

## 2024 HOUSEHOLD ELECTRICITY CREDITS – TERMS AND CONDITIONS

### SYNERGY

#### A. BACKGROUND

The Western Australian Government announced the \$400 Western Australian Household Electricity Credit on 9 May 2024. On Tuesday 14 May 2024, the Commonwealth Government announced \$300 of additional energy bill relief funding for households through the Energy Bill Relief Fund Extension.

These Terms and Conditions have been determined by the Western Australian State Government to enable Synergy to determine eligibility and distribute the National Energy Bill Relief Fund Extension and Western Australian Household Electricity Credit (**2024 Offset**).

Funded by both the Commonwealth and Western Australian State Governments, the purpose of the 2024 Offset is to assist eligible residential electricity customers with the rising cost of living by providing a one-off non-refundable account offset that is to be applied to an eligible residential electricity account.

#### B. TERMS AND CONDITIONS

1. The value of the 2024 Offset is \$700 (GST free) payable over two instalments of \$350 each with the first payment being applied to eligible residential accounts on 20 July 2024 and the second payment being applied to eligible residential accounts on 7 December 2024.
2. For the purposes of the 2024 Offset, a Synergy customer will be assessed as having an **Eligible Residential Account** if:
  - a. they are a residential customer supplied with electricity under a Synergy electricity supply contract as of 17 June 2024 and 18 November 2024 and the payment dates of 20 July 2024 and 7 December 2024 (**qualifying dates**); and
  - b. the supply of electricity is made under one of the residential electricity retail tariffs that are (**Eligibility Criteria**):
    - i. Tariff A1 (residential tariff) as specified in the *Energy Operators (Electricity Generation and Retail Corporation) (Charges) By-laws 2006*; or
    - ii. all non-standard residential electricity supply products including the Midday Saver, Community Energy, EV Add On Plan and grandfathered products including Smart Home Plan and SmartPower; or
    - iii. a tariff charged to a residential pre-payment meter customer; or
    - iv. published by Synergy.
3. Even if the Eligibility Criteria are met, each of the following accounts are not Eligible Residential Accounts (**Excluded Accounts**):
  - a. the supply is made under the Tariff K1 (general supply with residential tariff) as specified in the *Energy Operators (Electricity Generation and Retail Corporation) (Charges) By-laws 2006*; or

- b. the supply is made under the Tariff B1 (residential water heating tariff) as specified in the *Energy Operators (Electricity Generation and Retail Corporation) (Charges) By-laws 2006*; or
  - c. an account held by a local government authority, council or entity created pursuant to the *Local Government Act 1995 (WA)*; or
  - d. an account held by a Western Australian or Commonwealth Government statutory authority, trading enterprise, department or agency; or
  - e. 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
  - f. an account held by an authorised deposit-taking institution that is, for example part of the corporate group of, Westpac, Australian and New Zealand Banking Group, Commonwealth Bank or National Australia Bank; or
  - g. 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
  - h. an account for temporary electricity supply for the purposes of constructing premises; or
  - i. an account where the consumption at the premises exceeds 50MWh in the 12 months prior to 17 June 2024.
4. Synergy customers who have an Eligible Residential Account are not required to apply for the 2024 Offset and will receive a non-refundable offset that is:
- a. for a residential pre-payment meter customer, applied to the pre-payment meter balance from 20 July 2024 and 7 December 2024; or
  - b. for all other customers, applied to the account balance from the first scheduled meter reading from 20 July 2024 and 7 December 2024 and displayed on the bill as an offset on two separate line items as follows:

Bill Description	Value	Funded by
<i>WA Household Electricity Credit (2024 Offset)</i>	\$200.00	WA State Government
<i>Commonwealth Energy Bill Relief (2024 Offset)</i>	\$150.00	Commonwealth Government

5. On or before 5.00pm WST on 31 March 2025, a Synergy customer may apply to Synergy to have an account, which is not an Eligible Residential Account or an Excluded Account, to be considered as an **Otherwise Eligible Account**, where it would have been an Eligible Residential Account except that:
- a. the customer failed to meet the Eligibility Date due to accommodation issues, including but not limited to moving houses, homelessness, temporary accommodation or building a new dwelling; or
  - b. there was an error in the tariff applied to an account, where a residential customer was on an incorrect tariff that would not meet the requirements set out in clause 2(b) of these Terms and Conditions.

6. Once Synergy has applied the 2024 Offset it will remain on an Eligible Residential Account or an Otherwise Eligible Account, until the earlier of:
  - a. the termination of the contract under which the account is supplied, in which case any remaining amount of the 2024 Offset will be forfeited, unless clause 10 of these Terms and Conditions applies;
  - b. a change in tariff occurs that is not a tariff specified in clause 2(b), in which case any remaining amount of the 2024 Offset will be forfeited; or
  - c. the utilisation of the full amount of the 2024 Offset with respect to charges incurred and billed for the supply of electricity for that account (including historical debt).
7. Provided a customer applies to Synergy before 31 March 2025, Synergy retains discretion to consider a customer who does not meet the requirements in clause 1 or 4.b of these Terms and Conditions as eligible for the Offset (**Special Circumstances**). If Synergy, in their discretion, determines that a customer is eligible for the Offset, then these terms and conditions will apply.
8. Subject to clauses 7 and 11 of these Terms and Conditions, the 2024 Offset can only otherwise be applied against amounts owed to Synergy in respect of the supply of electricity for an Eligible Residential Account or an Otherwise Eligible Account.
9. Except in circumstances where clauses 10 and 11 of these Terms and Conditions may apply, where the 2024 Offset is applied to an Eligible Residential Account or an Otherwise Eligible Account, no customer or their authorised representative is entitled to:
  - a. a refund or cash-out any amounts from Synergy in respect of the 2024 Offset; or
  - b. any other application, payment, or transfer of the 2024 Offset.
10. A customer may apply for any unutilised balance of the 2024 Offset that remains on an Eligible Residential 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 2025; 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 2025; and
    - ii. the new account and contract meets any eligibility criteria, with respect to residential tariffs, set out in the Horizon Power 2024 Government Household Electricity Credits Terms and Conditions.

11. Provided a customer applies to Synergy before 31 March 2025 for the unutilised balance of the 2024 Offset to be transferred to a new Synergy or Horizon Power account and the customer has entered into a new contract by that date, Synergy retains discretion to transfer any unutilised 2024 Offset funds when a customer does not meet the requirements in clause 9 of these Terms and Conditions (**Compassionate Circumstances**). Compassionate Circumstances can include consideration of issues including but not limited to the account holder experiencing family violence, extreme hardship, having passed away, power of attorney being established or a change of contract holder due to a deceased estate.
12. In assessing whether to provide 2024 Offset or to arrange a transfer of unutilised 2024 Offset, Synergy will consider:
  - a. all factual circumstances of the customer; and
  - b. the State and Commonwealth Governments' policy intents behind the 2024 Offset.