

# INFORMATION BROCHURE

## 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: \$0.63 per day inclusive of GST on your electricity account; \$0.17 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)
  - (I) the customer's spouse; or
  - (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.**

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#### 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.



ABN 67 269 241 237

Contact Details - Please mail completed form to: Simply Energy, P.O. Box 210, BALWYN VIC 3103 or fax to 13 88 58

APPLICATION FORM Queensland Government Electricity Rebate

This Application Form applies only where the applicant is a consumer of electricity purchased from a Retail Entity.

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

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

Given Name (As on card - Please Print)

Surname (As on card - Please Print)

Full Residential Address (Please Print)

Telephone Number

POSTCODE

Rebate/s being applied for (Please tick ✓ box)

My electricity account number is:

I hold one of the following current and valid cards: PLEASE PROVIDE CARD/FILE NUMBER CARD START DATE

PENSIONER CONCESSION CARD Card Issued By: (Please tick ✓ appropriate box) Veterans' Affairs; or Veteran's Affairs Number Centrelink Centrelink

REPATRIATION HEALTH CARD - FOR ALL CONDITIONS (Gold Card) AND receiving either of the following benefits: SPECIAL RATE T.P.I. -> WAR WIDOWS ->

QUEENSLAND GOVERNMENT SENIORS CARD Card Number

Who I live with: (Please read the following statement carefully and tick ✓ the box to confirm that it applies to you)

I live alone or with other persons as described below: With my spouse/defacto and /or other persons who are wholly dependent on me With other people who hold a Pensioner Concession or Queensland Government Seniors Card With other people who receive a Centrelink, Family Assistance Office or Dept of Veterans' Affairs payment, and who DO NOT pay rent With other people who provide care and assistance, and who DO NOT pay rent AND I DO NOT share my residence with any other persons except casual visitors.

Declaration

- 1. I advise that the above address is my principal place of residence and is the only residence within Queensland for which the rebate is claimed by me and the above electricity account is solely or jointly in my name.
2. I will notify the Retail Entity immediately of any change in my circumstances, which may affect my eligibility for the rebate.
3. I authorise Centrelink to confirm with Simply Energy the current status of my Commonwealth Benefit and other details as they pertain to my concessional entitlement. This involves electronically matching details I have provided to Simply Energy with Centrelink or Department of Veterans' Affairs (DVA) records to confirm whether or not I am currently receiving a Centrelink or DVA benefit.
4. I consent to the Retail Entity providing my details to the Department of Communities, (Concession Services and Card Services) for the purpose of determining or confirming my continued eligibility.
5. I declare that all the information that I have given is true and correct.

Date D D M M Y Y

Signature of Applicant: .....