



## Queensland Government Electricity Rebate/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/or Reticulated Natural Gas Rebate. No liability, express or implied, is accepted for the contents of the information brochure.

If you are a consumer of electricity and/or 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 of: \$0.5228 per day inclusive of GST on your electricity account; \$0.1628 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/or 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, 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.

The electricity rebate allowed will be no greater than the amount billed for electricity consumed during the period for which the electricity rebate applies.

**On completion of the Application Form please return it to your Retail Entity.**

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

### ⇒ Repatriation Health Card – For All Conditions (Gold Card)

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 and/or reticulated natural gas 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** issued by Department of Communities to be eligible for the electricity and/or reticulated natural gas 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 customer must be a registered electricity or reticulated natural 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)
  - (l) the customer's spouse; or

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- (II) other persons who hold a Queensland Government Seniors Card or Pensioner Concession Card: or
- (III) other persons wholly dependent on the customer; or
- (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 customer to provide care and assistance, and who do not pay rent; and

**declare 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/or Reticulated Natural Gas Rebate** or apply by telephoning their Retail Entity.

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 Retail Entity.

Where an electricity/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.

## **Lodging Your Application**

The Retail Entity accepts no liability for the loss of an application. The Retail Entity will make every endeavour to credit the electricity rebate or reticulated natural gas rebate on the customer's relevant account. It is the customer's responsibility to check all electricity/reticulated natural gas 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:

- Centrelink
- Department of Veterans' Affairs
- Department of Communities (Concession Services and Card Services, Smart Service Queensland).

## **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 Communities, 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 Retail Entity immediately of any changes to their address or eligibility to receive the concession. The Retail Entity 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.

## **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 form please telephone your Retail Entity.

