

NATIONAL SMALL BUSINESS ENERGY BILL RELIEF OFFSET

A. BACKGROUND

On 9 December 2022 the Commonwealth Government announced the National Energy Bill Relief Fund, providing eligible small business customers with relief on their electricity bill and addressing the impacts of rising global energy prices in the form of an electricity offset applied to an eligible customer's bill.

Funded jointly by the Commonwealth and WA State Government, eligible small business and not for profit customers (being those customers on the C1, D1, K1, L1 and R1 tariffs) will receive a \$650 National Small Business Energy Bill Relief Offset payable over 2 instalments of \$325 with the first payment being made on 8 July 2023 and the second payment on 2 December 2023.

These Terms and Conditions have been determined by the WA State Government to enable Synergy to determine eligibility and distribute the National Small Business Energy Bill Relief Offset (**Offset**).

B. TERMS AND CONDITIONS

1. The value of the National Small Business Energy Bill Relief Offset is \$650 GST Free and will be payable over 2 instalments of \$325 with the first payment being made on 8 July 2023 and the second payment on 2 December 2023.
2. An eligible customer account is a current Synergy account that is supplied electricity under a contract with Synergy on 9 May 2023 and 23 November 2023 and the payment dates of 8 July 2023 and 2 December 2023 (**qualifying dates**) and be an eligible retail tariff as outlined in clause 3.
3. The eligible retail tariffs are the tariffs specified in the Energy Operators (Electricity Generation and Retail Corporation) (Charges) By-laws 2006 as:
 - a) C1
 - b) D1
 - c) K1
 - d) L1
 - e) R1
4. Even if the Eligibility Criteria is met, each of the following accounts are not Eligible Accounts (**Excluded Accounts**):
 - a) an account held by a local government authority, council or entity created pursuant to the *Local Government Act 1995 (WA)*; or
 - b) an account held by a Western Australian or Commonwealth Government statutory authority, trading enterprise, department, or agency; or
 - c) an account held by a telecommunication company that is, for example part of the corporate group of, Telstra, Vodafone, Optus or the National Broadband Network; or

- d) an account that is, for example part of the corporate group of, Westpac, Australian and New Zealand Banking Group, Commonwealth Bank or National Australia Bank; or
 - e) an account held by a major mining or resources operator, that is, for example part of the corporate group of, BHP, Rio Tinto, FMG, Chevron and Woodside; or
 - f) an account for temporary electricity supply for the purposes of constructing premises; or
 - g) consumption at the premises cannot be more than 50MWh in the 12 months prior to 9 May 2023; or
 - h) Synergy must reasonably expect consumption for the account to be less than 50MWh over a 12-month period.
5. The first payment of the Offset is to be applied to each eligible customer account on 8 July 2023 and the second payment on 2 December 2023.
6. Synergy customers who have an eligible small business account, are not required to apply for the Offset and will receive it as a non-refundable \$650 Offset payable over 2 instalments of \$325 each. It will be displayed on the bill as an offset on a separate line item with the description *National Small Business Energy Bill Relief Offset*.
7. The Offset will be applied against:
- a) any historical debt associated with the eligible customer account; then
 - b) amounts billed for the supply of electricity in respect of the eligible customer account,
- until such time as the credit is fully applied.
8. Unless Synergy is required by law:
- a) customers are not entitled to receive a refund or cash-out any amounts in respect of the Offset; and
 - b) any unused amounts relating to the Offset will be forfeited if the eligible customer account is closed.
9. A customer may apply for any unutilised balance of the Offset that remains on an Eligible Small Business Account or an Otherwise Eligible Account to be transferred if:
- a) where the customer has moved to a new premises supplied by Synergy:
 - i. the customer has entered into a new contract with Synergy before 31 March 2024; and
 - ii. the new account meets the Eligibility Criteria and is not an Excluded Account, or
 - b) where the customer has moved to a new premises supplied by Horizon Power:
 - i. the customer has entered into a new contract with Horizon Power before 31 March 2024; and

- ii. the new account and contract meets any eligibility criteria, with respect to residential tariffs, set out in the Horizon Power Offset Scheme Terms and Conditions.

10. In assessing whether to provide the Offset or to arrange a transfer of unutilised Offset, Synergy will consider:

- a) all factual circumstances of the customer; and
- b) the State and National Governments' policy intent behind the Offset.