

Terms and Conditions

Concessions and Rebates

Synergy (ABN 58 673 830 106)

Concessions and Rebates

Terms and Conditions

Terms and conditions applicable to the Dependent Child Rebate and Air Conditioning Rebate

Eligibility criteria for the Dependent Child Rebate and Air Conditioning Rebate can be found at synergy.net.au/concessions

- (a) An eligible 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 Centrelink 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, Centrelink, and Department of Veterans' Affairs will periodically provide information (including information about the concession card holder) to each other for validation purposes.
- (d) Centrelink 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 Western Australian Government and is subject to change from time to time.

WA Government Energy Assistance Payment Terms and Conditions

1. **Only eligible recipients are entitled to 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. 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) Have relevant details (including details of all concession card holders included in the person's WA Government EAP application) entered into Synergy's database of WA Government EAP recipients.

Eligibility criteria

To become an eligible recipient a person must 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.
 - (d) Concessions eligibility is determined by the WA Government and is subject to change from time to time.
2. To be a **concession card holder** a person must hold at least one valid and current WA 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 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. Further information

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 \$318.37 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:

$\$318.37/365 = \0.8722 per day multiplied by number of days in the billing cycle.

6. WA Government Energy Assistance Payment (EAP)

- (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.

