

Queensland Government Electricity Rebate

The information brochure is provided as a guide only to aid the applicant in completing the attached Application for Electricity Rebate. No liability, express or implied, is accepted for the contents of the information brochure.

If you are an Electricity Retailer consumer and are in receipt of one of the cards stated below, you may be eligible for a rebate on your electricity account.

If you are not an Electricity Retailer consumer and reside in a residential home park or in multi-unit residential premises, you may also be eligible for an electricity rebate, and should approach the proprietor of the premises to make an application on your behalf. Details of arrangements for such situations are available on request from the proprietor of the premises or from the Electricity Retailer.

In no instance shall the rebate allowed be greater than the amount billed for customer retail services (service fee and consumption charges).

On completion of the Application Form, please return to your Electricity Retailer.

Subject to the conditions listed below, persons who hold **one** of the following cards may apply for the electricity rebate.

➤ **Pensioner Concession Card**

You **MUST** hold a current and valid **Pensioner Concession Card**, issued by either Services Australia (Centrelink) or the Department of Veterans' Affairs (DVA).

➤ **Health Care Card**

You **MUST** hold a current and valid **Health Care Card**, issued by Services Australia (Centrelink) (excluding Commonwealth Seniors Health Card).

➤ **DVA Veteran Card – (Gold Card)**

You **MUST** hold a current and valid **DVA Veteran Card (Gold Card)**, issued by the Department of Veterans' Affairs.

➤ **Queensland Seniors Card**

You **MUST** hold a current and valid **Queensland Seniors Card** issued by the Department of Families, Seniors, Disability Services and Child Safety.

➤ **Asylum Seeker**

You **MUST** hold a current and valid **ImmiCard** issued by the Department of Home Affairs.

Eligibility Criteria

Eligible customers who claim the rebate shall have the rebate granted, provided that the following conditions are met:

The customer must be a registered consumer of the Electricity Retailer at the premises for which the rebate is claimed and the premises must be the customer's principal place of residence, and the only residence in Queensland for which the customer claims the rebate.

How to Apply for the Electricity Rebate

All eligible customers who satisfy the conditions under which the rebate will be granted, as listed above, and who wish to claim the rebate/s can at the discretion of the Electricity Retailer, either complete a written **Application for Electricity Rebate** or internet based electronic form or apply over the telephone.

Failure to satisfactorily complete the application process may delay the operative date of the rebate. If you are uncertain how to complete the application process, please seek advice from your Electricity Retailer.

Where an electricity account is in more than one name, only one person who is eligible to receive the rebate and resides at the residence can receive the rebate i.e. a household can only receive one rebate.

Lodging Your Application

The Electricity Retailer accepts no liability for the loss of an application. Your application whether written, electronic or by telephone must be received at least **14 days** prior to the next billing period, otherwise no guarantee can be given that the rebate will be credited for that next period. The Electricity Retailer will make every endeavour to credit the electricity rebate on the applicant's electricity account. It is the applicant's responsibility to check all electricity accounts to ensure that the rebate has been credited.

Privacy Notice

The Electricity Retailer is collecting the information through the application process to assess your eligibility for the rebate and to manage payments of the rebate if it is granted. If you do not provide this information, your application will not be able to be processed. The Electricity Retailer usually gives some or all of this information to:

- Services Australia (Centrelink)
- Department of Veterans' Affairs
- Department of Families, Seniors, Disability Services and Child Safety and their service delivery agent, Department of Customer Service, Open Data, Small and Family Business
- Department of Home Affairs.

Verification of Eligibility

The rebate will only be paid if the customer gives their consent to the Electricity Retailer to disclose relevant personal information to the Department of Families, Seniors, Disability Services and Child Safety and their service delivery agent, Department of Customer Service, Open Data, Small and Family Business, Services Australia (Centrelink), Department of Veterans' Affairs, and/or Department of Home Affairs so they can check the customer's continued eligibility for the rebate. Consent can be withdrawn at any time.

Change in Circumstances

Customers must notify their Electricity Retailer immediately of any changes to their address or eligibility to receive the rebate. The Electricity Retailer may require a new application to be submitted.

Renewal of Application

Renewal of an application for the rebate may be required periodically at the discretion of the Electricity Retailer. A new application must be lodged if changing retailers.

Fraudulent Claims

The Electricity Rebate scheme was introduced to provide a rebate to those people considered most in need of financial assistance. Where such an application has been submitted for the purpose of fraudulently obtaining a rebate, legal action may be taken against the applicant.

Further Information

If you require further information or assistance with completion of the application process, please contact your Electricity Retailer.

APPLICATION FORM

Queensland Government Electricity Rebate

This Application Form applies only where the applicant is a consumer of electricity purchased from a Retail Entity.

This form must be completed by the applicant and Apex Energy as least fourteen (14) days prior to billing of the first electricity account to which the rebate will apply. Please refer to the attached Information Brochure before completing this application. Further assistance is available from your Electricity Retailer.

Given Name _____ (Please Print) Surname _____	
Full Residential Address _____ (Please Print) Telephone Number _____	
My electricity account number is:	
I hold <u>one</u> of the following current and valid cards: (Please tick ✓ appropriate box/boxes)	PLEASE PROVIDE CARD/FILE NUMBER
☐ PENSIONER CONCESSION CARD <i>Card Issued by: (Please tick ✓ appropriate box)</i> ☐ Department of Veterans' Affairs: or ☐ Services Australia (Centrelink)	Veterans' Affairs File Number Centrelink CRN
☐ HEALTH CARE CARD issued by Services Australia (Centrelink) (excluding Commonwealth Seniors Health Card)	Centrelink CRN
☐ DVA VETERAN CARD (GOLD CARD) issued by Department of Veterans' Affairs	Veterans' Affairs File Number
☐ QUEENSLAND SENIORS CARD issued by Department of Families, Seniors, Disability Services and Child Safety	Card Number
☐ ASYLUM SEEKERS – ImmiCard issued by Department of Home Affairs	Card Number
Services Australia CCeS customer consent	
I authorise: - Apex Energy to use Centrelink Confirmation eServices to perform a Centrelink/DVA enquiry of my Centrelink or Department of Veterans' Affairs customer details and concession card status to enable the business to determine if I qualify for a concession, rebate or service. - Services Australia (the agency) to provide the results of that enquiry to Apex Energy. I understand that: - the agency will disclose personal information to Apex Energy including my <name/address/payment type/payment status and concession card type and status> (add and delete characteristics included in your characteristic profile) to confirm my eligibility for the electricity rebate. - this consent, once signed, remains valid while I am a customer of Apex Energy unless I withdraw it by contacting Apex Energy or the agency. I can get proof of my circumstances/details from the agency and provide it to Apex Energy so my eligibility for the electricity rebate can be determined. - if I withdraw my consent or do not alternatively provide proof of my circumstances/details, I may not be eligible for the electricity rebate provided by Apex Energy.	

Declaration

I advise that the above address is my principal place of residence and is the only residence within Queensland for which the rebate is claimed by me and the above electricity account is solely or jointly in my name.

- I will notify Apex Energy immediately of any change in my circumstances which may affect my eligibility for the electricity rebate.

I authorise:

- Apex Energy to disclose my personal information to the Department of Home Affairs (DHA) or Department of Families, Seniors, Disability Services and Child Safety (DFSDESCS) and their service delivery agent Department of Customer Service, Open Data, Small and Family Business (DCDSB) to confirm my eligibility for the electricity rebate.
- DHA or DCDSB to provide the results of that enquiry to Apex Energy.

I understand that:

- DHA or DCDSB will use information I have provided to Apex Energy to confirm my eligibility for the electricity rebate and will disclose to Apex Energy personal information including my name, address and card number and status.
- this consent, once signed, remains valid while I am a customer of Apex Energy unless I withdraw it by contacting Apex Energy.
- I can **MANUALLY** obtain proof of my circumstances/details from DHA or Services Australia and provide it to Apex Energy if I do not wish to use Centrelink Confirmation eServices so that my eligibility for the electricity rebate can be determined.
- if I withdraw my consent or do not alternatively provide proof of my circumstances/details, I may not be eligible for the electricity rebate provided by the Queensland Government.

I declare that all the information that I have given is true and correct.

Signature of Applicant: _____

Date: ____/____/____

End of document