



Concessions and rebates

Terms and conditions

Concessions and rebates

If you or someone living with you holds a valid concession card, you could be eligible for different rebates that help reduce the cost of your energy bills.

Concessions and rebates currently available to eligible customers include:

- WA Government Energy Assistance Payment (EAP)
- Hardship Utilities Grant Scheme (HUGS)
- Dependent Child Rebate
- Account Establishment Fee Rebate
- Air Conditioning Rebate
- Life Support Equipment Energy Subsidy
- Thermoregulatory Dysfunction Energy Subsidy
- Reduced Meter Test Fee
- Late Payment Fee Waiver (per annum)

This brochure contains the eligibility criteria and terms and conditions for these concessions and rebates.

Acknowledgement of Country

Synergy acknowledges the Traditional Owners of the Land on which we operate and their continuing connection to the land, water and community. We pay our respects to all Aboriginal and Torres Strait Islander communities, their cultures and to Elders past, present and emerging.

WA Government Energy Assistance Payment (EAP)

The WA Government EAP supports eligible concession card holders by paying a specified portion of their energy bill each year.

1. Eligibility

Only eligible recipients are entitled to receive the WA Government EAP. To qualify for the WA Government EAP you will need to:

- (a) Apply to Synergy for the WA Government EAP in accordance with Synergy’s application process, as published by Synergy from time to time, and provide all information required by Synergy to assess a WA Government EAP application including the concession card holder’s details. A written notification may also be sent to Synergy by Energy Policy WA;
- (b) Be assessed by Synergy (in its absolute discretion) to satisfy the eligibility criteria set out below; and
- (c) If Synergy determines that you satisfy the eligibility criteria set out below, have Synergy enter relevant details (including details of all concession card holders included in your WA Government EAP application) into Synergy’s database of WA Government EAP recipients.

Eligibility criteria

To become an eligible recipient a person must hold a valid and current concession card and satisfy the following criteria:

- (i) the Synergy electricity account supply address must be the principal place of residence for the concession card holder; and
- (ii) the electricity account holder must be eligible for a residential tariff and the supply address must be billed solely on a residential tariff.

Concessions eligibility is determined by the WA Government and is subject to change from time to time.

2. Concession Cards

To be a concession card holder a person must hold at least one valid and current concession card (as specified in Table 1), issued by a concession card agency.

Table 1

Card Name
Health Care Card
Pensioner Concession Card
Veterans’ Affairs Gold Card (this includes War Widows, Dependants, and those who are Totally and Permanently Incapacitated)
Veterans’ Affairs Pensioner Concession Card

3. Notification of WA Government EAP application outcome

Synergy will notify the WA Government EAP applicant (using the contact address given in the application) whether their WA Government EAP application is successful or has been rejected.

4. Eligible recipient obligations

An eligible recipient must:

- (a) provide Synergy with all necessary information reasonably required by Synergy to administer and validate the eligible recipient’s WA Government EAP entitlement; and
- (b) notify Synergy and the concession card agency immediately of any changes in circumstance or corrections to information previously provided, which may affect the eligible recipient’s WA Government EAP entitlement.

5. WA Government EAP calculation

WA Government EAP payments are calculated using the following methodology:

The annual WA Government EAP payment of **\$342.85** including GST (or such other amount notified in writing to Synergy by Energy Policy WA) per supply address (irrespective of whether more than one concession card holder is residing at the electricity account supply address) is divided by the number of days in the relevant year and multiplied by the number of days in the relevant Synergy billing cycle, e.g. for a year that is not a leap year: $\$342.85/365 = \0.9393 per day multiplied by number of days in the billing cycle.

6. Additional information

- (a) The WA Government EAP will be established on the account from the date a person is approved by Synergy to be an eligible recipient and will be applied to the associated account from the date that the meter at the property was last read. The WA Government EAP is not retrospective and cannot be backdated (unless Synergy is otherwise directed to do so by written notice from Energy Policy WA).
- (b) Synergy Home Business Plan® K1 (combined residential and business) customers and non-residential tariff customers are not eligible to receive the WA Government EAP.
- (c) If the value of a WA Government EAP exceeds the amount payable to the applicable eligible recipient's electricity account, the balance will be retained on the electricity account in the form of a credit.
- (d) Only one WA Government EAP payment will be made at a single site premises.
- (e) Synergy will for eligible recipients:
 - (i) apply the WA Government EAP in the form of a credit to the eligible recipient's electricity account in accordance with the billing cycle specified in the eligible recipient's electricity supply contract with Synergy;
 - (ii) apply the WA Government EAP in the form of a credit to the eligible recipient's electricity account after the application of all fees, charges and other credits, irrespective of whether the electricity account is in credit or debit and document the credit as a separate line item on the eligible recipient's electricity account; and
 - (iii) apply the WA Government EAP generally, in a manner consistent with Synergy's standard billing practice.

Hardship Utilities Grant Scheme (HUGS)

HUGS is a State Government initiative to support Western Australian families and households who are experiencing financial hardship to pay their electricity, water or gas bills. Customers may be eligible for financial assistance through HUGS where payment arrangements and other hardship strategies have been exhausted.

1. Eligibility

You may be eligible for HUGS if:

- (a) you contact Synergy to discuss your outstanding debt and you are assessed as being in financial hardship and not in payment difficulty;
- (b) you have exhausted all your options with Synergy and enter into a payment arrangement for at least 90 days to address the outstanding debt; and
- (c) after completion of the payment arrangement, your outstanding bill is still more than \$300.

Eligibility criteria and the application process is determined by the Department of Communities, and can change from time to time. For more information, visit synergy.net.au/concessions

To check your eligibility and begin your HUGS application, please contact us on **13 13 53**.

Other rebates and subsidies

1. Rebates and subsidies available

The below rebates and subsidies are available to eligible Synergy customers:

- (a) **Dependent Child Rebate** supports eligible concession card holders who have dependent children by reducing the amount owing on your energy bill. The rebate is calculated daily, based on the number of dependent children listed on your concession card.
- (b) **Account Establishment Fee Rebate** helps eligible concession card holders to cover the costs associated with establishing a new energy account. It applies to residential customers only and will be credited on the first bill you receive.
- (c) **Air Conditioning Rebate** subsidises the cost of running an air conditioner in areas that are deemed high heat discomfort locations, during the hottest months. Visit synergy.net.au/concessions for a list of eligible towns.
- (d) **Life Support Equipment Energy Subsidy** is offered by the WA State Government to support families and households with the costs associated with operating life support equipment at home. For more information on registering life support equipment, visit synergy.net.au/lifesupport
- (e) **Thermoregulatory Dysfunction Energy Subsidy** is offered by the WA State Government to help support those who require heating or cooling to control the temperature in their home, due to specialist medical advice.

For more information on any of the rebates and subsidies available, visit synergy.net.au/concessions

2. Eligibility criteria

Eligibility criteria for available rebates and subsidies can be found on page 8 of this brochure and at synergy.net.au/concessions

- (a) An eligible concession recipient must:

- (i) provide Synergy with all necessary information reasonably required by Synergy from time to time to administer and validate the eligible recipient's concession entitlement; and

- (ii) notify Synergy and the relevant concession card agency immediately of any changes in circumstance or corrections to information previously provided, which may affect the eligible recipient's concession entitlement.
- (b) Synergy will regularly validate the details supplied by customers and recorded from valid, eligible concession cards with Services Australia and Department of Veterans' Affairs, to confirm an eligible recipient's entitlement and concession details. Rebates will continue on an eligible recipient's account following validation. If any of the eligible recipient's details change Synergy must immediately be informed.
- (c) Synergy, Services Australia, and Department of Veterans' Affairs will periodically provide information (including information about the concession card holder) to each other for validation purposes.
- (d) Services Australia and Department of Veterans' Affairs will only provide Synergy with details of any changes to the card registered, or any other information necessary to confirm an eligible recipient's eligibility for the concession being claimed.
- (e) The address on the valid, eligible concession card must match the address listed on the associated Synergy electricity account. Electricity must be supplied on a residential tariff and to the principal place of residence.
- (f) Concessions are established on the account from the date a person is approved by Synergy as an eligible recipient and applied to the account from the date that the meter at the property was last read. The Dependent Child Rebate and Air Conditioning Rebate are not retrospective and cannot be backdated.
- (g) Synergy Home Business Plan® K1 (combined residential and business) customers and non-residential tariff customers are not eligible to claim rebates under the Dependent Child Rebate or Air Conditioning Rebate.
- (h) If the total rebate exceeds the amount payable to the applicable eligible recipient's electricity account, the account will be issued with a nil balance and any credit in excess will not be carried forward.
- (i) If a concession card is not able to be validated, the eligible recipient's concession/rebate payments will be deactivated and the eligible recipient will be notified accordingly to their last known contact address.
- (j) Concession eligibility is determined by the WA State Government and is subject to change from time to time.

Concessions and rebates

Rebate	Eligibility
Account Establishment Fee Rebate	<ul style="list-style-type: none"> Health Care Card Pensioner Concession Card Veterans’ Affairs Gold Card (this includes War Widow, Dependent, and those who are Totally and Permanently Incapacitated) Veterans’ Affairs Pensioner Concession Card
WA Government Energy Assistance Payment	<ul style="list-style-type: none"> Health Care Card Pensioner Concession Card Veterans’ Affairs Gold Card (this includes War Widow, Dependent, and those who are Totally and Permanently Incapacitated) Veterans’ Affairs Pensioner Concession Card
Dependent Child Rebate	<ul style="list-style-type: none"> Must have at least 1 dependent child listed on card Health Care Card Pensioner Concession Card Veterans’ Affairs Gold Card (this includes War Widow, Dependent, and those who are Totally and Permanently Incapacitated) Veterans’ Affairs Pensioner Concession Card
Reduced Meter Test Fee	<ul style="list-style-type: none"> Health Care Card Pensioner Concession Card Veterans’ Affairs Gold Card (this includes War Widow, Dependent, and those who are Totally and Permanently Incapacitated) Veterans’ Affairs Pensioner Concession Card

For more details on rebates and concessions, including a list of eligible Air Conditioning Rebate towns, please visit synergy.net.au/rebates

Rebate	Eligibility
Late Payment Fee (fee waived for two notices per year only)	<ul style="list-style-type: none"> Health Care Card Pensioner Concession Card Veterans’ Affairs Gold Card (this includes War Widow, Dependent, and those who are Totally and Permanently Incapacitated) Veterans’ Affairs Pensioner Concession Card WA Seniors Card or Commonwealth Seniors Health Card
Air Conditioning Rebate (Available to customers who live in areas north of the 26 th Parallel and/ or north of the 50 Day Relative Strain index line (defined locations))	<p>In addition to living in a defined location, customers must hold a WA Seniors Card and either a:</p> <ul style="list-style-type: none"> Commonwealth Seniors Health Card, or Pensioner Concession Card, or Veterans’ Affairs Pensioner Concession Card <p>Customers are also eligible if they live in the defined locations, have dependent children, and hold one of the following:</p> <ul style="list-style-type: none"> Health Care Card Pensioner Concession Card Veterans’ Affairs Gold Card Veterans’ Affairs Pensioner Concession Card
Life Support Equipment Energy Subsidy (apply to the Office of State Revenue at finance.wa.gov.au)	<ul style="list-style-type: none"> Health Care Card (not including the Commonwealth Seniors Health Card) Health Care Interim Voucher Pensioner Concession Card Veterans’ Affairs Pensioner Concession Card
Thermo-regulatory Dysfunction Energy Subsidy Scheme (apply to the Office of State Revenue at finance.wa.gov.au)	<ul style="list-style-type: none"> Health Care Card (not including the Commonwealth Seniors Health Card) Health Care Interim Voucher Pensioner Concession Card Veterans’ Affairs Pensioner Concession Card

To apply for a rebate off your electricity bill, please call us on **13 13 53** and we will take your application over the phone. When you get a new card or if your circumstances change and you no longer hold a valid card, you are obliged to notify us. If you are a My Account customer, you can update your concession online at synergy.net.au/myaccount

Our commitment to serve you well

We may supply your energy but what we're really here for is to help you get the most out of it. That means giving you the best possible service. If you have any feedback or ways we can help you better, we'd love to hear them.

Visit us online at synergy.net.au/contact

Give us a call:

- **13 13 53** for residential customers.
Monday to Friday between 7am and 7pm AWST, excluding public holidays.
- **13 13 54** for business customers.
Monday to Friday between 8am and 5pm AWST, excluding public holidays.
- **+61 8 6212 2222** for calls outside Western Australia.
Monday to Friday between 7am and 7pm AWST, excluding public holidays.
-  **TTY 13 36 77**
if you have hearing or speech difficulties.
-  **TIS 13 14 50**
for telephone interpretation services.

Or you can write to us:

- **Customer Services**
Synergy
GPO Box K851
Perth WA 6842