

# Electricity rebate for residential home parks and multi-unit residential premises

(Information for proprietors and residents)



**Queensland**  
Government

Pensioners and seniors living in a residential home park or multi-unit residential premises may be able to obtain a rebate for their electricity costs through the Queensland Government Electricity Rebate Scheme.

The proprietor of the residence may claim the rebate on behalf of eligible pensioners and seniors living in the premises and then pass the rebate on through a reduction in the electricity charges applied to residents.

## Application guidelines

The following guidelines can be used to assist the proprietor of a residential home park or multi-tenanted residential premises to apply for the electricity rebate on behalf of pensioner and senior residents.

1. The scheme is available to pensioners and seniors residing in caravan parks, blocks of flats or home units (where the living units are separate and identifiable), and any other similar premises where:
  - the proprietor is the consumer of the electricity retailer
  - the proprietor supplies electricity to each of the separately identifiable vans, flats or home units, and
  - the proprietor charges for electricity used by the tenants on the basis of metered consumption.

This rebate arrangement **does not apply** to dormitory, motel, nursing home, 'rooms to let' or ward type accommodation.

---

2. Eligible pensioners and seniors on whose behalf the proprietor may claim an electricity rebate must hold one of the following:

- a current and valid **Pensioner Concession Card**
- a current and valid **Repatriation Health Card For All Conditions** (applicable only to Special Rate TPI [including Blinded Disability] Pensioners and War Widow's / Widower's Pensioners) or
- a current and valid **Queensland Government Seniors Card**.

Eligible pensioners and seniors must either live alone or share the premises with a spouse or other individuals who are Seniors Card or Pensioner Concession Card holders. Any other person(s) sharing the premises must be:

- wholly dependent on the eligible claimant
- social security beneficiaries who do not pay rent or
- carer(s) who do not pay rent. The carer(s) must be providing care and assistance to the eligible claimant.

3. The proprietor's participation in the Electricity Rebate Scheme is **voluntary**.

4. No more than one claim can be made per residence. A pensioner or senior can only claim the rebate for one residence in Queensland.

---

5. The rebate is intended for permanent Queensland residents and not travellers.
6. The rebate will appear on the electricity account. In no instance will the rebate paid be greater than the amount billed for electricity use.
7. The proprietor is responsible for ensuring the initial rebate application form is completed, including details of each claimant's name, each claimant's signature, card type and number. The proprietor should submit the form when paying the electricity account.

The proprietor must declare by signature that:

- the persons on whose behalf the rebate is claimed have been residents at the premises for the period covered by the electricity account and have been charged for electricity used by them on the basis of metered consumption
  - the number of persons for which the rebate is claimed and the amount of the claim is correct
  - the concession card held by the claimant is an eligible card and has been sighted at the time the initial claim was made to ensure that it is issued in the name of the claimant, and
  - the rebate will be passed on to the claimant by way of reduction in charges for electricity.
-

- 8.** Claimants must sign the initial rebate application form; however, claimants' signatures are not required for subsequent claims. If any claimants leave and then return to reside at that premises, the rebate application form for the first full billing period since their return must also be signed.
  - 9.** Claimants must give permission for relevant information contained in their records to be made available to the electricity retailer and commonwealth and state governments to confirm their eligibility.
  - 10.** The proprietor must pass the rebate on to residents through a reduction in the electricity charges. This reduction should be made before the proprietor's claim or, where this is impracticable, at the earliest possible electricity billing.
  - 11.** Proprietors of residential home parks or multi-unit residential premises should advise pensioner and senior residents of the availability of the Electricity Rebate Scheme.
  - 12.** The electricity retailer may periodically require, at its own discretion, that the claimant complete the declaration on a renewal of application for the rebate.
  - 13.** The electricity retailer accepts no liability for the loss of an application.
-

- 14.** Where an application has been submitted by the proprietor for the purpose of fraudulently claiming payment of the rebate, legal action may be taken against the proprietor.



## Further information

For residents seeking to apply for the electricity rebate, contact the proprietor of your premises.

For proprietors seeking more information about the Electricity Rebate Scheme, and to obtain relevant forms, contact your electricity retailer.

For more information about other Queensland Government concessions, contact Smart Service Queensland on 13 13 04 or visit [www.communities.qld.gov.au](http://www.communities.qld.gov.au)

