure (MS BLIGH) –

QUESTION:

With reference to the shower timers that have been sent out by the Queensland Water Commission (QWC) to homes in South East Queensland in an attempt to reduce shower times –

1. What is the cost of each item distributed as part of the promotion (including distribution costs)?
2. Where did the tender process fail and what explanation was offered by the contractor for the sub-standard timers?
3. What action will the QWC be taking to ensure sub-standard goods are not acquired through the tender processes in the future?

ANSWER:

1. The cost of each distribution pack, containing a magnetised brochure with water saving tips and reminder stickers and a four minute shower timer, is approximately \$1.23 including distribution.
2. The tender process did not fail. The Queensland Water Commission (QWC) conducted a tender process to obtain maximum quality and value for money. The suppliers of the timers guaranteed a maximum 10% variation in time. Tests were carried out in Brisbane and China to verify that timers were within the required range. Through an agreement with the Commission, the suppliers have provided additional timers as replacements for all defective or broken timers at no cost to the Government.

In the initial distribution, approximately 300,000 packs were sent to households. The QWC received requests for six replacements due to timers being inaccurate. A further nineteen have been replaced because they were broken, and three because they were clogged. This represents a replacement rate of 0.009% based on the quantity distributed.

There has been strong interest in the timers and the overwhelming majority of requests for timers received at the Commission have been for additional timers, not replacement timers.

3. The QWC will continue to monitor the quality of goods it procures. In relation to the timers, the QWC is satisfied that an appropriate supply contract was established that provided for replacement of products that did not meet specified quality standards. The QWC's procurement strategies will continue to ensure suppliers meet appropriate quality standards and that where necessary products are replaced at no cost to the Government.