

## 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 of \$0.9338 per day (inclusive of GST) on your electricity account and \$0.2087 (inclusive of GST) per day 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:

- 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 Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships.

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

### **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 Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships 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 Retail Entity to disclose relevant personal information to the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships and their service delivery agent, 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.



