

Terms and Conditions

Concessions and Rebates

WA Government Energy
Assistance Payment

Synergy (ABN 58 673 830 106)

Concessions and Rebates

Terms and Conditions

Dependent child rebate and air conditioning rebate Terms & Conditions

- (a) An eligible recipient must:
 - (i) provide Synergy with all and any information that Synergy reasonably requires 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 carry out a validation of the details supplied by customers and recorded from valid, eligible concession cards with Centrelink, and Department of Veterans' Affairs to confirm an eligible recipient's entitlement and concession details. The validation of records will allow rebates to be continued on an eligible recipient's account. If any of the eligible recipient's details do change you must immediately inform Synergy.
- (c) Each of Synergy and Centrelink, and Department of Veterans' Affairs will periodically provide information (including information about the concession card holder) to the other for validation purposes.
- (d) Centrelink and Department of Veterans' Affairs 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 details on the 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 on 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) Customers supplied at the K1 (combined Residential and Business) and non-residential tariffs are not eligible to claim rebates under the State Government Energy Rebate Scheme.
- (h) If the total rebate exceeds the amount of the account, the account is issued with a nil balance and the credit is not carried forward.
- (i) If a concession card fails validation, 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) Concessions eligibility is determined by the state government and subject to change from time to time.

WA Government Energy Assistance Payment Terms and Conditions

1. Only eligible recipients can receive the WA Government Energy Assistance Payment (EAP). To qualify for the WA Government EAP you will need to:

- (a) Apply to Synergy for the WA Government Energy Assistance Payment (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 (or written notification to be sent to Synergy by PUO as having been deemed by the State Government to have applied);
- (b) Be assessed by Synergy (in its absolute discretion) as satisfying the eligibility criteria set out below; and
- (c) Have your name and other relevant details (including details of all concession card holders included in the person's WA Government EAP application) entered on Synergy's database of WA Government EAP recipients as being an eligible recipient.

Eligibility criteria

To become an eligible recipient a person must satisfy the following criteria:

- (i) the Synergy electricity account supply address is the principal place of residence of the concession card holder; and
 - (ii) the electricity account holder is eligible for a residential tariff and the supply address is billed solely on a residential tariff.
- (d) Concessions eligibility is determined by the state government and subject to change from time to time.

- 2. To be a concession card holder** a person must satisfy Synergy that the person is the holder of at least one valid and current State Government concession card (as specified in table 1), issued by a concession card agency.

Table 1

Card Name
Centrelink Health Care Card
Centrelink Pensioners Concession Card
Commonwealth Senior Health Care Card
Veteran Affairs Gold Card – (this includes War Widows, Dependants, and those who are Totally and Permanently Incapacitated)

3. Notification of WA Government EAP application outcome

Synergy will notify a 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. Further information

An eligible recipient must:

- (a) Provide Synergy with all and any information that Synergy reasonably requires from time to time 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 \$300 including GST (or such other amount notified in writing to Synergy by the Public Utilities Office) 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:

$\$300.00/365 = \0.8219 per day multiplied by number of days in the billing cycle.

6. WA Government Energy Assistance Payment (EAP)

- (a) The WA Government EAP is established on the account from the date a person is approved by Synergy as an eligible recipient and will be applied on the 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 the Public Utilities Office).
- (b) Customers supplied at the tariff K1 (combined residential and business) and non-residential tariffs are not eligible to receive the WA Government EAP.
- (c) If the value of a WA Government EAP exceeds the amount payable on the applicable eligible recipient's electricity account, the balance is to be retained on the electricity account in the form of a credit.
- (d) Only one WA Government EAP payment is to 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 within 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 and irrespective of whether the electricity account is in credit or debit and documented as a separate line item on eligible recipient's electricity account; and
 - (iii) apply the WA Government EAP generally, consistent with Synergy's standard billing practice

