



## INFORMATION BROCHURE

# Queensland Government Reticulated Natural Gas Rebate

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

*If you are a consumer of reticulated natural gas purchased from a Retail Entity and are in receipt of one of the cards stated below, you may be eligible for a rebate on your reticulated natural gas account. Your account will show the amount of rebate deducted.*

*If you are a consumer of reticulated natural gas not purchased from a Retail Entity and reside in a residential home park or in multi-unit residential premises, you may also be eligible for a 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.*

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

***On completion of the Application Form, please return to your Reticulated Natural Gas Retail Entity.***

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

### ➤ Pensioner Concession Card

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

### ➤ DVA Veteran Card – (Gold Card)

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

- Totally and Permanently Incapacitated (TPI); or
- War Widow/Widower.

\*Including Special Rate Disability Pension (SRDP) and wholly Dependent Partner Payment (WDP)

### ➤ 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.

## 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 gas consumer of the Retail Entity 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 concession card: or
  - (III) other persons wholly dependent on the customer: or
  - (IV) other persons who receive an income support payment from the Department of Human Services (Centrelink), Family Assistance or the 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 Reticulated Natural Gas 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 Retail Entity, either complete a written **Application for Reticulated Natural Gas 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 Retail Entity.

Where a reticulated natural gas 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 Retail Entity 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 Retail Entity will make every endeavour to credit the reticulated natural gas rebate on the applicant's reticulated natural gas account. It is the applicant's responsibility to check all reticulated natural gas accounts to ensure that the rebate has been credited.

## **Verification of Eligibility**

- The concession will only be paid if the customer gives their consent to the Retail Entity disclosing relevant personal information to the Department of Families, Seniors, Disability Services and Child Safety and their service delivery agent, Smart Service Queensland (Cards and Concession Services, Department of Customer Services, Open Data and Small and Family Business)
- Department of Human Services (Centrelink), and/or Department of Veterans' Affairs, 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 Retail Entity. A new application must be lodged if changing retailers.

## **Fraudulent Claims**

The Reticulated Natural Gas 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 Reticulated Natural Gas retailer.



Department of Families, Seniors, Disability Services and Child Safety  
APPLICATION FORM

Queensland Government Reticulated Natural Gas Rebate

*This Application Form applies only where the applicant is a consumer of reticulated natural gas purchased from a Retail Entity.*

This form must be completed by the applicant and **lodged with your Retailer** at least fourteen (14) days prior to billing of the first reticulated natural gas account to which the rebate will apply. Please refer to the attached Information Brochure before completing this application. Further assistance is available from your Reticulated Natural Gas retailer.

**Privacy notice:** The Gas Retailer is collecting your personal information for the purpose of assessing 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:

- Services Australia, Centrelink
- Department of Veterans' Affairs (DVA)
- Department of Families, Seniors, Disability Services and Child Safety (DFSDESCS)
- Department of Customer Services, Open Data and Small and Family Business - Cards and Concession Services (DCSODSFB).

The personal information collected in this form will be managed in accordance with the relevant privacy legislation.

_____ Given Name (Please Print) <span style="float:right">Surname</span>	
_____ Full Residential Address (Please Print) <span style="float:right">Telephone Number</span>	
<b>My reticulated natural gas account number is:</b> _____	
<b>I hold <u>one</u> of the following current and valid cards:</b> (Please tick ✓ appropriate box/boxes)	
<input type="checkbox"/>	<b>PENSIONER CONCESSION CARD</b> <i>Card Issued by: (Please tick ✓ appropriate box)</i> <input type="checkbox"/> Department of Veterans' Affairs: or <input type="checkbox"/> Services Australia (Centrelink)
<b>PLEASE PROVIDE CARD/FILE NUMBER</b> Veterans' Affairs File Number <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
Centrelink CRN <input type="text"/> <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
<input type="checkbox"/>	<b>DVA VETERAN CARD (GOLD CARD*)</b> issued by Department of Veterans' Affairs embossed with <input type="checkbox"/> <b>TOTALLY &amp; PERMANENTLY INCAPACITATED (TPI)</b> <input type="checkbox"/> <b>WAR WIDOW/WIDOWER</b> <small>*Including Special Rate Disability Pension (SRDP) and Wholly Dependent Partner Payment (WDP)</small>
Veterans' Affairs File Number <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
<input type="checkbox"/>	<b>QUEENSLAND SENIORS CARD</b> issued by Department of Families, Seniors, Disability Services and Child Safety
Card Number <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
<b>Who I live with:</b> <i>(Please read the following statement carefully and tick ✓ the box to confirm that this applies to your living arrangements)</i>	
I live alone or only with persons as described below: <input type="checkbox"/> { <ul style="list-style-type: none"> <li>- With my spouse/de facto and/or other persons who are wholly dependent on me</li> <li>- With other people who hold a concession card or Queensland Seniors Card</li> <li>- With other people who receive a Centrelink, Family Assistance Office or Dept of Veterans' Affairs payment, and who <b>DO NOT</b> pay rent</li> <li>- With other people who provide care and assistance, and who <b>DO NOT</b> pay rent AND</li> <li>- I DO NOT share my residence with any other persons except casual visitors.</li> </ul>	

**Services Australia CCeS customer consent**

I authorise:

- the <Gas Retailer> 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 <Gas Retailer>.

I understand that:

- the agency will disclose personal information to <Gas Retailer> 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 rebate.
- this consent, once signed, remains valid while I am a customer of <Gas Retailer> unless I withdraw it by contacting the <Gas Retailer> or the agency. I can get proof of my circumstances/details from the agency and provide it to <Gas Retailer> so my eligibility for the 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 rebate provided by <Gas Retailer>.

**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 account is solely or jointly in my name.

- I will notify <Gas Retailer> immediately of any change in my circumstances which may affect my eligibility for the rebate.

I authorise:

- <Gas Retailer> to disclose my personal information to the Department of Families, Seniors, Disability Services and Child Safety (DFSDFCS) and their service delivery agent Smart Service Queensland, Department of Customer Services, Open Data and Small and Family Business (SSQ, DCSODSFB) to confirm my eligibility for the rebate.
- SSQ, DCSODSFB or DFSDFCS to provide the results of that enquiry to <Gas Retailer>.

I understand that:

- SSQ, DCSODSFB or DFSDFCS will use information I have provided to <Gas Retailer> to confirm my eligibility for the rebate and will disclose to <Gas Retailer> personal information including my name, address and card number and status.
- this consent, once signed, remains valid while I am a customer of <Gas Retailer> unless I withdraw it by contacting <Gas Retailer>.
- I can obtain proof of my circumstances/details from SSQ, DCSODSFB or DFSDFCS and provide it to <the Gas Retailer> so that my eligibility for the gas 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 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