

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 of \$0.9338 per day (inclusive of GST) 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 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 Department of Human Services (Centrelink) or the Department of Veterans' Affairs (DVA).

➔ Health Care Card

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

➔ DVA Health Card –All Conditions within Australia (Gold Card)

You **MUST** hold one of the below listed current and valid **DVA Health Card – All Conditions within Australia (Gold Card)**, issued by Department of Veterans' Affairs:

- War Widow/Widower (including widowed Mother [AMS] Pension)
- Special Rate Totally and Permanently Incapacitated (TPI) (including Disability Pension)

➔ Queensland Seniors Card

You **MUST** hold a current and valid **Queensland Seniors Card** issued by Department of Communities, Disability Services and Seniors.

➔ Asylum Seeker

Visa issued by the Department of Immigration and Border Protection.

Eligibility Criteria

Eligible pensioners and seniors who claim the rebate shall have the rebate granted, providing that Condition (a) and the relevant sections of Condition (b) are met:

- a) The customer must be a registered electricity consumer of the 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; **and**
- b) The customer must live alone or share the premises in respect of which the rebate is claimed with: (one or more of the following sub-conditions may apply and each relevant item should be addressed)
 - (I) The customer's spouse; or
 - (II) other persons who hold a Queensland Seniors Card or Commonwealth concession card; or
 - (III) other persons wholly dependent on the customer; or
 - (IV) other persons who receive an income support payment from Department of Human Services (Centrelink), Family Assistance or Department of Veterans' Affairs who do not pay rent; or
 - (V) other persons who live with the customer to provide care and assistance, and who do not pay rent;

and that no other person(s) except casual visitors share the residence with the customer.

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 Retailer, either complete a written **Application for Electricity Rebate** or apply over the telephone or from an internet based electronic form.

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

- Department of Human Services (Centrelink)
- Department of Veterans' Affairs
- Department of Communities, Disability Services and Seniors and their service delivery agent, Smart Service Queensland (Card and Concession Services)
- Department of Immigration and Border Protection

Verification of Eligibility

The concession will only be paid if the customer gives their consent to the Retailer to disclose relevant personal information to the Department of Communities, Disability Services and Seniors and their service delivery agent, Smart Service Queensland (Card and Concession Services), Department of Human Services (Centrelink), Department of Veterans' Affairs, and/or Department of Immigration and Border Protection so they can check the customer's continued eligibility for the concession.

Change in Circumstances

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

Renewal of Application

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

Fraudulent Claims

The Electricity Rebate scheme was introduced to provide concessions 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 telephone your Electricity Retailer.

