

Queensland Government Electricity Rebate

INFORMATION BROCHURE

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

If you are an Electricity Retail Corporation consumer and are in receipt of one of the cards stated below, you may be eligible for a rebate of \$0.63 per day inclusive of GST on your electricity account.

If you are not an Electricity Retail Corporation consumer and reside in a residential home park or in multi-unit residential premises, you may also be eligible for an electricity rebate, provided the proprietor of the premises participates in the rebate arrangements. Details of arrangements for such situations are available on request from the proprietor of the premises or from the Electricity Retail Corporation.

In no instance shall the rebate allowed be greater than the amount billed for electricity consumed.

On completion of the Application Form please return it to your Electricity Retail Corporation.

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 Centrelink or the Department of Veterans' Affairs, to be eligible for the electricity rebate.

⇒ Repatriation Health Card For All Conditions

You **MUST** hold a current and valid **Repatriation Health Card For All Conditions** (Gold Card) and be in receipt of one of the following payments to be eligible for the electricity rebate.

- War Widow**
(including **Widowed Mother [AMS] Pension**)
- Special Rate T.P.I.**
(Including **Blinded Disability**) **Pension**

⇒ Queensland Government Seniors Card

You **MUST** hold a current and valid Queensland Government **Seniors Card** to be eligible for the electricity rebate.

Eligibility Criteria

Eligible Pensioners and Seniors who claim the rebate shall have the rebate granted, provided that Condition (a) and the relevant sections of Condition (b) are met:

- (a) The applicant must be the registered consumer of an Electricity Retail Corporation at the premises for which the rebate is claimed and the premises is his/her principal place of residence, and the only residence within or outside Queensland which the rebate is claimed, **and**
- (b) The applicant must live alone or share the premises in respect of which the rebate is sought with:
(one or more of the following sub-conditions may apply and each relevant item should be addressed)
 - (I) their spouse, or;
 - (II) other persons who hold a Queensland Government Seniors Card or Pensioner Concession Card, or;
 - (III) other persons wholly dependant on the applicant, or;

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- (IV) other persons who receive an income support payment from Centrelink, Family Assistance Office or Department of Veterans' Affairs who do not pay rent, or
- (V) other persons who live with the applicant to provide care and assistance, and who do not pay rent, and

declares that no other person(s) excepting casual visitors share the residence with the applicant.

How to Apply for The Electricity Rebate

All eligible applicants who satisfy the conditions under which the rebate will be granted, as listed above, and who wish to claim the rebate can at the discretion of the Electricity Retail Corporation, either complete a written **Application for Electricity Rebate** or apply by telephoning their Electricity Retail Corporation.

Failure to satisfactorily complete the written application form may delay the operative date of the rebate. If you are uncertain how to complete the application form please seek advice from your local Electricity Retail Corporation.

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.

Lodging Your Application

The Electricity Retail Corporation 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 Retail Corporation 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 Retail Corporation is collecting the information on the application form to access your eligibility for the concession and to manage payments of the concession if it is granted. If you do not provide this information, we will not be able to process your application. The Electricity Retail Corporation usually gives some or all of this information to:

- their billing service provider, Service Essentials
- Centrelink
- Department of Veterans' Affairs
- Department of Communities, Card and Concession Services.

Verification of eligibility

The concession will only be paid if the applicant gives their consent to the Electricity Retail Corporation, including their billing service provider, Service Essentials, to disclose relevant personal information to the Department of Communities, Centrelink, and Department of Veterans' Affairs, so they can check your continued eligibility for the concession.

Change in Circumstances

Applicants must notify their Electricity Retail Corporation immediately of any changes to their address or eligibility to receive the concession. The Electricity Retail Corporation 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 Electricity Retail Corporation.

Fraudulent Claims

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

Further Information

If you require further information or assistance with completion of the application form please telephone your local Electricity Retail Corporation.

