

Queensland Government

Electricity Rebate and Reticulated Natural Gas Rebate

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

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

If you are a consumer of electricity and 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 application on your behalf. Details of arrangements for such situations are available on request from the proprietor of the premises.

The rebate/s allowed will be no greater than the amount billed for customer retail services (service fee and consumption charges) during the period for which the rebate applies.

On completion of the Application Form, please return to your Retail Entity

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

➔ **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.

➔ **Repatriation Health Card – For All Conditions (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 embossed with:

- War Widow/Widower (Including Special Rate Disability Pension (SRDP) and Wholly Dependent Partner Payment (WDP))
- Totally and Permanently Incapacitated (TPI)

➔ **Queensland Seniors Card**

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

➔ **Health Care Card (ELECTRICITY REBATE ONLY)**

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

➔ **Asylum Seeker (ELECTRICITY REBATE ONLY)**

Visa issued by the Department of Immigration and Border Protection.

Eligibility Criteria

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

- a) The customer must be a registered electricity **and** reticulated natural gas consumer of the same 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 rebates; **and**
- b) The customer must live alone or share the premises in respect of which the rebates are 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 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.

How to Apply for the Electricity Rebate/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 Electricity Rebate and 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 an electricity/reticulate natural gas account are 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 rebates on the applicant's electricity and/or reticulated natural gas account. It is the applicant's responsibility to check all accounts to ensure that the rebate has been credited.

Privacy Notice

The Retail Entity is collecting the information on the application form 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 Retail Entity usually gives some or all of this information to:

- Department of Human Services (Centrelink)
- Department of Veterans' Affairs
- Department of Families, Seniors, Disability Services and Child Safety and their service delivery agent, Digital Customer - Smart Service Queensland (Card and Concession Services)
- Department of Home Affairs

Verification of Eligibility

The concession will only be paid if the customer gives their consent to the Retail Entity to disclose relevant personal information to the Department of Families, Seniors, Disability Services and Child Safety and their service delivery agent, Digital Customer - Smart Service Queensland (Card and Concession Services), Department of Human Services (Centrelink) and 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 Electricity Rebate and the Reticulated Natural Gas Rebate schemes were 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 customer.

Further Information

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



APPLICATION FORM

Electricity Rebate and Reticulated Natural Gas Rebate

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

This form must be completed by the customer and lodged with the Retail Entity for the rebates to apply. Please refer to the attached Information Brochure before completing this application. Further assistance is available from your retailer.

A separate application will need to be completed if your electricity retailer is different to your reticulated natural gas retailer.

Form fields including: Given Name (Please Print), Surname, Full Residential Address (Please Print), Telephone Number, Rebate/s being applied for (Please tick appropriate box/boxes), I hold one of the following current and valid cards: (Please tick appropriate box/boxes), PENSIONER CONCESSION CARD, HEALTH CARE CARD issued by Centrelink, DVA VETERAN GOLD CARD, QUEENSLAND SENIORS CARD, ASYLUM SEEKERS Visa, Who I live with, Declaration, and Signature of Applicant.